



## Ardenglen Rent Consultation 2025/2026

Each year we are required to consult with you on our rent increase proposals for the following year. Over the past few years this has been extremely challenging for the organisation as we very much appreciate that although our costs are rising we must do what we can to keep rents as affordable as possible whilst customers are still navigating through the cost of living crisis.

Last year we carried out a tenant priority survey to help us understand the most important services to customers and the 3 that came out on top were:

- 1st (joint) Planned investment & Day to Day Repairs
- 2nd Estate Maintenance
- 3rd Welfare Rights Service

We made a commitment to customers that by implementing a 6% increase for 24/25 we would ensure that high levels of services particularly in these areas were maintained and improved on.

We did this by

- Developing a five-year investment plan (see more info on page 3)
- Procurement of additional contractors
- Review of our contractors and ongoing performance and complaints monitoring
- Regular staff estate walkabouts
- Additional half day bulk uplift service
- Introducing an in house full time financial inclusion service to maximise tenant income
- Tenant & Resident Health & Safety Compliance

It's equally important to us that we continue to make service improvements and invest in our homes to ensure customers feel satisfied that they are getting good value for money. With this in mind as well as the continuous rise in costs that we face we are proposing an option of either **3.9% or 4.5%**. The higher option if chosen will allow further scope to enhance current services.

### Table 1 - 24/25 rent increase comparison

The table below shows how we compared last year to other Castlemilk landlords in terms of the rent increase applied and the average weekly rent.

	Ardenglen	Cassiltoun	Craigdale	Northview	Thenue	CPI inflation at Oct 23	RPI inflation Oct 23
<b>Rent increase %</b>	6%	5.6%	6.6%	4.6%	8%	4.6%	6.1%
<b>Average rent 24/25</b>	£95.34	£98.99	£94.21	£103.72	£104.71		

### Table 2 - What does this proposed rent figure mean in money terms?

	2024/25	+3.9%	+4.5%
	£pw	£pw	£pw
1apt	66.38	68.96	69.36
2apt	84.78	88.08	88.59
3apt	95.81	99.55	100.13
4apt	105.85	109.97	110.61
5+apt	120.77	125.48	126.20
Average	95.34	99.06	99.63

## How your rent money is being Spent

In 2023/2024 our income receivable was £5.283 Million, and the expenditure incurred to deliver our service was £4.543 Million. Below you will see information on our top 10 areas of spend:

### “Top ten” areas of spend 2023/24



Ardenglen has developed a robust Business Planning Model for investment in your homes and community. Any surplus we report will be re-invested at a future date in line with our business goals and objectives.

## What else have we done to invest in you and the community in the past year?

- ✓ Our Welfare Rights Service for 23/24 was delivered by Money Matters in Govan and we helped 127 tenants with a financial gain of **£503,707.37** directly to our customers.
- ✓ We delivered many tenant events including fun day's, summer outings, Halloween party & xmas panto.
- ✓ We funded 48 crown decoration packs for new tenants
- ✓ We spent around £3000 on starter packs to help new tenants with some basic items to help make a house a home.
- ✓ We offer all families with children under 5 access to the “Dolly Parton Initiative” where each child receives a free book every month
- ✓ We also secured additional funds (not covered by tenant's rents) to deliver projects such as the Castlemilk Food Pantry & Pantry Plus initiatives including our popular energy advice service. These funds have benefited both Ardenglen tenants and other households within G45 postcode and include the following:

**62 AIR  
FRYERS**

**6 SLOW  
COOKERS**

**14 MICROWAVES**

**62 FUEL VOUCHERS  
ISSUES**

**35 APPLICATIONS  
FOR WHITE GOODS**

**35 HEATED  
THROWS**

**61 CASH FOR  
KIDS AWARDS**

There are a number of ways in which Ardenglen can help support you and your household if you are struggling, please note you do not need to be in receipt of benefits to qualify for some of the assistance that we offer. Please contact a member of the customer services team.

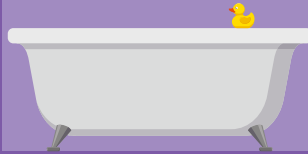
## 5-year Investment Plan

Procurement is now well underway to appoint contractors for our five year investment plan. The total planned spend over the 5 year's is approximately £4.6 million. In year one 2025/26 our main focus will be on

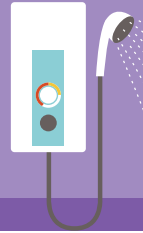
### KITCHENS



### BATHROOMS



### SHOWERS



### BOILERS



## Cyclical Maintenance Programme

As well as the 5 year investment plan we have an annual budget to carry out cyclical maintenance which includes the following

- ✓ Grass cutting
- ✓ Bulk uplift
- ✓ Backcourt maintenance
- ✓ Gutter cleaning
- ✓ Close cleaning
- ✓ Roof anchor repairs
- ✓ Play area maintenance
- ✓ Painter works

## Value for Money

Achieving value for money continues to be something at the forefront at Ardenglen. Our working group managed to exceed our 23/24 target of £50,000 savings and have set a target of a further £50k for 24/25.

## It's time for you to let us know your views?

Our consultation period is open from 13<sup>th</sup> December 2024 – 12<sup>th</sup> January 2025. There are many ways in which you can submit your views. We are using an independent research company called "Research Resource", they may call you by telephone to complete the survey or you can respond in one of the following ways

**Online** - Click on the QR code

**Telephone** - Freephone research resource on 0800 121 8987

**In Person** - Come along for a cup of tea to Ardenglen's office on either Tuesday 17<sup>th</sup> December 2024 10am-11.30am or Wednesday 8<sup>th</sup> January 2025 between 4.30pm - 6pm.

**Paper Survey Below** - Or complete the survey form below and return to Ardenglen office no later than **10th January 2025**.

The results will be presented to our board of management on 21<sup>st</sup> January 2025 before a final decision is made. We will notify customers of the outcome mid-February 2025.

# ARDENGLLEN RENT CONSULTATION SURVEY 25/26

1. Please tell us what your chosen rent increase amount is:

- 3.9%
- 4.5%

2. Can you describe your normal method of paying your rent?

- Full housing benefit
- Partial housing benefit
- Full universal credit
- Partial universal credit
- I pay full rent for my home



**3. How would you describe the composition of your household?**

One adult under 60	
One adult aged 60 or over	
Two adults both under 60	
Two adults both over 60	
Two adults, at least one 60 or over	
Three or more adults, 16 or over	
1 parent family with 1 child under 16	
1 parent family with 2 children under 16	
1 parent family with 3 or more children under 16	
2 parent family with 1 child under 16	
2 parent family with 2 children under 16	
2 parent family with 3 or more children under 16	
Other (please specify)	

**4 Do you require advice from our financial inclusion / energy service?**

Yes       No

**5. Please add any comments you would like to make in respect of the proposed increase for 2025/26**

**6. Contact details (optional but required if you wish to be entered into prize draw or receive advice from Financial inclusion team)**

Name

Address

Email Address

Phone Number

Thank you for taking the time to complete this survey, your views are important to us. Please return the survey to Ardenglen office. If you are selected as a prize winner, we will contact you by telephone or email.