

# Tenant Rent Consultation 2025 – 2026

## Your views and feedback



We are deciding how much rent to charge our tenants next year.

We want to hear what you think about our plans for rent increases next year.



Your feedback is important to us and we will listen to you. It will help us decide how much rent we will charge from 1st of April 2025.



Please tell us your thoughts about our plans for rent increase by **Friday 10 January 2025.**



**If you complete the survey, you might win a £50 shopping voucher.**



We need to make sure we have enough money to do all of the things we promise to do in your tenancy agreement.



We need to make sure we are giving you a good service and we keep making our services better.



We also need money to keep your home in good condition.



We need to do all of these things and still make your rent as affordable as possible at the same time.

# The options for increasing rent next year



We need to think about 4 different things when we are deciding how much rent we should charge.

## 1. Inflation

Inflation means everything is costing more money. Usually benefits like Universal Credit and Housing Benefit go up by the same amount.



## 2. Stock Investment

We need to pay for things like repairs and improving our houses. Inflation makes repairs and improvements cost more money.



## 3. Comparing with other landlords similar to Ark

We have spoken to other social landlords like Ark to find out what they are planning for next year's rent increase. The other social landlords we spoke to are planning to increase the rent by 4% or 5%.



## 4. Affordability – Whether our tenants have enough money to pay for the increase

We know that rent costs a lot of money and we will keep it as low as possible.





We are thinking about 2 different options for how much more rent we will charge.

**Option 1** is raising the rent by **4%**.

**Option 2** is raising the rent by **5%**.



We understand that some tenants will find a rent increase difficult to afford.

If you are worried about the cost of your rent, your Housing and Neighbourhood Services Officer or our Customer Services Officers are here to help.



You can phone us on **0131 478 8143**



You can email us at  
**[customer.services@arkha.org.uk](mailto:customer.services@arkha.org.uk)**

# What does this mean for you and the rent you will pay?

1



If your house has 1 bedroom, 4% increase is about £4.33 more rent every week. 5% increase is about £5.41 more rent every week.

2



If your house has 2 bedrooms, 4% increase is about £4.49 more rent every week. 5% increase is about £5.61 more rent every week.

3



If your house has 3 bedrooms, 4% increase is about £4.66 more rent every week. 5% increase is about £5.82 more rent every week.

4



If your house has 4 bedrooms, 4% increase is about £4.74 more rent every week. 5% increase is about £5.92 more rent every week.

Size of home (bedrooms)	Current average rent per week	With 4% new average rent per week	With 5% new average rent per week	With 4% additional cost per week	With 5% additional cost per week
Room	124.16	129.12	130.37	4.97	6.21
0 bedroom	121.31	126.16	127.38	4.85	6.07
1 bedroom	108.18	112.51	113.59	4.33	5.41
2 bedroom	112.18	116.66	117.79	4.49	5.61
3 bedroom	116.47	121.13	122.30	4.66	5.82
4 bedroom	118.47	123.20	124.39	4.74	5.92

## Option 1 – 4% Rent Increase



£1012000

**Making the rent 4% higher** will mean Ark can spend £1,012,000 on the homes we already have.

Here is a list of replacements and improvements we can make to our homes if we choose **option 1**.



9 Bathroom Replacements



15 Kitchen Replacements



23 Window Replacements

# Tenant Rent Consultation 2025/26



17 External Doors Replacements  
9 External Common Door Replacements



3 Roof upgrades



42 Extractor upgrades



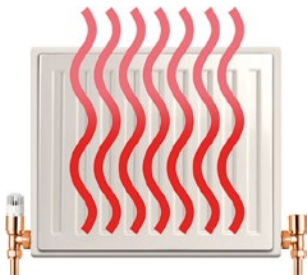
35 Fire safety upgrades



29 Boundary fence upgrades



9 Boiler Replacements



3 Central heating upgrades



22 Whole house energy  
efficiency upgrades



## Option 2 – 5% Annual Rent Increase



**£25,000**

Option 2 will pay for everything in option 1 and give Ark £25,000 more. The extra money will pay for one of these 6 choices



Choice 1 8 External Door Replacements



Choice 2 4 Window Replacements



Choice 3 3 Kitchen replacements



Choice 4 3 Bathroom Replacements



Choice 5 2 Whole house energy efficiency upgrades



Choice 6 Additional funds to add to the Tenant Hardship Fund



You can tell us which choice you think is the best way for us to spend the extra money in the survey.

# What we have spent money on for our tenants

In the last 2 years we have given our tenants extra support by doing these things:



Community Benefit Fund



Welfare Benefits Advice



Energy Fund



Medical Adaptations



Tenant Hardship Fund

# Tenant Satisfaction Surveys 2023/24



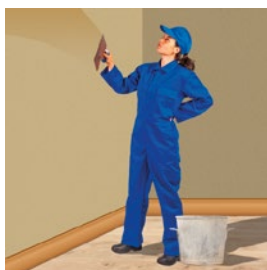
We have listened to what our tenants told us in the Tenant Satisfaction Survey and used this feedback to make things better and plan how to spend money in 2025/26.



Introduction of Contractor appointments



Improve energy efficiency of homes



Home improvements



Improved repair response times and job updates

# We are building new homes



Ark have started to build new homes again. We plan to build 108 homes in the next 5 years.



Building new homes means there are more affordable homes for people who need them.



It also helps Ark make more money from rent which we will use to make our homes and services better.



In July, we finished building 20 new homes in Livingston. The tenants moved into their new homes in August.



We have started to build 12 new homes in Penicuik, and they will be completed in February 2025.

## What else is happening this year?

To keep our rent as low as possible, we keep thinking about how we keep our services going while spending less money.

These are the some of the things we have done and some plans we have:



We have a new customer services team with one phone number and one email address. This is to help fix problems more quickly, with the first person you speak to.



We are planning digital portals for Customers and Contractors; the target is to go live with the portals in April 2025.



Ark's Tenant Scrutiny Group completed their review of our reactive repairs service incorporating a tenant survey. We used the feedback to plan a new way to design our service.



We are in the process of getting new contractors and we hope the new contractors will start working with us from the 1st of May 2025 to start doing reactive repairs and repairs on weekends and evenings.

# What do you think? Have your say



Every year we ask our tenants what they think about our plans for the rent increase.

Telling us what you think will help us decide how much to increase the rent and how to spend the money we have.



You can tell us what you think in different ways. The survey form at the end tells you how to do the survey.



Everyone who replies to this consultation will be entered into a prize draw.



You will have the chance to win a £50 shopping voucher.

## Contact us



If you would like to contact us,  
please phone us on **0131 478 8143**



or e-mail us at  
**[customer.services@arkha.org.uk](mailto:customer.services@arkha.org.uk)**



or write to us at **Ark Housing  
Association Limited, Lochside House,  
3 Lochside Way, Edinburgh, EH12 9DT.**

You can visit our website or social media to find out  
about what we are doing:

Ark's Website: **[www.arkha.org.uk](http://www.arkha.org.uk)**

 **[www.facebook.com/ArkPeopleHousingCare](http://www.facebook.com/ArkPeopleHousingCare)**

 **[www.twitter.com/Ark\\_PHC](http://www.twitter.com/Ark_PHC)**

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