

## Rent Survey 2019/20 for tenants of Knowes Housing Association

Please complete the following Rent Consultation Survey for 2019/20. For your response to be considered you will need to complete your name and address details at the end. This will ensure that we do not include duplicate returns or responses from customers who are not tenants of Knowes. This form should be completed by the named tenant in the household – joint tenants may complete one survey each. **Please complete and return by 14<sup>th</sup> January 2019 either by cutting out this page from the newsletter and posting or handing in to Knowes' office (10 Field Road, Faifley, Clydebank, G81 4PD) or by completing the survey on our website at [www.knowes.org](http://www.knowes.org). All entries received before the closing date will be entered into a prize draw with a chance to win £50 in vouchers.**

This year the Association is providing tenants with a couple of options to consider. These are as follows;

**Option 1** - The minimum rent increase for 1<sup>st</sup> April 2019 is based on the **minimum** increase that we will consider as we need to make sure that the rents increase at a level that allows us to continue providing the services that we currently deliver. This will mean an increase of 2.8% on the rent and service charges.

**An example of a rent increase of 2.8% increase on a rent of £310 per month would result in a new rent of £318.68 per month.**

**Option 2** – This option will allow the Association to employ an Estate caretaker who will deliver a number of services that will not only enhance the environment but will deal with a number of estate management issues for tenants. Knowes would be able to consider this option if the rent increase was 3.6%.

**An example of a rent increase of 3.6% on a rent of £310 per month would result in a new rent of £321.16.**

The following gives you an opportunity to provide us with an idea of the preference that you would like us to take forward.

1. I would prefer a rent increase of:-
  - 2.8% (CPI only)
  - 3.6% (additional estate caretaker service)
  - Other – please give details in box at end of survey

This section allows you to give us feedback on the value for money your rent payment provides.

2. Do you feel that the rent for your property represents good value for money?
  - Very good value for money
  - Fairly good value for money
  - Neither good nor poor value for money
  - Fairly poor value for money
  - Very poor value for money

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This question asks you to comment on how affordable your rent is taking into account the adults and children who live in your household, your income and your expenses:-

3. Do you feel that your rent will remain affordable to you following a basic rent increase of 2.8%?

Yes

No

4. Please use the comments box to give us further feedback. Particularly if you do not agree with the rent increase or if you feel your rent is not affordable to you then we would like to hear back from you. We are also keen to hear if there are further improvements to the service you would be happy to pay more rent for or conversely if you feel we could make cuts to our current service to have a lower rent increase next year. (Continue on a separate sheet of paper if necessary)

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5. Please complete the following information:-

Tenant Name	
Tenancy Number (if known)	
Address	
Telephone Number	
Email address	

**Thank you for taking the time to complete this survey.**