

Ark[®] NEWSLETTER

We want to wish all our customers who celebrate Christmas a very Merry Christmas and a happy New Year.



Ark's office in Edinburgh will close at 1pm on Friday 22nd December 2023 until 9am on Wednesday 3rd January 2024.

If you need to call an emergency contractor, see the article on Page 3.

Welcome to the winter edition of the Ark newsletter.

This edition contains a series of updates and advice with the main theme of Ark seeking to improve our customer offering and improved customer service.

As we approach the winter and Christmas season, you will find information and advice on how to stay warm, simple steps to take if you have difficulties in your home and how you can access further support, including financial support with your energy bills this winter.

A huge thanks to Fiona and the team who have worked hard to secure additional funding across several areas and should you feel you need financial support do not hesitate to contact the team using the details provided.

There is news from the people we support, including Myra achieving an amazing milestone when celebrating 40 years with Ark. Congratulations Myra and to everyone who has worked with you over those years, this is testament to the dedicated support of our care and support teams and is a wonderful success for you.

We launched our new Corporate Strategy 2023-2026 this year, in response to the changes brought about by Covid, which aims to continue driving the improvement I hope you are seeing in Ark; our key focus continues to be about becoming the best we can be, providing the highest quality services and customer services, while we operate within an exceptionally challenging external environment. You can access the new strategy on our website.



One of our biggest challenges at the moment is having in place a settled and sustainable workforce. Our HR team are working very hard to maintain recruitment levels while people make choices to leave Ark. This is not only an Ark issue but is a sector wide issue as people choose to move to other sectors to work for a whole variety of reasons.

Our main focus continues to be about ensuring high quality services and customer service to you and if this is not your experience please let us know and we will work to put that right if we can.

The finance team have provided a detailed explanation on how we arrive at setting our rent costs for the next financial year. This information is designed to let you decide whether you are getting value for money for the rent you pay and that the proposed increase is reasonable in the circumstances.

We are beginning to plan for next year and year two of our strategy; several priority areas are:

- ▶ Deliver our Asset Management Strategy and continue to improve the quality of our homes and the housing services you receive;
- ▶ Continue to improve our Care and Support provision to provide the best possible outcomes for our supported people;

- ▶ To provide our people with the best possible employment experience and rate of pay that is competitive and affordable;
- ▶ We will relocate from the Priors into a smaller office and use the money we generate from the sale to be reinvested into new social housing; this approach is essential to the future financial sustainability of Ark;
- ▶ We will continue to implement our digital strategy and use technology to deliver more efficient and customer focused services.

There are many other areas of work we will be focused on but these are the main areas you are likely to become aware of and be impacted by over the course of the year.

Please ensure you contact us if you need to using the details provided in this newsletter and follow the simple steps to keep your home safe and warm.

I look forward to communicating with you again in the Spring at which point I will update you on the plans we have set for next year.

Thank you.

Bobby Duffy



Reactive Repairs Service over Christmas & New Year

Ark will provide an Emergency Repairs Service only from **1pm on Friday 22nd December 2023 until 9am on Wednesday 3rd January 2024** when our offices open.

Contact details for Emergency Contractors for your area are available on our website Repairs | Ark Housing (arkha.org.uk) www.arkha.org.uk/housing-asset-management/property-services/repairs/

An **Emergency Repair** is needed if there is a risk to **your health and safety** or there is a **risk of serious structural damage**. This type of work includes things like:

- ▶ Unsafe power or lighting sockets or electrical fittings;
- ▶ Loss or part loss of electric power (if you have a pre-payment meter, check your credit first and top up if needed or check with your energy provider first to make sure there isn't a power outage in your area);

- ▶ Loss or part loss of water supply (check with Scottish Water first to make sure there isn't a problem affecting your neighbourhood (www.scottishwater.co.uk));
- ▶ External windows, doors or locks which are not secure;
- ▶ Loss or part loss of heating if no alternative heating is available;
- ▶ Toilets which do not flush (if there is no other toilet in the house);
- ▶ Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- ▶ Significant leaking or flooding from a water or heating pipe, tank or cistern, water leaking through roof or fabric of the building due to external defect. If you have a burst pipe turn off water at the stop cock.



Winter Advice

Please continue to check the Met Office website on Weather and climate change – Met Office www.metoffice.gov.uk or any warnings and advice over Christmas and New Year.

Between November and March, if you are going to be away from your home for more than a day or two, let your neighbour(s) know, leave a key with them and ask them to keep an eye on your home for you. Try and leave your heating on at the “frost” setting so that there is still some warmth in your home.

If you are going to be away for more than two weeks it might be better to get the water drained down from your home. We can arrange for a plumber to do this for you, but there will be a small cost for this service and you may be quicker and cheaper to ask a local plumber to do this for you.

The Scottish Water www.scottishwater.co.uk/Your-Home/Campaigns/ website has some very useful information on ways to protect yourself and your home over the winter. Here are some of their key tips.

Find your stop valve

If your pipes freeze or burst, you must locate the stop valve and turn it off immediately. It is commonly located under a sink or close to the hot water system.

Warm yourself not the room

Keep warm with hot water bottles and lots of hot drinks through the day. But only boil the water you need – a mug of water will boil quicker and more cheaply than a full kettle.

Avoid blocks and floods

Stovies, soups and stews are great winter warmers for this time of year. But don't pour fats, oils or grease down the sink – when they cool, they congeal and cause blockages, which could lead to flooding.

Save on energy bills

Shorter showers can reduce your energy bills and save water, which is a win for you and our planet. Try taking just 2 minutes off your shower and save up to £130 off your annual energy bill.

Save water and money

Using a dishwasher or washing machine on its eco setting can save you money on energy and save water – which is good for the planet. Washing full loads make sense too, getting your money's worth out of each cycle.

Energy Fund

Lyn Davey, Housing Services Officer for the Edinburgh and Borders area has been successful in getting some external funding from the **Social Housing Fuel Support Fund**. This funding is being made available by the Scottish Government and administered by Scottish Federation of Housing Associations on their behalf.

Lyn was able to secure **£86,000**, to provide practical support to Ark's tenants

to mitigate fuel poverty, and to help them to manage, or reduce, their fuel costs. This must be used by 31st March 2024.

This money is going to be used in 3 different projects across all of Ark's stock and we will be in touch with all tenants over the next few weeks to tell you more about this.

Well done Lyn, a fantastic achievement which will benefit all Ark's tenants!!!



Tenant Hardship Fund

Ark has recently introduced a £6,000 fund to help tenants who may be struggling with the cost-of-living crisis. If you are finding that your fuel bills are high and you don't want to use things like your oven or turn on your heating, we can help by providing small appliances or thicker curtains for windows, all of which will help you save some money. We can also help to provide energy vouchers or shopping

vouchers for supermarkets. If you think that you would benefit from this fund, contact your Housing Services Officer (HSO) who will support you to make an application. All applications will be treated in the strictest of confidence.



Engaging with Tenants

The HSO's have been arranging their annual visits to all tenants. This will give them the opportunity to:

- ▶ Check your household details and contact details are correct;
- ▶ Discuss any tenancy management issues you may be having, including issues like paying your rent or other household bills;
- ▶ Support you to make an application to the Tenant Hardship Fund;
- ▶ Refer you to other agencies that may be able to help you maximise your income or deal with debt;

- ▶ Find out about your satisfaction levels with the services that Ark provides;
- ▶ Discuss any other matters relating to your occupancy of your home.

You will get a letter 2 weeks before they visit. Please contact the housing office if you need to change this appointment. Whilst the HSO can listen to any property related issues that you may have, it is better if you contact the property department directly about these as checks can then be made on our system to see what stage the repair may be at.

Community Benefit Fund

Ark is currently working with tenants to develop and deliver projects in a number of areas. Updates to follow. In the meantime if you have any ideas

of projects in that would benefit the community in your area, drop an e-mail to communitybenefitfund@arkha.org.uk



Participation & Tenant Involvement

Ark Voices Group

2023 has been a strong year for the Voices Group. This forum met 3 times and over 30 people supported by Ark across Scotland came to Edinburgh to talk about important issues.

At the meeting in March people said that they felt excluded from accessing their community since shops and cafes don't accept cash anymore and many people don't own a debit or credit card. Ark is looking at this to help people manage their money safely but also independently.

At the meeting in June we learned from one of our supported people, Olivia, how to sign 'You raise me up' from Westlife. Olivia was a great teacher and the whole room was singing and signing.



At the meeting in September we invited Dates-n-Mates to deliver a workshop about Healthy Relationships and Dating. It was great to hear people' awareness of what makes a relationship healthy, unhealthy, or abusive.

Our Participation Officer Gloria has now left Ark to work with ARC Scotland (Association for Real Change). We will let you know soon how we will carry forward our participation activities.



Myra's 40 years with Ark

On 12th September 1983 Myra became an Ark tenant and moved into one of our properties in Blairgowrie so this year marks her 40 years with us!

In September she threw a big party and invited family, friends and staff that used to work with Ark at the very beginning of the project in Blairgowrie. The Town Hall was full as over 70 people came to celebrate Myra's milestone and they all raised over £450 for Cancer Research UK.

Myra likes her neighbours and says that it is like a big happy family. On sunny days everyone sits outside together in the garden and chats. We are honoured to have provided housing and care to Myra for all these years and to have witnessed her achievements and dreams. To many more years together Myra!



Speak Out Groups

The Forfar Speak Our Group met in September to talk about road safety and why it matters!

People enjoyed getting together for a drink, a chat and some games.

Speak Out groups are designed to give people the opportunity to share experiences, discuss issues that are important to them and influence the service they get from Ark as well as their community.



Ark Scrutiny Group

The Group has 1 new member. A tenant from Stenhouse Place, joined the group and was able to attend the most recent meeting. At the meeting on 23rd October 2023 the group talked about the performance of the repairs service and discussed a questionnaire that they are going to send to tenants to find out what they think about the repairs service.

If you want to join the group and get involved in making suggestions to improve services, contact your Housing Services Officer or Sharon Donohoe at TIS on **0141 248 1242** or by e-mailing her at **sdonohoe@tis.org.uk**

You can get more information on the activities of TIS on their website **www.tis.org.uk**

Other tenant involvement

One of our tenants, Fiona Jones, Bracken Road, Portlethen attended the Real Life Options conference in Dunfermline on 1st November 2023 and talked about her community and the work she does to promote disability and autism awareness. She is the proud winner of the Real Life Options Real Hero award.

Fiona's Housing Services Officer asked Fiona to tell her about the day.

"The Awards ceremony was part of the Real Life Options conference and it was held in Carnegie Hall Conference suite in Dunfermline. The day was Wednesday 1st of November I went along with Oye my support worker and Michelle my Manager. It was called My Voice conference. I gave my speech about my community and about all of the work I do to promote disability awareness. I was presented with the real life options real hero trophy and certificate from our big boss for all the work I do to promote disability and autism awareness."



Staff Updates

Talent & Engagement Co-ordinator

In the Summer Newsletter we told you about the Talent & Engagement pilot which focuses on recruitment and retention of support staff in Edinburgh and the Lothians. The pilot, which continues to be led by Lindsay Fallon, has been running for 11 months now and continues to deliver strong results for Ark.

At the start of the pilot we were advertising jobs in 9 out of the 10 services in the pilot area. Lindsay has worked with the managers and teams on recruitment plans specific to the service to increase the number and quality of applicants. The result: We have now closed job adverts in 6 of those services.

What is Lindsay's current focus:

- ▶ To work closely with the other 3 services to get these team fully staffed;
- ▶ Working with the managers and teams in all the pilot area services to develop actions to help retain staff;
- ▶ To work with our Participation Officer to develop resources to allow our Supported People to get more involved in recruitment across all levels within Ark.

Ark is looking for dedicated and caring individuals to become Support Workers and our current job vacancies can be viewed on our website – www.arkha.org.uk/work-with-us/vacancies/

Staff within Housing & Property

We have had a number of changes to staffing with our teams over the past few months.

Our **Head of Assets, Dave Gray**, left Ark at the end of July 2023. **Victoria Hennesy**, our **Senior Property Services Officer** has taken on the temporary role as our Asset Lead.

We have a new **Property Services Officer, Jon Mitchell**, who started with Ark in October 2023. Jon is providing technical advice and support across all three areas.

The **Property Services Officer** for Edinburgh Lothians and the Borders, **Brendan Thomson**, left Ark on 26/10/23 and until we recruit into the post, Jon will provide temporary cover.

Claire Young, our Housing Services Officer (North) is providing temporary property services cover for the short-term.

Customer Services Advisors: Dylan left Ark on 06/10/23 to travel, first stop Japan. Tullia left us on 24/11/23 to follow her passion in photography. 2 new members of staff have filled these posts, Karen Sewell and Tessa Sutherland.

Please report any property problems to repairs@arkha.org.uk in the first instance.

We have made changes to our reception hours which means that it will be closed on a Wednesday afternoon/all day Thursday and all day Friday.

As a result the options on our phone line have changed so please listen to these carefully before choosing the correct one.

Equality, Diversity, Inclusion and Human Rights

We are excited to launch Ark's new Equality, Diversity, Inclusion & Human Rights (EDIHR) Strategy for 2022 – 2025 and believe this is an excellent move in the right direction as aligned with Ark's new Corporate Strategy 2023-2026. EDIHR are the heart of everything we do and we promote an environment which values all cultures and groups which is reflected in our interactions with employees, Board members, tenants, supported people, visitors, suppliers, contractors and all stakeholders.

The vision "*Inclusive communities where quality of housing and care enable people to thrive and live a good life*" will be delivered by embedding EDIHR within mainstream activities in Ark.

We aim to achieve this improvement through educating and taking a focussed

approach over the term of the strategy to raise awareness and embed EDIHR in our decision making, strategy setting and systems/processes.

As part of the 26-point plan strategy we will be looking at our policies and procedures, reporting, accreditations, systems and processes, awareness, data information and governance and scrutiny.

We will be looking to set up EDIHR working group in the future.



Complaints

During Q2, July – September 2023, Ark HA received a total of 5 complaints which has remained the same as the previous quarter.

‘Frontline complaints’ are relatively straightforward complaints which can usually be responded to within five working days. 4 complaints were responded to with a frontline response at Stage 1 with 5 points identified.

Stage 2 is where a customer is dissatisfied with the frontline response or refuses to engage at the frontline stage, insisting they wish their complaint to be investigated. 1 complaint was investigated directly at Stage 2 with 1 point identified.

The pie charts below demonstrate the percentage of complaints closed within target in Q2.

Chart 1: Complaints Closed within Targets

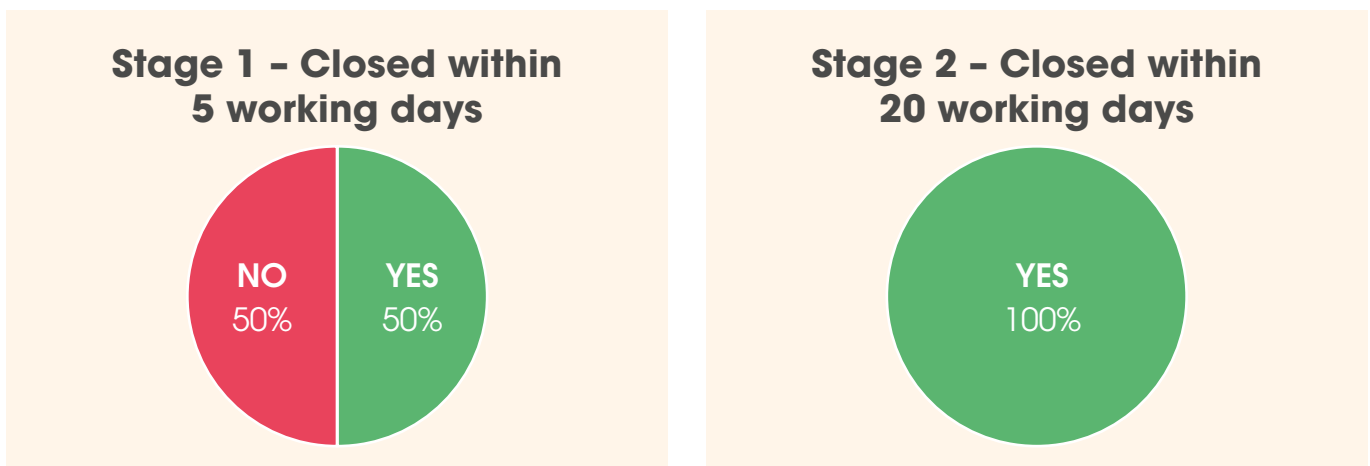


Chart 2, below, details the number of points identified within complaints year to date and identifies the volume of points Upheld, Partially Upheld,

Resolved and Not Upheld. The volume of complaints remain consistent each quarter with a 33% reduction in points identified in Q2.

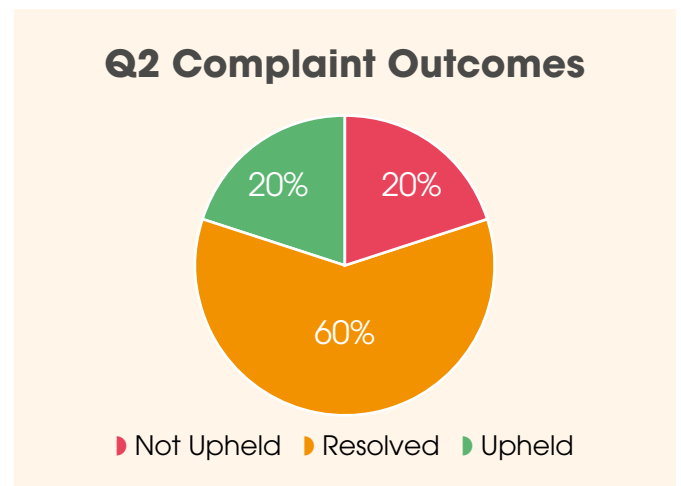
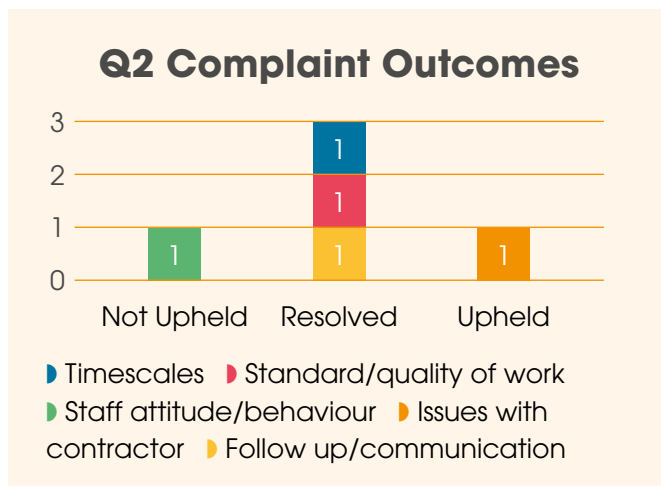
Chart 2: Points identified within Complaints

	2023-24 Q1 - 5 complaints	2023-24 Q2 - 5 complaints
Points Resolved	4	4
Points Not Upheld	3	1
Points Upheld	-	1
Points Partially Upheld	2	-

The charts below demonstrate the outcome of complaints within Q2. A complaint is resolved when both (the organisation) and the customer agree

what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.

Chart 3: Complaints Outcome



Learning from complaints

Ark is committed to improving service delivery by applying learning from complaints. The below table sets out the

actions that have been agreed in response to complaints received within this quarter. These actions will be monitored and signed off by the relevant department leads.

Table 1: Outcomes

Complaint category	Action
Issues with contractor	Concerns to be raised with contractor
Follow up/Communication	Ongoing training to all Asset Staff on adaptations and grants
Standard/quality of work	System to be reviewed and corrected
Timescales	Improved tracking and management of outstanding repairs to be arranged

A full report can be found on our website at www.arkha.org.uk/about-us/complaints/



Rent Review for 2024-25

Ark Services Ltd / Ark Commercial Services Ltd

Due to the Scottish Governments 'rent freeze/cap' legislation, in 2023 we had to delay annual rent uplifts to Ark Services ("ASL") and Ark Commercial Investment ("ACIL") tenants until August 2023.

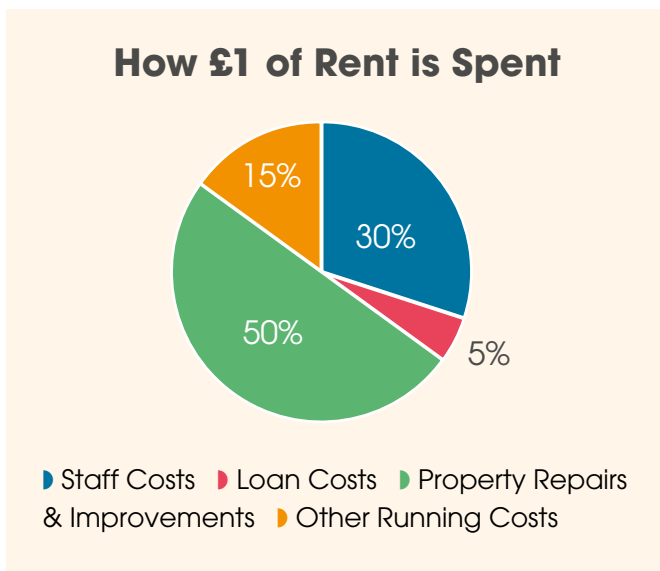
Legislation allows for landlords to apply

rent increases once within a 12 month period, therefore 2024/25 rent uplifts for ASL and ACIL will be considered as part of their individual five-year financial plans presented to Finance Sub-Committee and Board in March 2024.

Ark Housing Association

The recent Annual Report to tenants shows how in 2022-23 we spent each pound of the rent we collected, as shown again in Figure 1 below.

Figure 1: How we spend the rent



In determining whether, and at what level, to increase rent charges, there are 4 main factors we consider:

- 1 Inflation;
- 2 Where we need to spend the money to maintain and improve our housing stock, and meet longer-term energy efficiency and net-zero commitments;
- 3 How we compare to other landlords;
- 4 Whether the increase is affordable to tenants.

Each of these areas is considered in more detail on the following pages. →

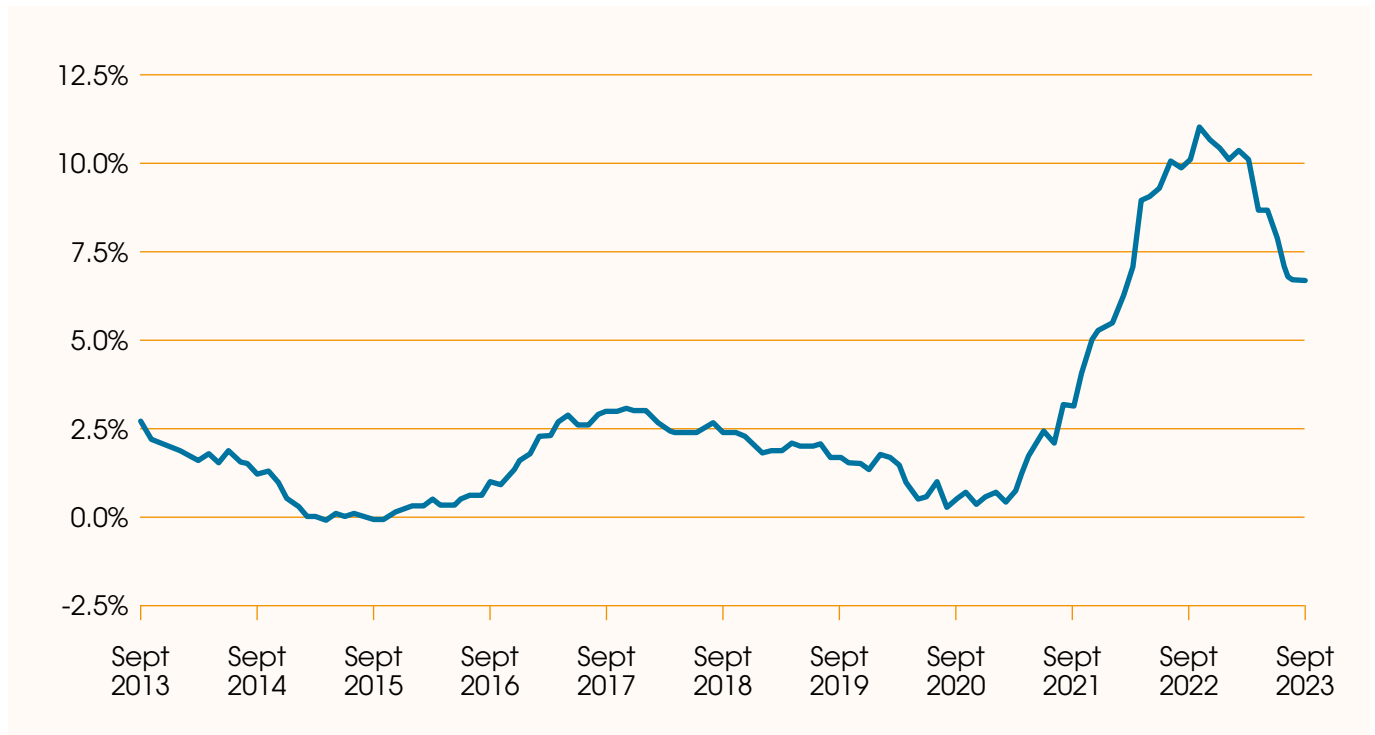


1. Inflation

Figure 2 below shows the movement in the UK's Consumer Price Index ("CPI") over the past decade. Throughout this period, CPI remained at or below 3.0%,

until September 2021, at which point it has significantly increased month on month, reaching a high of 11.1% in October 2022, before decreasing to 6.7% by September 2023.

Figure 2: 10 Year UK CPI annual inflation rate



(Source: Office for National Statistics "ONS" website 25/11/23: CPI September 2023 Statistical Bulletin)

The ONS notes the key drivers of this year-on-year change as being increased transport costs, offset by reduced food and non-alcoholic beverages, and furniture and household goods.

In setting our rent levels, the September 2023 inflation rate of 6.7% is a key benchmark, as this is generally used as the rate at which a range of benefits, including Housing Benefit and Universal Credit, are updated by the following April.

In recent years, our suppliers have used the high level of inflation as their key

benchmark when increasing prices, particularly for service-related items such as software. We must also consider our biggest area of expenditure, being construction related goods and services (linked to the repairing, maintaining, and investing in our housing stock), and 'in-house' inflation linked to staff pay uplifts.

Using information from the ONS, annual pay growth was 7.8% at August 2023, and is 1.1% ahead of inflation, while the National Living Wage ("NLW"), or minimum wage increased by 9.7% in April 2023, to £10.42 for individuals over 23 years of age.

The UK government has also set a target for the NLW to reach two-thirds of median earnings by 2024. To hit this target the Low Pay Commission project that the NLW rate for 2024 will be between £10.90 and £11.43 with a central estimate of £11.16 (an increase of 7.1%). The Real Living Wage (“RLW”) Foundation has also announced a revised RLW of £12.00 per hour, up 10.1%.

Another key area of cost to Ark is our staffing costs, which account for around 30% of total Housing Services expenditure. For 2023/24 all staff received a pay uplift of 3.8%, with an additional one-off payment of £200. As an accredited employer, we must consider the 10.1% increase in the Real Living Wage rate, to £12.00 per hour, announced in September 2023, and what other Housing providers pay their staff.

2. Asset Management & Investment Plans

At its June 2023 meeting, Board approved Ark’s new Asset Management Strategy, setting the key aims and objectives over the next 10-years. This strategy is aligned to Ark’s financial plan, which includes investment of over £10.8m across Ark’s existing housing stock over the same timeframe. Our investment programme will be rolled out from 2024/25 and we will communicate this separately with our tenants in March 2024.

A key objective of our Asset Management Strategy is to review and re-procure our key suppliers over the coming months. Procurement in recent years (Gas/Ground Maintenance) have led to significant price increases, as we move away from poorly performing suppliers charging low rates, to higher quality providers. This comes at a cost but will hopefully be a key part to improving tenant satisfaction levels.

In common with other social landlords, we have experienced significant price increases across all our trades in recent years, due to a mix of staffing shortages and increased global demand for construction materials.

As nearly 50% of rental income generated is used to repair, maintain, and invest in our stock, sustained price increases (without corresponding rent increases), would have a significant impact on our ability to maintain services to our tenants, and deliver the long-term improvements required as part of our energy efficiency and net-zero commitments.

The most recent ONS Construction Output Price Index (“COPI”) reports an annual inflationary rate of 4.6% (June 2023), much reduced from previous levels. This, alongside information from other sector sources, shows a stabling of prices for the foreseeable future.

3. How we compare to other landlords

For the financial year 2023/24, Scottish social landlords increased rents by 5.1% on average (Ark: 6.0%, or 5.3% including service charge freeze), with increases ranging from 0% to 8.0%. These rates,

significantly below the rate of inflation at that time, were heavily influenced by the Scottish Governments rent freeze/cap legislation.

Table 1 below compares the average weekly rent for Ark HA and the sector as a whole.

Table 1: Average Weekly Rents: Ark v Scottish Average at 31st March 2023

Size of Home	Number of Homes Owned	Ark HA	Scottish Average	Difference from Scottish Average	
				Current Year	Prior Year
1 apartment	5	£93.84	£78.26	19.9%	20.8%
2 apartment	123	£103.93	£83.46	24.5%	24.3%
3 apartment	96	£108.70	£86.28	26.0%	35.4%
4 apartment	45	£108.21	£93.96	15.2%	17.4%
5 apartment	6	£113.70	£103.72	9.6%	10.4%

(Source: SHR – Landlord Performance Oct 2023)

Note that these figures include both rents and service charges, and due to the specialist nature of most of our housing stock, our charges are significantly higher.

We have also compared our rent and service charge levels with our peer group, as shown in Table 2 below.

In the Table 2 below, the lowest charge in the group is coloured green and the highest is coloured red. Ark rent and service charge levels are between the second – fourth

cheapest out of our peer group of six across each property type. However, overall tenant satisfaction is the lowest, while Ark is the smallest landlord in the peer group.

In November 2023 a survey of proposed rent and service charge increases across other social housing providers was undertaken, allowing us to consider Ark’s within the context of similar organisations. The current options being considered range between 5% and 9%.

Table 2: Weekly Rent Charges (AWR = Average Weekly Rent (£))

Landlord Name	23/24 Rent Uplift (%)		1 Apt AWR	2 Apt AWR	3 Apt AWR	4 Apt AWR	5+ Apt AWR	Total No.	Overall Satisfaction (%)
Ark	6.0	No.	5	123	96	45	6	275	77.5
		£	93.84	103.9	108.70	108.2	113.70		
Blackwood	5.0	No.	43	541	702	183	80	1549	79.5
		£	122.61	106.1	114.34	124.8	139.05		
Key	4.5	No.	7	417	182	89	18	713	91.6
		£	87.50	101.6	108.27	118.6	220.04		
Loretto	3.9	No.	91	988	1,067	435	46	2,627	84.1
		£	116.68	97.47	96.11	105.0	121.39		
Trust	7.0	No.	404	2,222	747	302	25	3,700	80.9
		£	140.19	127.52	97.54	98.45	93.34		
Viewpoint	7.0	No.	81	967	245	18	-	1,311	78.6
		£	102.28	119.76	120.83	142.8	-		

(Source: SHR Annual Return on the Charter Dataset 2022)

4. Affordability

Another key factor to consider is rent affordability, which is an area of scrutiny for the Regulator and is at the centre of several Scottish Government strategies, such as Tackling Child Poverty Delivery Plan, and Housing to 2040.

Rent is the major household expenditure item for most social housing tenants. Research by the Department of Work and Pensions (“DWP”) shows that on average, low-income renting households spend a higher proportion of income on housing costs, as shown in Table 3 below.

Table 3: Breakdown of Housing Costs by Sector

Tenure	Weekly median housing costs (including mortgage interest for those buying with mortgage)	Proportion of income spent on housing costs (%)	Weekly median mortgage capital	Proportion of income spent on housing costs plus mortgage capital (%)
Private rent	£130	38	–	38
Social rent	£98	32	–	32
Buying with mortgage	£49	12	£73	30

(Source: Households below average income, 2019/20, DWP)

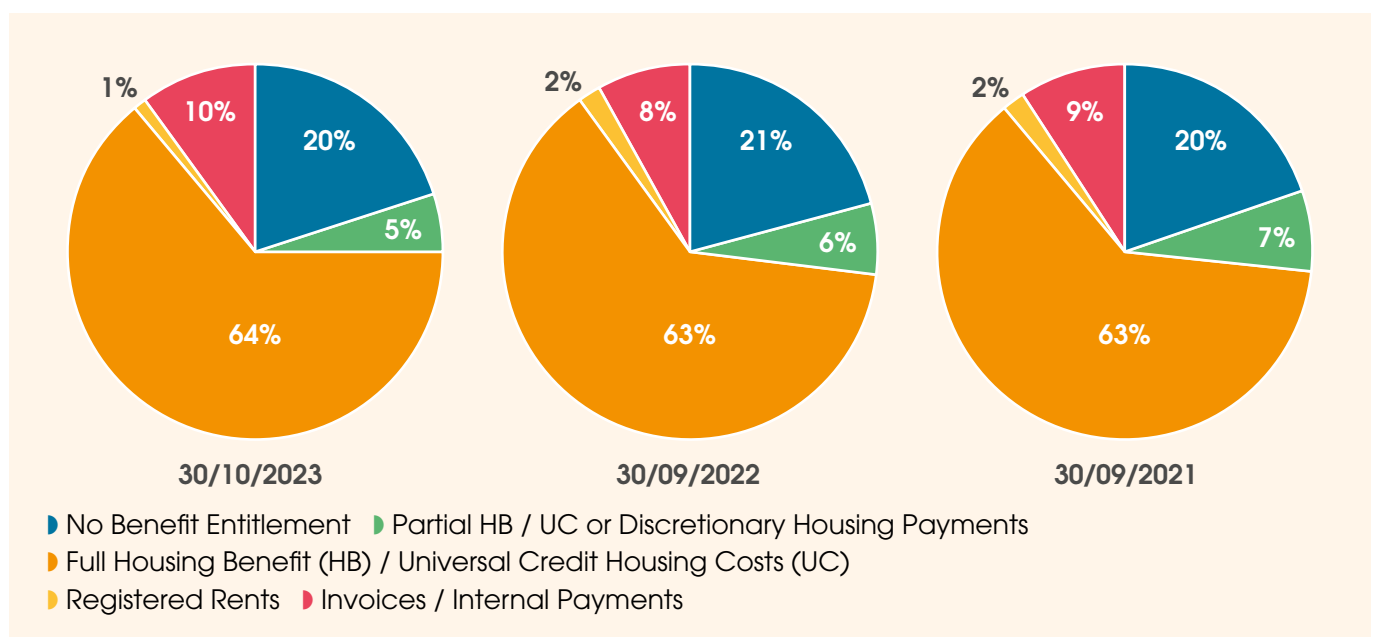
Note: here low-income households are those in the bottom 40% of before housing costs equivalised incomes, 2019/20. Mortgage capital estimate uses code developed by the Social Metrics Commission.

The definition of housing costs in HBAI excludes mortgage capital.

The payment composition amongst our tenants is noted in Table 4 below. We know that, in particular, it is the 25% of tenants who have no benefit entitlement, or are partially reliant on housing benefit/universal credit

housing costs/discretionary housing payments, who may struggle the most with paying their rent, especially when other household costs such as transport are increasing, and gas/electricity costs remain at historically high levels.

Table 4: Breakdown of Rent Payment Types



What Option is Ark proposing

Due to the pressures linked to the rent freeze/cap legislation, last year Ark applied a rent uplift significantly below the inflationary increases we had applied to us by our suppliers.

Were possible, we offset this by delivering cost reductions across back-office services, primarily achieved through the move to hybrid working, and considering posts as vacancies arose. These efficiency savings have also allowed us to put in place an ambitious long-term investment plan, delivering energy efficient net-zero homes for our tenants.

Looking forward, to ensure we deliver what we have set out, we must ensure that we maintain operational surpluses at the level identified in our financial plan.

This means passing on cost increases from our suppliers through rent uplifts. This year we plan to increase rents by 6.7%. However, all service charges will be held at the same rate as 2022-23, meaning that the overall increase would be 6%.

To ensure these uplifts are kept to a minimum, we continue to monitor and review how we can deliver services more efficiently. This includes continuing to deliver on our system replacement projects (and the wider agenda around digital transformation); and investment into new social housing stock, growing the size of Ark's Housing Services.



Contact Us

If you would like to give us feedback about any of the information in this newsletter, please e-mail us at housing@arkha.org.uk.

Otherwise here is a reminder of other ways you can keep in touch with what we are doing:

Website: www.arkha.org.uk

Facebook: www.facebook.com/ArkPeopleHousingCare

X: www.twitter.com/Ark_PHC

Instagram: www.instagram.com/arkpeoplehousingcare

Linkedin: www.linkedin.com/company/arkpeoplehousingcare