

Your Feedback to our Rent Consultation

Thank you to everyone who took part in the recent consultation.

Almost 300 of you responded, and your engagement provides us with insights that directly influence our decision making. A broader base of feedback enhances our understanding of our tenants' collective needs and preferences and with this in mind, if there is anything we can do to encourage greater participation in future consultations, we're eager to hear from you - please do let us know.



Below we have presented the outcomes of the consultation along with an update on how your feedback will influence our financial planning and investment activities.

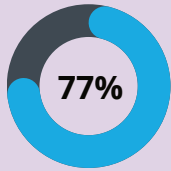
Rent Increase Decision

Like many other Housing Associations and the wider economy, we continue to face considerable financial challenges in all aspects of our operations. Most significantly, the rising costs of materials required for repairs, planned maintenance and investment projects.

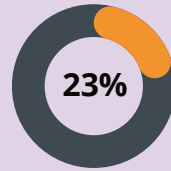
After a detailed analysis and thoughtful reflection on your feedback, the Committee made a decision to implement a rent increase of 7.5%. We understand the significance of this decision, and know that any increase is unwelcome in the face of other rising household costs. However, it was considered essential, if we are to ensure our financial capabilities are aligned with the investment priorities that you, our tenants, have emphatically outlined.

The feedback indicated a clear preference amongst you: only a small fraction (4%) favoured reduced service provision for a lower rent increase. The alternative, a more modest rent increase, would have necessitated cuts to services, impacting our ability to invest and improve the warmth and comfort of homes.





voted for a 6.7% increase



voted for a 7.5% increase

Service Provision



Reduce service provision

4%



No change

33%



Increase service provision

63%

Investment in Homes: Your Priorities, Our Action

A significant portion of the feedback highlighted a strong desire for more substantial investment in home improvements, particularly component replacements like kitchens, bathrooms, windows, and doors, with nearly a third of respondents calling for such upgrades. This was closely followed by improvements to heating systems.

Your Priorities

- 27% Investment in kitchens, bathrooms, windows and doors
- 14% Improving or replacing heating
- 11% Improving our repairs service
- 5% Improving our grounds maintenance service
- 5% Energy improvements such as insulation and solar panels
- 4% Improved communications including events for tenants and Neighbourhood Officer visibility
- 1% Other e.g. design, adaptations, and satellite TV provision



In direct response to your input, we are committing to more than doubling our investment in these areas, with a pledge of £2.4 million annually for the next two years.

This level of investment is unprecedented but is only made possible through the approved rent increase.



2024/2025
£2.4m



2025/2026
£2.4m



Long-term Energy Efficiency

In keeping with your priorities, we recognise the critical importance of energy efficiency and long-term plans involve taking a whole property 'retrofit' approach: a range of energy efficiency measures that significantly improve a home's energy efficiency.

To this end, we will be allocating at least £400,000 for each of the next two years to focus on retrofit measures across our stock base. This initiative is part of a longer-term strategy aimed at ensuring all homes are as energy-efficient and cost-effective as possible.



£400k per year
Allocated for retrofit
measures

Assurances & Future Planning

We understand that not every tenant will benefit simultaneously from these investments. The scale of our planned improvements necessitates careful planning and financial prudence to ensure we can deliver these enhancements effectively and sustainably. But it's important to know that our focus is firmly on improving existing properties, prioritising the warmth, comfort, and affordability of your homes. For this reason, we have also halted the development of new homes, redirecting our financial resources and attention to our current tenants.

Further details about the investment programme and the specific homes targeted for improvements will be shared in April. We encourage you to stay informed about these updates, as they will offer a clearer picture of how these changes may benefit you directly.



Help We Can Offer

If you're worried about the rent increase or meeting household bills, please get in touch. We're here to help and can work out a payment plan and help guide you to a range of other services that may be able to offer practical help and support.

For a quick and easy way to connect with us online, why not try our live chat feature?

Our Repairs, Income and Customer Service Teams are available Monday to Friday, from 9.00 - 17.00, to assist with any questions or concerns.

To get started, simply visit www.loreburn.org.uk and click on the orange icon located in the bottom right corner.



Other ways to get in touch



Email

customerservice@loreburn.org.uk



Telephone

01387 321 300



Facebook, Instagram, X

@loreburnhousing

Our Income Officers are on-hand to give personalised and confidential financial advice. Please find details of an Income Officer in your area below.

East DG1, DG10 - DG16	Central DG2 - DG7	West DG8 - DG9
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