

Rent Increase Consultation for 2026/2027

We know the past few years have been difficult as rising living costs have affected everyone - including you, your neighbours, and us as your landlord. The purpose of this document is to discuss the rent we're proposing from **1st April 2026** and outline the ways we can continue to support you and your home.



Over the past number of years, we have worked hard to keep rent increases as low as possible. For example, we have:

- Kept increases as low as possible to sustain the ongoing running costs of the Association
- Where the rent has increased, we have **increased the community provision** that tenants have access to through our 'Low Cost, No Cost' Initiative

However, like many organisations, we're facing higher costs to deliver the services you rely on including repairs, maintenance and improvements to

your home and community. To keep doing this well, we need to increase your rent next year.

We're committed to:

- Keeping rents **fair and affordable**
- Investing in **better homes and services**, and
- **Listening to your views** before any decisions are made.

This isn't just about numbers - it's about making sure your home stays safe, warm and well looked after.

How much did the rents increase in previous years (%)?

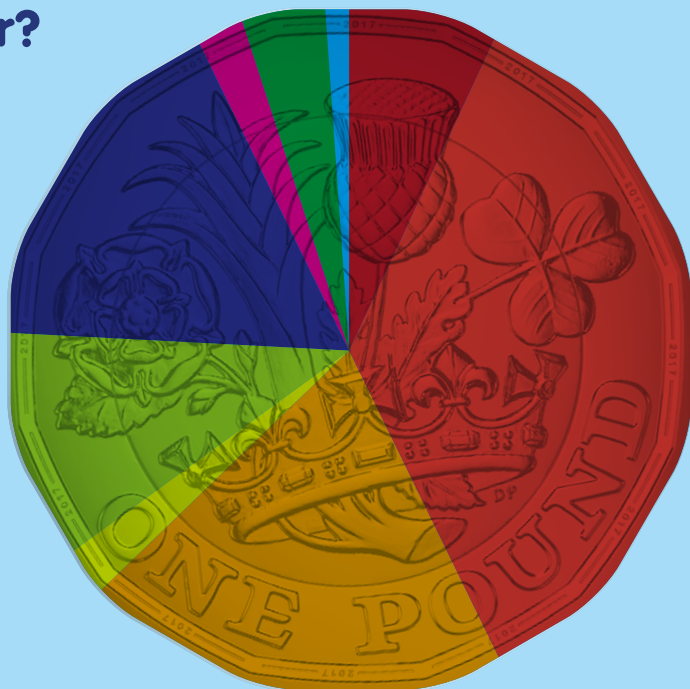
	WSHA	Landlord 1	Landlord 2	Landlord 3	Scottish average	CPI
2025/26	5.5	4	5	4.3	-	1.7 (2024)
2024/25	5.5	5	5.8	5.6	4.68	6.7 (2023)

SEE OVER >



Where did the rent go last year?

Services	£0.07
Management and Maintenance Administration Costs	£0.36
Routine Maintenance	£0.20
Rent Loss from Bad Debts	£0.02
Major Repairs and Cyclical Expenditure	£0.11
Property Depreciation	£0.17
Wider Role	£0.02
Factoring	£0.04
Interest Payable	£0.01



We carried out the following in 2024/25:



**Common Close & External Painting -
£192,000**



**61 Properties benefited from New Windows -
£450,000**



**Gutter Cleaning -
£68,000**

**Routine Repairs & Void Works -
£1.2m**

**117 Bathrooms -
£525,000**

**Compliance Inspections
(including Gas & Electrical Safety) -
£540,000**

**163 Kitchens & Partial Rewires -
£1.2m**

**40 Boilers -
£110,000**

Total cost approx. £4.29m

**YOU
HAVE UNTIL
30TH NOVEMBER
TO SHARE YOUR
THOUGHTS**



Investing in You and Your Community

At WSHA the rent you pay goes beyond just covering repairs and improvements: it helps us invest in you and your community. As a tenant, you have access to a unique range of services and support funds designed to enhance wellbeing, reduce financial pressure, and strengthen community connections. We're continually reviewing and improving these services to make sure they meet your needs. Some of the services available are:

Welfare Rights

Our Welfare Rights Team provide a dedicated and responsive service and last year helped 667 tenants obtain £1,010,076. This is an increase of £386,042 on the previous year. This means, on average, each tenant had an increase in income of £3,300.

The impact our Welfare Rights Team has goes beyond just financial gain. This year we have been inundated with tenants looking for help with the migration of Universal Credit. We successfully supported 125 tenants to move from legacy benefits to Universal Credit, ensuring a smooth transition where no tenant was financially disadvantaged and our most vulnerable tenants were fully supported.

We have enabled 50 tenants to make their home habitable by providing grants from our Tenant Support Fund for items such as blinds, carpets, white goods and other miscellaneous household items.

'The girls were great at helping me with my forms and helping sort out my rent. I can't thank them enough'

'I would NOT make any changes personally because the help, advice and guidance I received met my needs. Thank you!'

'Lauren and Lisa were very welcoming, helpful, understanding, helped and supported me until my issues were resolved'.

Real-Life Support Through Community Investment

WSHA is committed to delivering more than just housing - we invest in real-life support that makes a meaningful difference to tenants and the wider community. In partnership with our subsidiary, The Whiteinch Centre, tenants benefit from a low-cost/no-cost model that provides access to a wide range of services and activities.



Free access to community events such as pantomimes, meals, breakfast clubs, cooking classes, film nights, and school holiday programmes.



Free annual membership to the Community Shop, offering access to essential items.



Debt advice and energy support; helping tenants manage rising costs and improve household wellbeing.



The Dolly Parton Imagination Library provided a book each month for 45 children of tenants.



We provide a bursary for tenants or children of tenants to help toward the cost of their books/equipment when attending college/university. In 2024-25 we helped 11 individuals with a grant of £200.



We helped 153 new and existing tenants with some of the basics that help create a home including carpets and white goods.



We worked with other partners to provide employment advice, activities and uniforms for school children, bikes and bike repairs for tenants who need them.



These services are designed to support you in practical, everyday ways - making your rent go further and helping you feel more connected, supported and secure in your home and community.

We want every tenant to be aware of this added value and feel confident in accessing the support available. Whether it's help with energy costs, wellbeing activities or local initiatives, our commitment to community investment is about making a real difference in **your** everyday life.

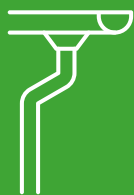
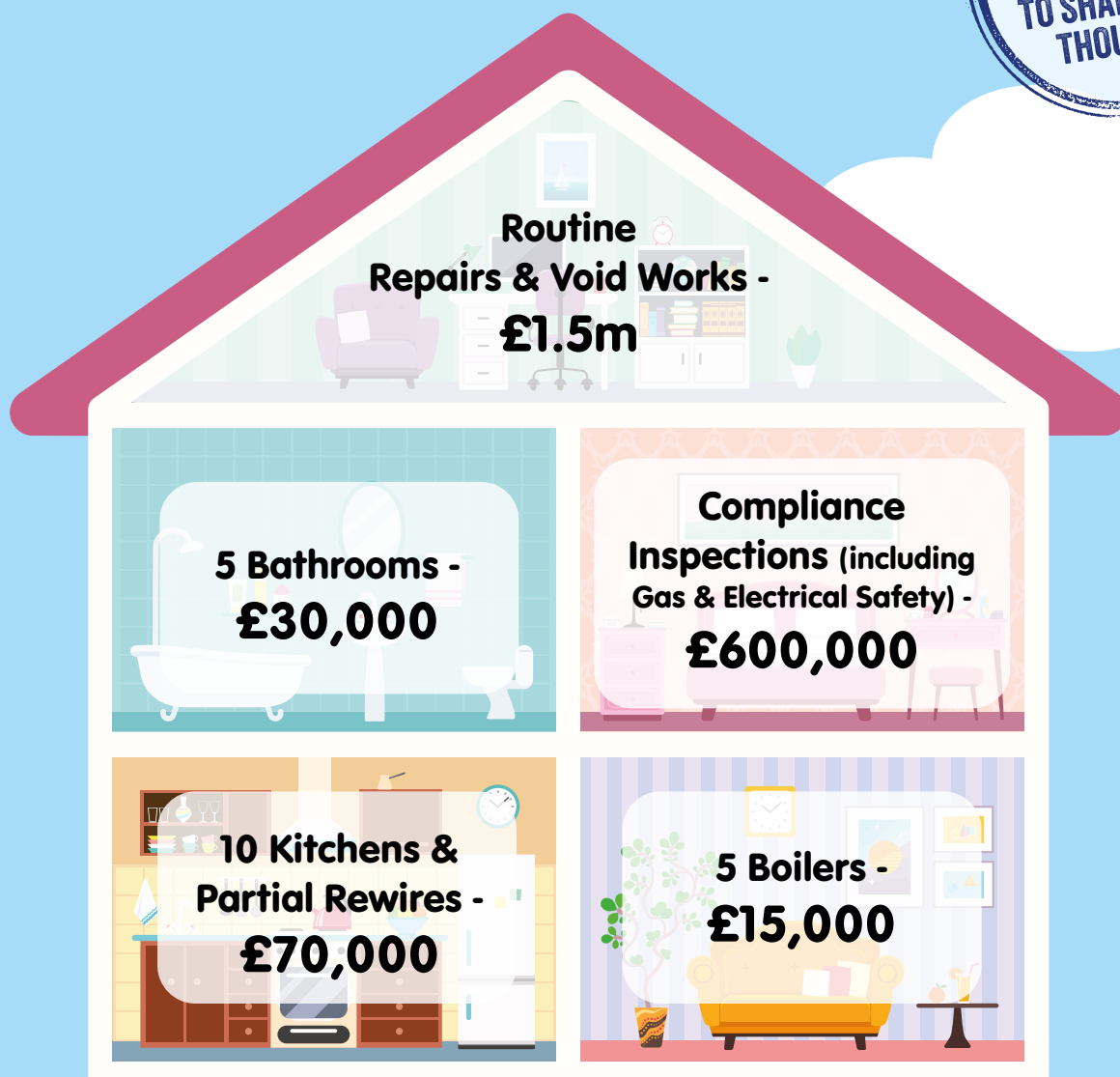
"The shop has been a great help. As bills get more and more expensive, it really helps me get through to payday at the end of the month".

"The community meal is a great thing for the community and allows me to meet lots of other people in the community".

"I fully support the kids' activities held at The Whiteinch Centre. They have helped me build a stronger bond with my child having the one-on-one interaction".

What next?

We think it's important to continue to invest in our properties, which after all are our tenants' homes. Our investment plans for 2026/27 include:



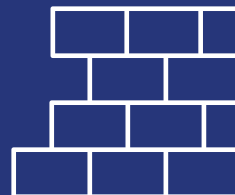
**Gutter
Cleaning -
£80,000**



**Common Close
& External
Painting -
£250,000**



**70 Properties
with New
Windows -
£530,000**



**Façade Stone
Works -
£100,000**

Total cost approx. £3.2m



Creating Fairness and Supporting You

Every year we carry out a Tenant Satisfaction Survey and your feedback plays a vital role in both shaping our community activities as well as helping us find ways to reduce the impact of rising costs on you. It also helps us focus on improving your wellbeing. We conducted our Tenant Satisfaction Survey for 2025 in August and 300 tenants were consulted and took part in the survey. From this, you told us your priorities are:



In addition to this, you told us that your biggest concerns are:



Last year you told us these concerns were:



This year we have committed 100 free shops at the Community Shop as a thank you to those tenants who took part in our Tenant Satisfaction Survey. We continue to ensure inclusive food provision, including halal offerings. During the summer months we provided various events which the kids could enjoy including a fun day with giant inflatables and a visit from the animal man. We also have our exciting Christmas Fayre coming up in November. These events will continue at The Whiteinch Centre in the hope it brings the community together and helps to ease the pressure of child related costs in some small way. We have also secured funding to create a debt and energy advice provision starting in October 2025 through to March 2026. This will be for tenants and the wider community and is testament that your feedback is valued and we are progressing to deliver what you want.

We will continue to focus on investing in these areas to support you and reduce your concerns.

Back in 2021 we began restructuring our rent system to make it fairer; so that similar homes are charged the same rent. Alongside this, we calculate how much we need each year to maintain and improve your home and deliver services like close cleaning.

Unlike many other landlords who charge rent and service fees separately, WSHA includes service costs within your total rent. This means all tenants contribute equally to the services we provide. For example, our estate services which are delivered by WS Estate Services Ltd (WSES) include a free bulk uplift service for tenants. You can find out more about this service [here: https://wsa.org.uk/introducing-ws-estate-services-ltd/](https://wsa.org.uk/introducing-ws-estate-services-ltd/).



Tenants' Voice Panel

The Tenants' Voice Panel is a group of tenants who work alongside WSHA to review policies, influence decisions and help shape the services we deliver. Panel members meet regularly to discuss key issues and provide feedback before anything is finalised; making sure tenant voices are at the heart of everything we do.

Every tenant is welcome to join. Whether you want to help improve your community, stay informed or make a difference in how things are run, this is a great opportunity to get involved. No experience is needed - just a willingness to share your views and work with others.

If you're interested in joining or finding out more, we'd love to hear from you. Tick the box on your Rent Increase Consultation Form or get in touch on **0141 959 2552**.



What does all this mean for me and the rent I will pay?

As a responsible landlord, we plan ahead financially to ensure we can continue to meet Government standards, invest in your homes, and support tenants. To do this, our business plan requires a rent increase of 5.5% from April 2026. This is the minimum needed to continue delivering the improvements and services you rely on.

If we were to set the increase any lower, we would have to reduce spending. This is something we cannot do without affecting the quality of your home and

the support we offer. It would also risk the long-term sustainability of WSHA.

We know that any increase can be difficult, and we're committed to keeping the increase as low as possible. We'll continue working to improve the energy efficiency of your home and offer help and advice where needed. It's also important to remember that most tenants don't pay anything extra for services like stair cleaning or bulk uplift; they're included in your rent.

Example rent now and following the proposed rent increase:

Apt Size	Current Average Rent (pcm)	5.5% Increase	New Average Rent (pcm)
1 apt (Studio)	£400.31	£22.02	£422.33
2 apt (1 bed)	£426.44	£23.45	£449.89
3 apt (2 bed)	£449.89	£24.74	£474.63
4 apt (3 bed)	£516.01	£28.38	£544.39
5 apt (4 bed)	£551.55	£30.34	£581.89

Note: Whilst the vast majority of tenants will be subject to the same increase, a small proportion will differ because of the phased way the rent restructure was designed to be brought in. We will inform those people separately.

If you have any concerns about your tenancy, your Housing Officer or the Welfare Rights Team are here to help.

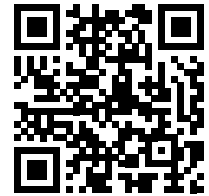


So, now it's over to you. What do you think?

You have until 30th November 2025 to share your thoughts. After this, the Management Committee will consider your responses and the recommended rent increase level and decide on the proposed increase. We will let you know the outcome and tell you what your rent will be from 1st April 2026.

Please let us know by adding your comments by going to our survey website (www.surveymonkey.com/r/VZSKSQR), scanning the QR code, telephoning the office to complete the survey with a staff member or by using the tear off slip below and returning it to: **Whiteinch and Scotstoun Housing Association, The Whiteinch Centre, 1 Northinch Court, Glasgow, G14 0UG.**

As a thank you for taking part, everyone who completes the survey will be entered into a prize draw to win one of two £50 Amazon vouchers. It's a small way for us to show our appreciation for your time and feedback, which helps shape the decisions we make about rent and services.



Scan here for survey

Please provide your name and address so that we can verify you are a tenant. This information will not be used for any purpose other than to check you are entitled to comment and include you in the prize draw.

Name		Telephone No	
Address		Postcode	
Email Address			

Is it clear to you what your rent pays for and why it needs to be increased by the proposed 5.5%? ☐ Yes ☐ No ☐ Unsure

Can you tell us why you have answered this way?

How do you pay your rent?

- | | | |
|---|--|---|
| ☐ Full Payer | ☐ Full Universal Credit | ☐ Partial Universal Credit |
| ☐ Full Housing Benefit | ☐ Partial Housing Benefit | |

What do you think is the most important service WSHA provides to you, or our tenants, as a whole?

- | | |
|---|---|
| ☐ Welfare Rights | ☐ Other (please specify) |
| ☐ Repairs | <input type="text"/> |
| ☐ Community Activities | |

What would you like to see WSHA doing, or doing more of?

Would you be interested in joining the Tenants' Voice Panel and finding out more about what we do and why? This helps us do things better. ☐ Yes ☐ No

Can we use the details you have provided to contact you about the Tenants' Voice Panel if you have selected you are interested or to discuss your overall response in more detail? ☐ Yes ☐ No