

Your Feedback to our Rent Consultation

Almost 2400 consultation letters were sent out to customers who rent a Loreburn home.

The consultation closed on 6th February and we'd like to thank all those who took part. We received a total of 308 responses.

We'd like this to be higher so we can really be sure we're getting a greater proportion and fair representation of your views. Please let us know if there are ways we can make this easier.

We're listening

We realise that the current cost of living crisis is having an impact on every one of our tenants.

To help, we're doing all we can. Whether that's taking advantage of funding opportunities to give practical and financial support, or in this instance, considering the lowest possible rent increase we can apply that will allow us to continue to deliver services.

Please be assured that we're listening to what you tell us. We read all of your comments and Loreburn's Management Committee carefully consider your views on affordability, and all other comments you've made, before making a decision about the rent increase. They also use your feedback when setting Loreburn's strategic priorities for the years ahead.

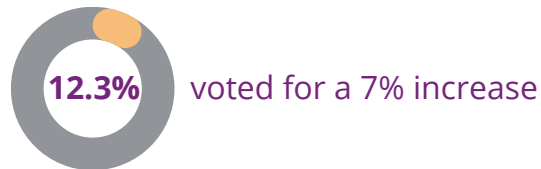
If you have provided your name and address, our Neighbourhood, Investment and Repairs teams will be working their way through individual comments to pick up on specific matters of concern with you directly. You can expect to hear from them by no later than the end of April.



Your Feedback to our Rent Consultation

What you told us

We asked how easy you were finding it to pay rent and any service charges.

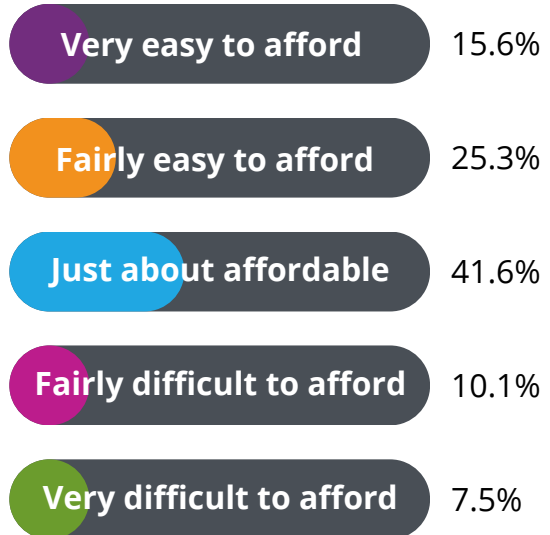


Just over 40% of those who responded told us rents were 'just about' affordable and a further 40% said rents were fairly or very easy to afford.

Even though respondents erred towards rents still being affordable, we know the rent increase comes at a difficult time and for many, meeting household bills is already very difficult.

If you're worried about the impact of the rent increase please get in touch.

We have access to a range of resources that can help – from signposting to other services to direct practical help.



What's important to you

We also look at the overall themes of your responses to identify the things that are important and where we need to focus our efforts.

Of those who responded, 30% had no additional comments to make.

22% of you told us you were happy with the services we provide.



Your Feedback to our Rent Consultation



Your comments also told us that upgrades to homes and repairs and maintenance remains a high priority and we are committed to a programme of proactive component replacements and improving the energy efficiency of homes.

We know this will take time. Costs are rising more than the amount by which rents are increasing. Economic pressures such as inflation and the increasing costs of services, labour and materials means we will not achieve our investment ambitions in the short to medium term, but rather, a long-term approach will have to be taken.

The ways we communicate with you is a concern for some and we are working to improve this. Last year we introduced our Customer Communications Promise so that you have some clear expectations about how and when we'll keep you updated when you to get in touch.

For those who prefer to reach us online, we're improving our digital offer with Live Chat and increased services available via the website. Later this year an online Customer Portal will be launched, providing additional ways to get in touch, make a payment or for you to carry out a range of other transactions.



Your Feedback to our Rent Consultation

Your responses to the consultation were considered and resulted in the decision to apply an increase of 6.5%.

Whilst this was the lower of the two proposals, we recognise that no increase is welcome at a time when other household bills are rising.

If you're experiencing trouble paying rent or meeting the rising costs of living, please get in touch. We can work out a payment plan for rent and can also help signpost to a range of other services as well as offering practical help and support.

You'll also find a range of resources to access help on our website and cost of living pages.

We would like to thank all who took part in the consultation.

More ways to have your say

Whether it's rent increases, having a say about services you receive, or input into local matters in your community.

If you need us to do things differently to make commenting easier, please let us know - there are always ways to ensure your voice is heard.

If you'd like to register to receive more information, or are interested in becoming a member of our new digital panel, please register your interest via our [Contact Form](#) on the website, get in touch with your Neighbourhood Officer or through any of the usual channels, including our website's new Live Chat facility.



Telephone
[01387 321 300](tel:01387321300)



Email
customerservice@loreburn.org.uk



Live chat
Monday - Friday,
9am - 5pm



Facebook @loreburnhousing
Instagram/Twitter @LoreburnHA

