

October 2018

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# RENT MATTERS

**PLEASE READ - IT'S IMPORTANT TO HAVE YOUR SAY**

## Dear Tenant,

We are writing to ask you to take part in this year's rent consultation.

North Ayrshire Council consults annually with tenants on our proposals relating to rent setting, so this is your opportunity to have a say in how much rent you pay.

This year, the rent setting consultation period will run from 15 October until 11 November 2018. We will use the feedback to prepare a report for a meeting of the Council in December 2018, where Elected Members will consider and approve the level of rent increase for Council tenants for 2019/20.

We will write to inform you what your new rent charge will be for 2019/20 at least four weeks in advance of any changes that may occur in April 2019.

## Proposals

We are asking our tenants to select their preferred proposal for 2019/20. Details of the three options can be found on page 3 of this leaflet along with ways to return your feedback. Please take some time to consider the proposals and take part in the consultation.

### Struggling to pay your rent?

It is important that you pay your rent on time and in full. You should contact your Housing Officer immediately if you are in arrears and have not made an arrangement to clear them.

The Welfare Reform Team can help if you are experiencing financial difficulties, but you must get in touch quickly. Call them on **0300 999 4606**.



Pay your  
rent **first**

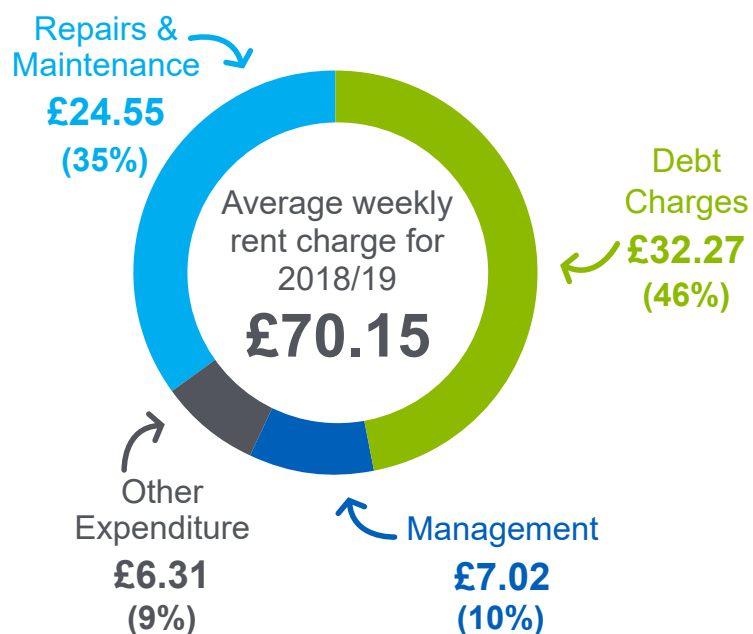
**Don't risk losing your home**

Everyone pays rent, even if you receive housing benefit, so it is important that we receive feedback from as many tenants as possible.

How do our average rents compare for 2018/19?

<b>North Ayrshire Council</b>	<b>£70.15</b>
Scottish local authority average	<b>£72.11</b>
East Ayrshire Council	<b>£71.64</b>
South Ayrshire Council	<b>£73.97</b>
ANCHO	<b>£81.23</b>
Irvine Housing Association	<b>£84.07</b>
Cunninghame Housing Association	<b>£85.29</b>

How your rent is being spent in 2018/19:



Between April 2018 and March 2019 we plan to have completed:



**220**

new bathroom installations



**230**

new kitchen installations



**424**

central heating system upgrades



**51**

external wall installations



**739**

roof/render replacements



**78**

properties rewired



**46**

properties with new window installations



**£1m**

of energy efficiency improvements

We want to consult with you on the proposed annual rent increase for North Ayrshire Council's houses in 2019/20.

## Your Views Matter

We have outlined three options for rent charges for 2019/20 below:

**Option One**  
Increase rents by **2.93%**  
Average increase of **£2.06**

**Option Two**  
Increase rents by **3.18%** Average  
increase of **£2.23**

**Option Three**  
Increase rents by **3.30%**  
Average increase of **£2.32**

### The planned improvements for 2019/20 would include:

- Install 331 bathrooms
- Install 402 kitchens
- Complete 55 new build council houses
- Invest £0.338m improving parking, pavements, roads, lighting and fencing
- Refurbish one sheltered housing complex
- Refurbish 20 units for supported accommodation
- Purchase 10 ex-local authority houses to bring into our housing stock

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- £0.120m additional spend for rear sub-divisional fencing

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- Invest £0.338m improving parking, pavements, roads, lighting and fencing
- Refurbish one sheltered housing complex
- Refurbish 20 units for supported accommodation
- Purchase 10 ex-local authority houses to bring into our housing stock
- £0.175m additional spend for rear sub-divisional fencing

## Did you know?

You can view your rent account 24 hours a day, 7 days a week online at the HUB.



Register at [www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)

The easiest way to pay your rent is by direct debit

Call today on  
**01294 324603**



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# Have your say

Our plans and how we spend our budget will have an impact on your home and your community. We want to hear what you think.

Please let us know your views by completing and returning this feedback form to us.

**A prepaid envelope is enclosed and one lucky respondent will win £50 of shopping vouchers.**

## Your rent options for 2019/20

Option One: Increase rents by 2.93%

Average weekly increase of £2.06\*

Option Two: Increase rents by 3.18%

Average weekly increase of £2.23\*

Option Three: Increase rents by 3.30%

Average weekly increase of £2.32\*

\*Based on the average weekly rent in 2018/19

Do you have any comments on the options?

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## Contact Details

Name

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Address

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Town

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Postcode

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Telephone

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Email

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Complete this form and put it into the pre-paid envelope provided. Return your completed questionnaire by **11 November** to make sure your views are counted and to be entered into our prize draw. Thank you and good luck!

Alternatively you can hand the form into your local housing office or complete the online survey at [www.surveymonkey.co.uk/r/PJVPT7T](http://www.surveymonkey.co.uk/r/PJVPT7T)

