



Ark Housing Association

Tenant Rent Consultation 2026/27



Please tell us your thoughts about our plans for rent increase by **Friday 09 January 2026.**



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

Your views and feedback



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



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



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



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

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



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 2026.



We need to keep your rent affordable as possible at the same time.

What we need to consider



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

The other social landlords we spoke to are planning to increase the rent anything between 3.5% to 6%.

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.





The options for increasing rent next year

We are proposing 2 options:



OPTION 1:

4.5% increase in the rents

We will be able to invest **£1,026,000** into our homes to do:

- 53 window/door replacements
- 3 kitchen replacements
- 3 bathroom replacements
- 13 upgrades to energy efficiency
- Fire safety improvements
- To make all homes meet a certain standard



OPTION 2:

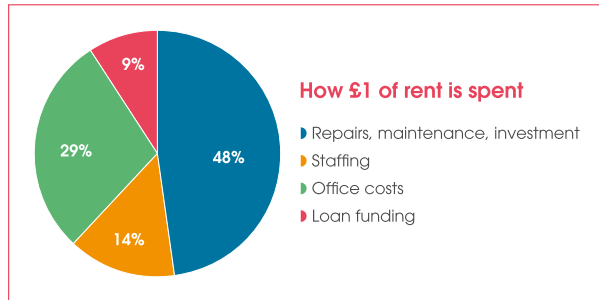
5.5% increase in the rents

We will be able to use the extra **£25,000** to do one of these:

- 3 kitchen replacements
- 5 bathroom replacements
- 2 upgrades to energy efficient
- Fencing replacement programme



What we spend rent money on



We spend the money we collect in 4 main areas:



1. Repairs & property upgrades

We spend **48%** of the money we collect on looking after homes.



3. Staff Costs

We spend **14%** to pay for staff in the housing and assets teams.



2. Office Costs

We spend **29%** to pay for office costs, insurance, and other costs for having an office.



4. Other Costs

9% covers loan payments and interest.

What could each option mean for you?

	1 bedroom 	2 bedrooms 	3 bedrooms 
OPTION 1 4.5% increase	£5.22 extra a week	£5.61 extra a week	£5.55 extra a week
OPTION 2 5.5% increase	£6.38 extra a week	£6.86 extra a week	£6.78 extra a week



If you find it difficult to pay your rent you can contact us to speak about it.



You can email us at
customer.services@arkha.org.uk



You can phone us on
0131 478 8143

What have we been doing for customers?



We wanted to highlight some other areas where we have supported customers over the last 2 years.



Community Benefit Fund

This has let us upgrade some shared spaces within our communities.



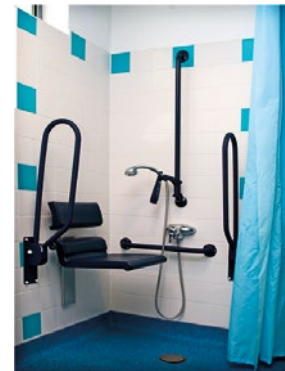
Energy Fund Grants

To get additional money towards their energy bills.



Advice Services

To help housing applicants find homes & tenants claim benefits.



Medical Adaptations

To allow tenants to stay in their homes.

What have we done with the feedback we got from tenants?



We gather feedback from tenants every year. We have used this to focus on the key themes below which we are delivering or will be delivering:



Encourage more **digital communication** – this will save money from paper and stamps and staff time.



Improve energy efficiency of homes – this should help customers save on their energy costs.



Get **new reactive repairs contractors**, with better prices and better response times.



Launch a new **Communication and Engagement Strategy**.

Our new homes in Penicuik



Building new homes:

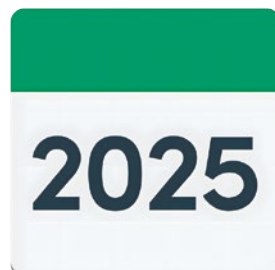
- ▶ Provides homes for people in housing need;
- ▶ Grows Ark's housing numbers, spreading operational costs and limits the amount rent has to go up;
- ▶ Provides more money which goes back into our existing homes and services.

In 2025, we have been building **12 new homes** in **Penicuik**.

This was where we had a care home which was knocked down.

The new homes will be ready in December 2025.

We want to build new homes and will share our next development location in Ark's newsletter.



What else is happening this year?



We always try to make our services better for everyone. We look at how we do things and find ways to improve.

We are excited about the changes we are making. We hope they will make a big difference for everyone.



- ▶ Ongoing staff training



- ▶ Made the way we work more efficient



- ▶ Launched the Customer Charter



- ▶ Launched a new digital tool called CX Feedback
- ▶ This lets us send important messages to people



- ▶ Sent our Summer Newsletter and Annual Performance Report



- ▶ Started to use some new contractors

Have you say / tell us what you think?



Your feedback is really important to us. It will help us decide what to do.

There are different ways you can give us your feedback.

If you can't do it yourself, get your guardian or staff member to help you.



You can e-mail us:

customer.services@arkha.org.uk



You can use the survey link:

<https://cxfb.co.uk/cx/366-xcq>



You can phone us on:

0131 478 8143



You can use the QR Code.



You can complete the form which came with this and post it to us at:

**3 Lochside Way
Ground Floor, West Suite
Edinburgh
EH12 9DT**



Stay connected with Ark

Here is a reminder of other ways you can stay connected 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

