

Consultation on the Rent Review for 2020/2021

We previously carried out a major review of rent charges and introduced a new points system that would enable us to make sure similar rents are charged for similar properties. We agreed it would take a few years to do this and that some rents would need to go up a bit more than others, until all are on the new pointing system.

Comparability and Affordability We also compare our rents with other landlords, both locally and across Scotland, to make sure they are similar to ours and affordable for our tenants. We also consider what rent increase other landlords are proposing, which ranges this year from 1.5% to 3.8%. While affordability is important, we must also ensure the rent we charge will cover all overheads, allow us to maintain existing stock, deliver planned improvements and meet all regulatory requirements.

Planned improvements for 2019/2020 – Total Budget Committed £1.6m. The Association committed to a huge range of works this year including, 27 gas boilers or heating systems, 31 close doors and entry systems, 11 closes with new linotol flooring, 75 new kitchens, 57 new bathrooms, 38 bathroom shower upgrades and 450 smoke & interlinked heat alarms.

Cyclical Works and Services this includes electrical periodic safety inspections, roof anchor testing, gutter cleaning, gas servicing and cyclical painting as well as landscape maintenance, stair-cleaning, bulk uplift, bin-store maintenance, close lighting and common electrics.

Welfare Rights Officer is an additional service to help local residents maximise their income, cope with debt, budgeting and welfare reforms and assist them with appeals and tribunals.

And don't forget Calway Centre Activities Zumba, Dance, Metafit and Boxing classes, Cards, Chess, Bingo, Sewing and other Arts & Crafts, Bookbug, Toddlers Group & Youth Project.

So what are our Proposals for 2020/2021 Rent Increase? We are considering the following:-

- 2.0% (CPI inflation of 1.5% + 0.5%) to cover our overheads and business assumptions

OR

- 2.5% increase (CPI inflation of 1.5% + 1%) to allow additional spending

*(*5% increase is the maximum for rents still not on the new points system. We could cap this, but it would then take much longer for these rents to catch up).*

And now over to You! We want to know what you think, so please take a few minutes to read the attached leaflet which gives more information about how we spend your rent money. Please take a few minutes to complete the short questionnaire on the other side of this page and return it to Calway Housing Association, 16 Calway Road, Glasgow G33 4RE by 10th January at the latest. If you need any more info, just call us on 0141 771 7722, or email enquiries@calway.org.uk or call in and ask to speak to a member of staff. THANK YOU!

Response to Rent Increase
Proposal for 2020/2021



Calway Housing Association

The Association seeks to provide the best possible services and investment to meet our tenants' expectations while keeping rents as low as realistically possible. We are also working towards harmonising rents for all properties across our stock. Please give us your views on our proposed options for rent increase for 2020/2021.

Please tick the box below which is closest to your view:-

- ☐ I agree with the Association's proposal to increase rents by 2%
- ☐ I support a higher rent increase of 2.5% to increase the money available for planned investment and services
- ☐ I understand some rents need to go up a bit more to bring them into line with similar properties and agree to a proposed 5% max.

- ☐ I disagree with the proposed rent increase. (Please tell us why)

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Name:.....

Address:.....

Daytime Telephone Number

Email:.....

- ☐ I want to make an appointment with the Welfare Rights Officer

Please complete and return this survey no later than Friday 10th January 2020 using the pre-paid envelope provided. THANK YOU.

Rent Review – So how do we spend your rent money?

Keeping the rent as reasonable as possible is important to us, but you might be surprised at how many pressures Housing Associations like Calvay face in trying to do this. This leaflet aims to highlight the various uses we make of the rent you pay.

Looking after your home from when you first move in, turning things round quickly after the previous tenant has left, but making sure we get things right for you, is the most important.

- Responding as quickly as we can when you tell us a repair is needed, and getting the work done properly – whether it's an emergency repair or a less urgent one
- We also need to put some rent money aside to make sure we always have funds to carry out longer term repairs and improvements, from roofing repairs and painting, to new boilers or central heating, as well as new kitchens, bathrooms and windows.
- Investing in older housing stock, especially tenements, brings particular challenges. People who own their flat are sometimes unwilling or unable to pay their share of the cost of repairs or improvements. We don't want this to delay work to tenants' homes, but we also don't think tenants' rents should be used to cover owners' costs

Keeping you warm. We can't control what fuel companies charge, but we can try to make your home as energy efficient as possible so you're not paying for heat that's being wasted.

- The majority of our properties currently meets the Scottish Government's Energy Efficiency Standard for Social Housing – which means they are much more energy efficient than housing which is privately owned or privately rented

Keeping you safe. Fire safety has always been a priority for us, but even more so since the terrible tragedy at Grenfell Tower. The Scottish Government has set new standards for smoke alarms, kitchen heat detectors and carbon monoxide detectors in all properties.

- This work has to be done by February 2021 and will need your rent money to pay for it.
- Rightly we must by law make sure – every year – that your gas supply is safe, and we also need to do regular testing and upgrading of your electricity supply
- We try to respond as effectively as we can when anti-social behaviour is reported to us, or a neighbour dispute arises. This often takes a lot of staff time trying to sort things out and getting support from other agencies such as the local council or the police.

Building new homes is a really important way of helping to improve the local community. It is funded by government grant and by bank loans which need to be repaid from rent money.

- Calvay is in the process of planning to build new homes which will benefit our local area.

Collecting the rent Staff spends a lot of time trying to collect the rent that's due. We know people can run into difficulties sometimes and we try to work with them to sort things out.

- Universal Credit is one of the newer challenges for housing associations and tenants, as tenants receive the money direct from the DWP, instead of it being paid to us. Tenants struggle with budgeting and staff need to spend more time helping them pay their rent.
- Many associations have found rent arrears rising sharply and many like Calvay, have employed welfare rights officers to help make sure people are claiming what they're entitled to and help them manage their budgets, while also making sure the rent is paid.

Tackling homelessness. People can find themselves homeless for all kinds of reasons and associations play a big role in helping the council house people who have become homeless.

- Supporting homeless and other more vulnerable people in our community to maintain their tenancy, can mean that staff has to spend more time with some tenants

Filling the gaps when other services decline. Housing associations are more likely than ever before to be providing services which the local council can no longer afford to do, such as removing bulk items of refuse or grass cutting and general landscaping in open areas.

- These things make the community a better place to live, but although we think we can often provide these services at a lower cost, we still have to use rent money to do this

Helping your community thrive. Associations do a lot more than just being a landlord, e.g. helping people into work and providing play or recreational activities for people of all ages.

- Sometimes we can apply for special funding otherwise it's more pressure on rent money

Being open and accountable to you. Associations need to make sure you can contact us when you need to, and if you make a complaint it gets looked into as quickly as possible. These things are important so investing the right amount of resources is also important

- As well as writing to you when we need to and sending out regular newsletters, we also need to make sure our website is easy to navigate and has all the information you need

Dealing with the bodies who regulate us. Associations have to meet important standards set out by the Scottish Housing Regulator (SHR) about how we are run, how our finances are managed and how we engage with you, which means providing lots of data to SHR each year

- We also deal with the Charities Regulator and with a wide variety of legislation on things like data protection, health and safety, governance, etc. with which we must comply

Not everything costs money! The management committee responsible for the overall running of the association is made up entirely of unpaid volunteers, who've given up hours of time and effort for no financial reward, but because they care about your community.



HOPE COMMUNITY CHURCH BARLANARK

(Pastor: Pete Stewart)

Contact: petes@hopebarlanark.com

Friday Dec 20th 2pm

A Family 'Pantivity' at Barlanark Community Centre. Free to all.

Saturday Dec 21st 1.00 - 3.30pm

Christmas Explorers Kid's Event for P1-P7 Barlanark Community Centre. Free to all

Sunday Dec 22nd 7.00pm

Live Carol Singing with Buffet at McGuire's Pub, Barlanark Road. Free to all.

Every Sunday in December we will celebrate the HOPE of Christmas in our church services as we work through 'O Little Town of Bethlehem' 11am—Calvary Centre, 16 Calvary Road. Lunch served afterwards. All Welcome.

Further Information: facebook.com/hopebarlanark



ST JUDE & ST JOHN OGILVIE RC CHURCH

159 PENDEEN ROAD, BARLANARK

Tel. No. 0141 771 5004

(Parish Priest Fr Francis Okereke)

Contact: stjudeandstjohnogilvie@rcaq.org.uk

Sunday Dec 1 1st Sunday of Advent

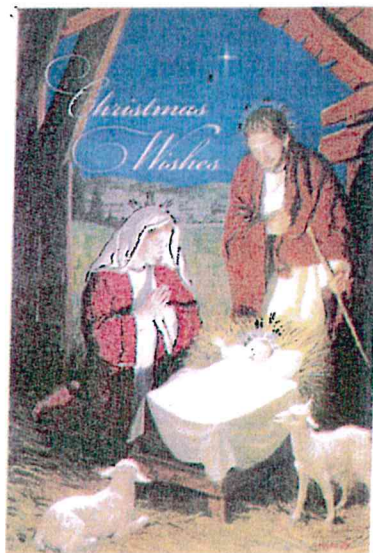
Monday Dec 16 Evening of Reconciliation 7:00 pm
Join us in the sacrament of Confession. All Welcome

Tuesday Dec 24 Christmas Eve Mass 8.00pm
Carols will be sung from 7.30pm.
All Welcome.
Bring family and friends

Wednesday 25th 10.00am Christmas Day Mass

During December weekday masses are Tuesday, Thursday and Saturday at 9.30am.
Every Sunday Mass is celebrated at 10.00am

Christmas Blessings from the Churches in Barlanark and Wellhouse



BARLANARK GREYFRIARS CHURCH OF SCOTLAND, HALLHILL ROAD, BARLANARK

Contact: Mrs Mima Bell

Tuesday Dec 10th

Guild Carols by Candlelight. 7.00pm.
Come along for an evening of friendship.
Bring your family and friends.

Sunday 22nd

Gift Day and Nativity at 11.00am

Tuesday 24th

Christmas Eve Service: Begins at 11:30 pm.
Join us in prayer and song to welcome the birth of Jesus.





**CALVAY VOLUNTEER GROUP
IS PLEASED TO INVITE**

**SENIOR CITIZENS
FOR CHRISTMAS AFTERNOON TEA
WITH HOME BAKING TREATS**

**ON WEDNESDAY,
18TH OF DECEMBER 2019
AT 2 P.M AT CALVAY CENTRE**

WE'RE LOOKING FORWARD SEEING YOU!