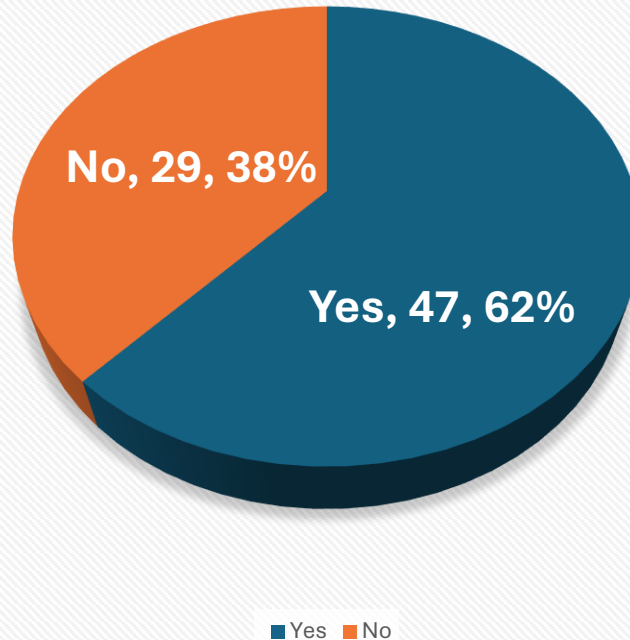




**Knowes Housing Association
Rent Consultation Survey 2026/2027
Survey Reponses**

**A total of 76 responses were received:
68 responses were provided via Microsoft
Dynamics.
8 responses were provided via paper questionnaire.**

1. Do you agree with the proposed rent increase for 2026/2027 of 5.6%?



2. Summary of Reasons for Answering 'No'

1. Affordability and Cost-of-Living Pressures

Tenants highlighted the wider economic situation, noting that everyday costs are rising faster than many household incomes, which makes any increase more challenging for some groups, particularly families, single tenants, and those on lower or fixed incomes.

2. Views on the Proposed Increase

Some tenants felt the increase was higher than they expected, especially compared with national averages, and suggested that annual rises might be reviewed during periods of economic uncertainty.

3. Perception of Value for Money

A number of tenants shared that they would feel more comfortable with an increase if they saw more regular improvements in areas such as repairs, upgrades, or communal maintenance.

4. Interest in Transparency and Future Investment

Several tenants said they would support an increase where there is clear

communication about how additional income will be used to benefit homes and services.

5. Individual Financial Circumstances

Some tenants mentioned personal factors—such as fixed income, disability payments, part-time work, or pension status—that influence how manageable a rent increase would be for their household.

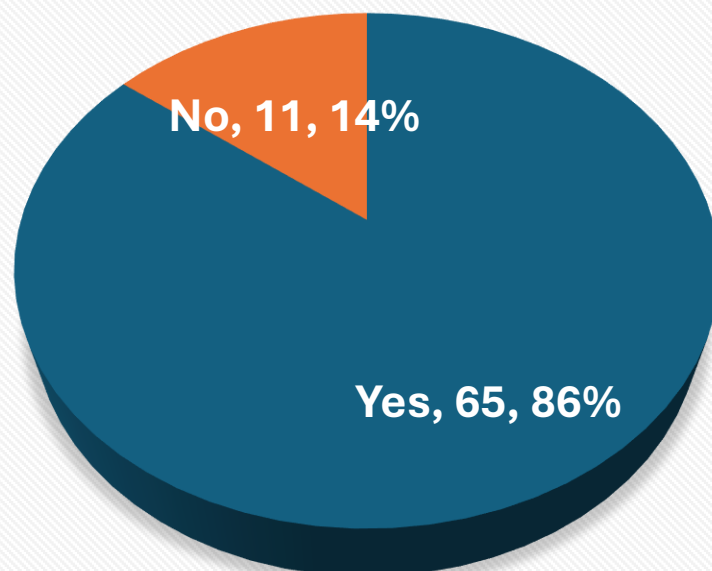
6. Expectations Around Planned Improvements

A small number of tenants referred to earlier discussions about improvements and expressed a wish to see these delivered.

7. Majority Support

Despite the concerns raised, the majority of tenants indicated they agree with the proposed increase, recognising the organisation's rising costs and the importance of sustaining and improving services.

3. Do you feel that your rent is affordable to you at present?



■ Yes ■ No

4. Summary of Reasons for Answering “No”

Tenants who did not support the proposed rent increase generally based their views on **personal financial pressures** and **current economic conditions**. Key themes include:

1. Cost-of-Living Pressures

Many tenants highlighted rising costs for essentials such as food, heating, and electricity, making it harder to manage any additional monthly expenses.

2. Limited Income Growth

Some tenants noted that wages, pensions, or benefits have not increased in line with inflation, leaving less flexibility in household budgets.

3. Higher Costs in Certain Types of Homes

A few tenants living in larger or harder-to-heat properties expressed that their energy costs are already substantial, which affects overall affordability.

4. Personal Financial Circumstances

Several tenants rely on a single income or mixed financial support and feel that even a modest increase could be difficult without additional assistance.

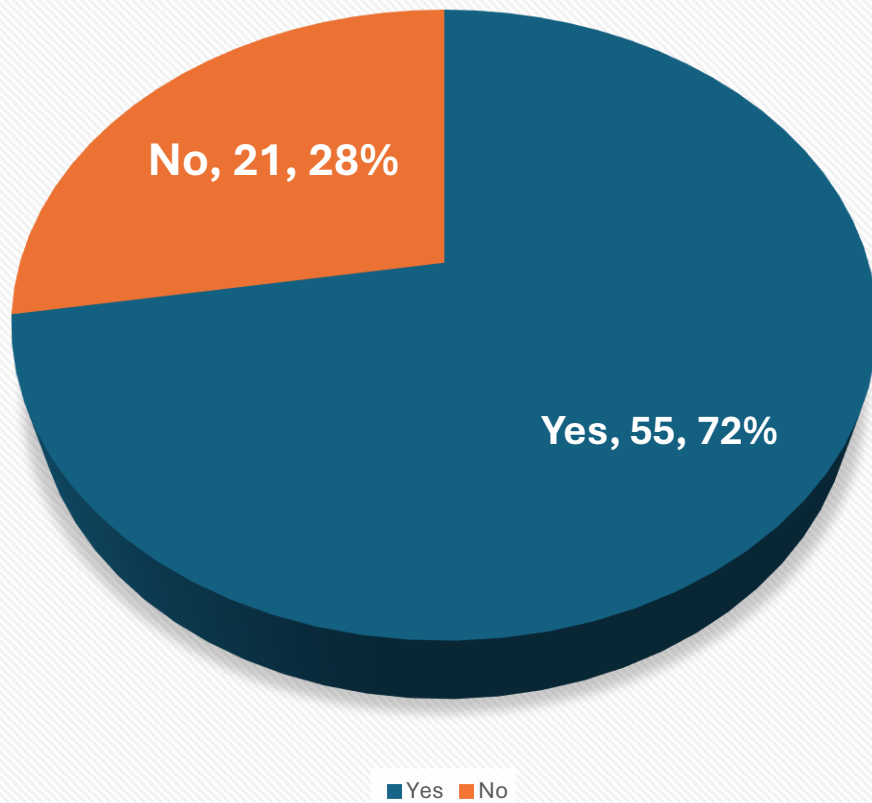
5. Local Area and Neighbourhood Factors

Some tenants mentioned local issues—such as noise or neighbourhood disturbances—that influence how affordable or good-value their home feels to them.

6. Long-Term Housing Considerations

A small number of tenants raised broader housing concerns, such as wishing they had the option to buy their home or needing a more suitable property.

5. Do you feel that your rent will be affordable to you following the rent increase of 5.6%?



6. Summary of Reasons for Answering “No”

Tenants who responded “No” generally did so because of **personal financial pressures** and **affordability concerns**. Key themes include:

1. Current Rent Levels and Frequency of Increases

A few tenants feel their rent is already at the upper limit of what they can manage, and they are concerned about the cumulative impact of yearly increases.

2. Rising Cost of Living

Many tenants highlighted wider economic pressures—such as higher costs for food, fuel, and heating—which make it difficult to take on any additional expenses.

3. Limited Growth in Income

Those on pensions, low incomes, or fixed earnings noted that their income is not rising at the same rate as everyday living costs, making budgeting more challenging.

4. Personal Financial Impact

Several tenants explained that a rent increase would require working additional hours or would leave them with less disposable income each month.

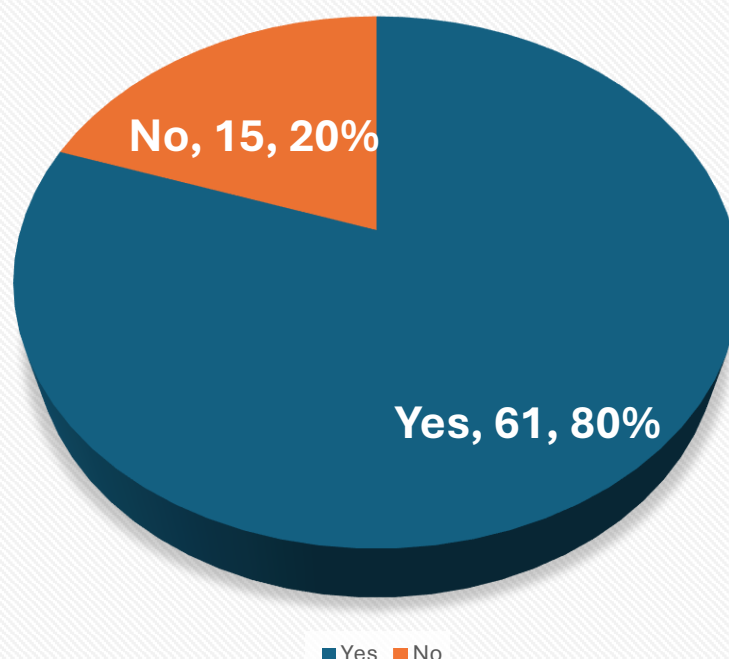
5. Impact on Households

Some tenants noted that the increase would affect not just individuals but whole families who are already managing tight budgets.

6. Suitability of Current Housing

A small number of tenants feel they would benefit from moving to a smaller or more suitable property, which affects how affordable their current rent feels.

7. Thinking about the monthly rent you pay to Knowes Housing Association Ltd and the quality of the home and services you receive for your rent payment, do you feel that on balance your rent payment provides you with good value for money?



8. Summary of Reasons for Answering “No”

Tenants who answered “No” generally raised concerns about **property condition**, **service delivery**, and **home suitability**. Key points include:

1. Communal Area Cleanliness

Some tenants feel their back courts, closes, or stairwells could be better maintained, and they would like improvements to cleaning standards and general upkeep.

2. Ongoing or Outstanding Repairs

A number of tenants report repairs still needing attention—such as draughty doors, insulation issues, outdated fittings, or water ingress—and would prefer these to be resolved before any rent increase.

3. Suitability of Homes

Several tenants say their current home size no longer meets their needs and they are waiting for a move, so they feel an increase is difficult at this time.

4. Heating and Energy Efficiency

Some homes are described as hard to heat due to layout or age, making running costs higher, especially with rising energy prices.

5. Perception of Value for Money

A few tenants feel that although improvements are happening, they would like to see more consistent investment across all areas before paying more.

6. Financial Pressure on Households

A common theme is simply affordability—household budgets are tight, and even modest increases can be challenging for those on low or fixed incomes.