



SOUTHSIDE
housing association

Rent Increase Consultation and Information for 2025/2026



Each year we need to talk to you about the rent we are considering charging for the coming year and how we plan to continue to provide services for you and improvements to your home.

For the last few years we have all experienced difficult times in terms of the cost of living. As well as adding pressure to households this has also added pressure to Southside Housing Association and other social landlords across the country.

Continued rising costs and our commitment to providing high quality services and homes means that we need to increase the rent we charge you from 1st April 2025.

We know that rent increases are unpopular – any cost increase is, and so any proposed increase is considered carefully and your feedback helps us to do this.

We consider a number of factors when reviewing rent levels, including:

- **The on-going effects of the cost of living, both on us as an organisation and on you as the tenant.** As costs increase for essential services, such as – insurance, materials, labour etc, then we need to spend more, and therefore need to increase our income.
- **The affordability of any increase on you.** We always test the affordability of any proposed increase by running the figures through an affordability calculator, which takes into account things like the minimum wage and the number of people living in a property.
- **The impact any increase will have on our existing services, and future improvements and investment in your homes.**

From the 1st April 2025 we are proposing a rent increase of 4.2%.

How much did rents increase in previous years?

| | SHA | Scottish Average | CPI | Detail |
|------|-------|------------------|-------|--|
| 2020 | 2.2% | 2.4% | 0.4% | Below Scottish Average /above significantly low inflation |
| 2021 | 1.0% | 1.2% | 0.3% | Below Scottish Average & Impact of pandemic /above significantly low inflation |
| 2022 | 3.25% | 3.3% | 10.1% | Below Scottish Average/way below inflation and SHA were facing meteoric cost increases due to the pandemic and the cost of living. |
| 2023 | 6.0% | 5.34% | 6.7% | Below Inflation and slightly above Scottish Average |
| 2024 | 6.2% | 6% | 1.7% | Above inflation and Scottish Average - economic recovery from previous years |

Over the last 5 years our rents have varied above and below the average Scottish rental increases depending on the specific needs of the Association at that particular time. Likewise, they have also varied above and below the Consumer Price Index (CPI). This gives a national indication of the rate of inflation, which is the change in prices for goods and services. We look at the rate in September which is also what many state benefit increases are based on.

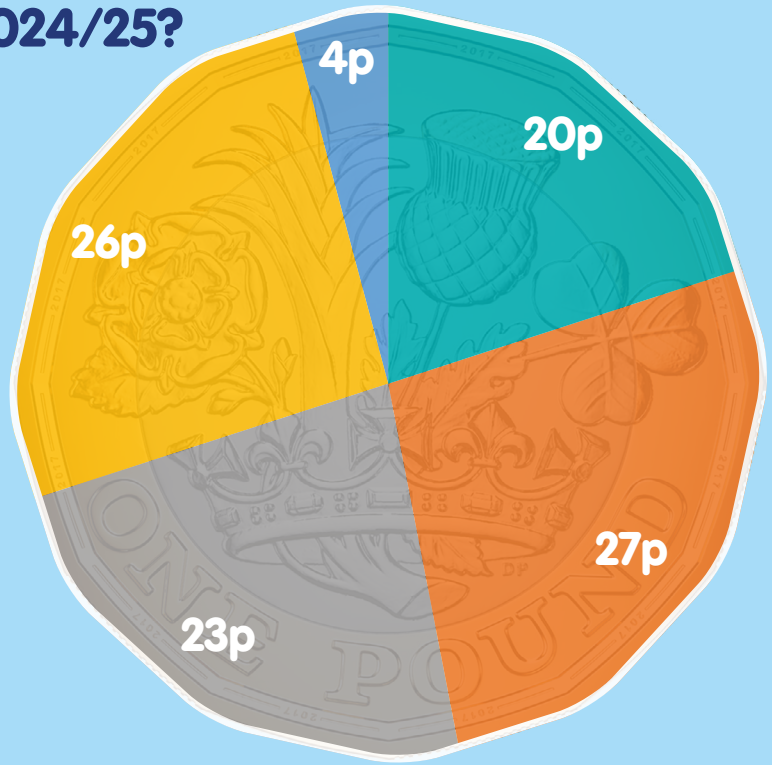
Throughout 2024 we continued to focus on making efficiencies and savings where possible and to figure out how we, as a social landlord and local business, could continue to deliver services and make improvements against a backdrop of increasing costs. Examples of efficiencies have included transferring the Saffron project out of the Association, carrying out a value for money exercise of our mobile estates service and implementing our disposal strategy to ensure the properties we own are a good fit within our neighbourhoods of operation and not likely to be a drain on future resources.

Staff at the Association work hard to minimise costs so as not to pass on unnecessary increases to our tenants. Staff also access grants where these are available, but rent is our core source of income; which is why we need to review it and set it each year.



Where did the rent go in 2024/25?

| | | |
|--|--|-------|
|  | Development & Regeneration | £0.20 |
|  | Operating costs & overheads | £0.27 |
|  | Repairs | £0.23 |
|  | Investment in stock (boiler, kitchen & bathroom replacements) | £0.26 |
|  | Interest payable | £0.04 |



We carried out the following:



Common Extract systems - Fans, Controls and Extract Grilles
£184,846



Windows
£17,880



Sprinkler System Install & Common Fire Alarm Replacement
£93,510



Lift Replacements
£93,989



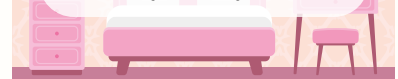
Common Entrance Door Replacement
£25,000

Common Electrical Distribution Equipment, Internal Stair Lighting & Emergency Lighting
£382,444

Bathrooms
£44,623



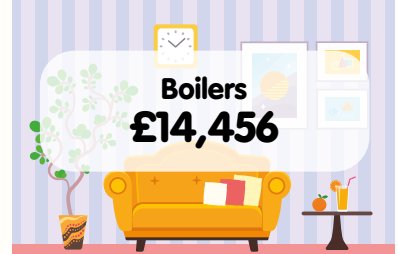
Heating & Hot Water System Upgrade
£2,849,812



Kitchens
£139,828



Boilers
£14,456



We have also invested in you and the community in other ways

Our Advice Team provides an accessible, high quality benefit advice and debt management service to all SHA tenants and others throughout the area. The team support tenancy sustainment and this year the service extended to include energy advice, after being awarded £178,743 to recruit 2 Energy Advisers for 2 years.



**Support to 1539 Households
= £3,279,447**
**Support to write off debt
= £78,033**

1035



**Bulk uplifts
carried out
on behalf of
tenants in 2024**

Cost of Living Support

The cost of living has continued to cause hardship in our communities and our Advice Team continued to source a wide range of support for tenants. One example was funding from the Social Housing Fuel Support Fund:



**£47,500
for energy
saving goods**



**£39,200
fuel support**



**150 tenants
receiving fuel
advice**

Help to new tenants



47

Starter packs



67

Paint packs



147

carpet vouchers

Community Initiatives

We extended the support available to reach more of our tenants and the wider community:

The Dolly Parton Imagination Library -
45 children receive a book each month.



97 Breakfast sessions across Berryknowes
Avenue & Herriet Court with a new group
launched in Queensland in November



4 Food & Activity programmes were
provided during school holidays with
funding from Glasgow City Council
in both Pollokshields and Cardonald.
Supporting 2,306 children and families with
970 breakfasts, 4,650 lunches and 46 days of
activities.



Community Hubs in Cardonald, Halfway &
Pollokshields provide a safe and friendly
environment with planned activities
designed to tackle social isolation, loneliness
and encourage community integration.



We supported the Cardonald Larder who
celebrate two years of service in March
2025, providing household goods, fresh and
frozen produce, pet food and toiletries to local
residents at significantly reduced prices.



Worked with partners to provide
employment advice, activities for
school children and subsidised a range
of activities in the community - such
as knitting, arts and craft and exercise classes.



Through National Lottery Funding our
Outdoor Activity & Well-being Officer
has engaged with the communities
of Queensland Court & Gardens and
Halfway Community Park to explore and
encourage participation with sustainable
outdoor and well-being activities.



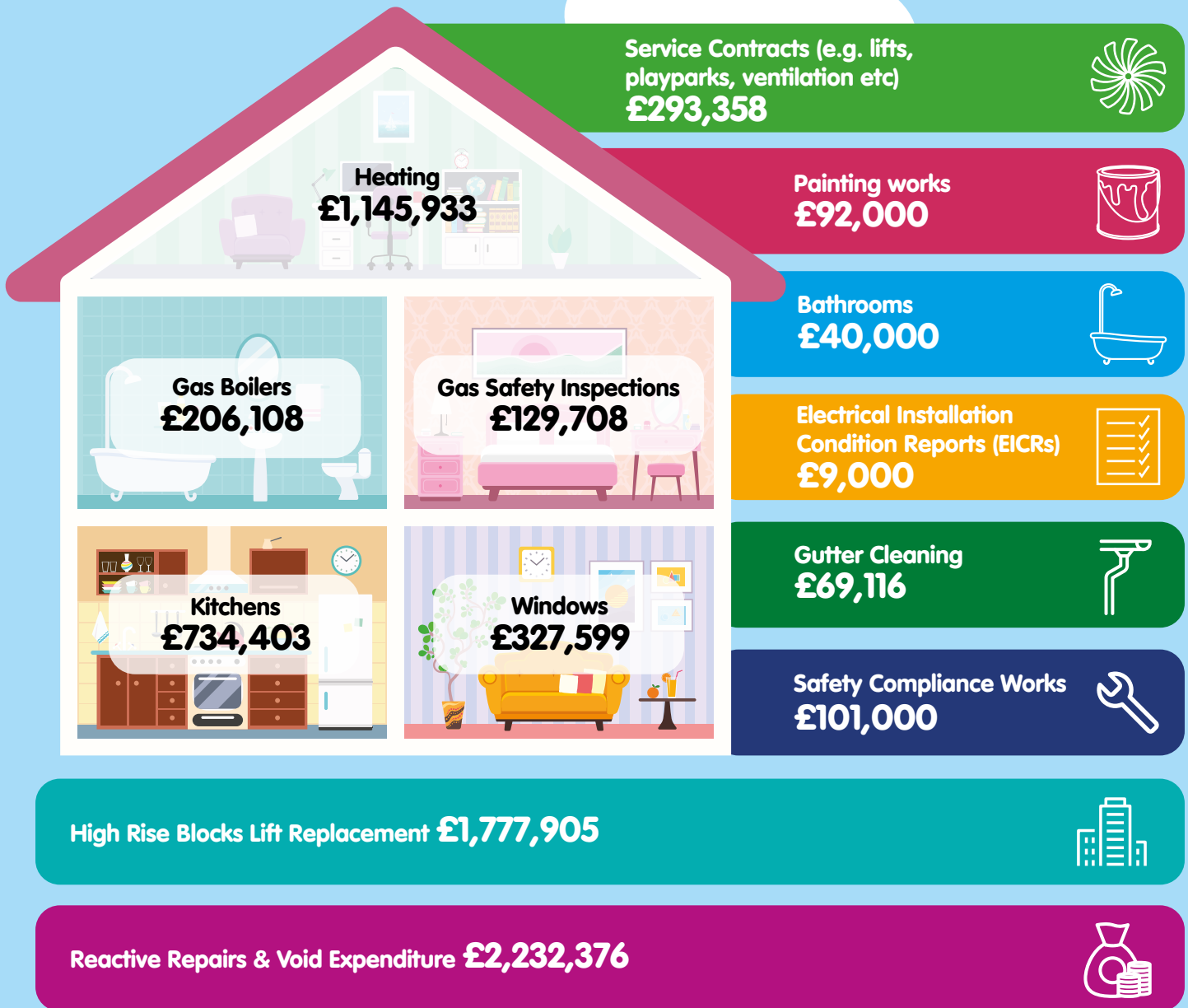
Community Involvement & Engagement Toolkit

We are ready to launch our 2025 community engagement toolkit with lots of opportunities for you to be involved. Whether it's volunteering, giving us your feedback or becoming a member of the Association. Register your interest in our survey using the link or QR code at the end of this communication.



The Year Ahead

Our investment plans for 2025/26 include:



Development activity for 2025/26

- We are about to go on site with our new build development at 640 Pollokshaws Road delivering 50 new homes for social rent - SHA commitment to this development is £4m.
- We will be on site at various locations improving a further 20 properties which we have purchased via the Council's Acquisition Programme. These will provide much needed energy efficient homes. Our commitment to these works is £750k. It is important we continue to invest in our properties and look to develop new homes for our current and future tenants to help address housing needs.



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

We understand that the cost of living is high at present and this includes rents. We also understand that in some years you will be able to visibly recognise the investment going into your home, and in other years, this is not evident. Our rents not only pay for improvements and maintenance, but also the cost of running the business which is driven also by other costs e.g. insurance, fuel, materials etc.

In our last Tenant Satisfaction Survey in 2023 you advised that the top 3 priorities were

- Improve overall quality of your home
- Repairs and Maintenance
- Keeping residents informed

We believe we have been doing this and our our planned investments for this coming year demonstrates a commitment to doing more of this.

As a responsible landlord we forecast our financial activity so we can make sure we will have enough to be able to provide homes that meet the standards laid down by the Government, deliver improvements and help our tenants.

Our business plan requires that we increase the rent by **4.2%** if we are to meet this in the year 2025/2026.

Any less will mean we would need to reduce spending on what we plan to do. We would need to make reductions to investment in our properties and to the services we provide. This would lower the quality of our homes and mean we couldn't provide the range of services and support we currently offer to tenants. Ultimately, it would have a long-term impact on the viability of the Association and be creating problems for future years.

We understand that some tenants will find a rent increase difficult to afford. We are committed to keeping the rent increase as low as we can whilst continuing to work to improve the energy efficiency of your home and providing help and advice where it is needed. It is also important to know that the vast majority of tenants do not pay anything extra for the services you receive, for example the bulk uplift service or stair cleaning.

Example rent for now, and following the proposed rent increase:

| Property size | 1apt (bedsit) | 2apt (1 bed) | 3apt (2 bed) | 4apt (3 bed) | 5apt (4 bed) |
|-----------------------------|---------------|--------------|--------------|--------------|--------------|
| Current average weekly rent | £77.91 | £93.71 | £108.66 | £119.25 | £128.28 |
| With 4.2% increase | £3.27 | £3.94 | £4.56 | £5.01 | £5.39 |
| New average weekly rent | £81.18 | £97.65 | £113.22 | £124.26 | £133.67 |



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

You have until 12th February 2025 to share your thoughts. After this, the Management Committee will consider your feedback and the recommended rent increase level and make a decision. We will let you know the outcome and tell you what your rent will be from 1st April 2025.

Share your feedback here, (<https://forms.office.com/e/1wXhQKgg4n>), scan the QR code or use the tear off slip and return to Southside Housing Association, 135 Fifty Pitches Road, Glasgow, G51 4EB or at 435 Shields Road, Pollokshields G41 1NP.



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, unless you expressly say so.

Name

Address

Is it clear to you what your rent pays for and why it needs to be increased by the proposed 4.2%

Yes / No / Unsure

If not, can you tell us why and what else you would like to know?

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

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

Would you be interested in participating in community involvement & engagement activities, finding out more about what your landlord does and why, and help us to do things better?

Yes / No

Can we use the details you have provided to contact you about this?

Yes / No

All completed questionnaires will be entered into a prize draw and 5 tenants will receive a £50 supermarket gift card.



SOUTHSIDE
housing association



Southside Housing Association

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Scottish Housing Regulator No. (RSL 186).

Property Factor Registered No. PF001051.

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Scottish Charity No. SC036009.

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