



***Rent and Landlord
Service Charges
2007-08
Consultation***

December 2006

Dear Sir/Madam

Consultation: Rent and Landlord Service Charges, 2007-08

Each year at this time the Association's Board considers the level of income required to run the business in the new financial year (April 2007 – March 2008).

Our primary sources of income are the rent and landlord services paid by tenants. The following pages set out our proposed change in charges for 2007-2008 and highlight key areas of expenditure anticipated.

Now is your chance to express your view on the charges proposed for next year. We genuinely welcome your views on our proposals and if you wish to make comment, then please follow the steps outlined on Page 5 of this document.

Board members will be made aware of all comments received when they consider the proposal at their meeting in January 2007. Equally, if you have any questions about the information contained in this document, then please do get in touch. I look forward to hearing from you.

Yours sincerely



George Veryan
Director, Customer Services

Tenant Consultation:

Annual Review of Rent and Landlord Service Charges 2007- 08

Each year, Trust requires to review the level of charges we need to set in order to run the business and to deliver well managed and maintained houses for our tenants and sharing owners.

As a customer focused organisation we want to consult with our tenants, and are keen to hear your views. Obviously, none of us want to pay more for the services we receive, but it is important to ensure that we have sufficient income to meet the costs of delivering good accommodation and services.

Your monthly charge is made up of **up to** four parts –

- Rent
- Landlord Services
- Heating
- Food

- **Rent**

The Board of Trust sets the rent level for the majority of its tenants. However there are still some tenants whose rent is set every three years by a government official called the Rent Officer. If your rent is set by the Rent Officer, your rent **will only change** when your rent is re-registered.

For all other tenants therefore the total increase proposed is Retail Price Index (RPI) at September 2006, 3.6%. This increase will allow Trust to continue to manage and maintain your homes to a high standard whilst taking account of the higher than inflation building maintenance costs.

To deliver the required rental income, proposed rent charges for the various property sizes will be as follows:

Amenity, sheltered, hybrid sheltered, very sheltered and supported housing

Apartment Size	Current Monthly Rent	Proposed Rent from April 2007
One Person, One Apartment	£180.35	£186.84
One Person, Two Apartments	£200.03	£207.23
Two Person, Two Apartments	£215.20	£222.95
Two Person, Three Apartments	£222.76	£230.78
Three Person, Three Apartments	£237.92	£246.49
Four Person, Three Apartments	£253.08	£262.19
Five Person, Four Apartment	£275.84	£285.77

General needs housing

Apartment Size	Current Monthly Rent	Proposed Rent from April 2007
Two Person, Two Apartments	£225.42	£233.54
Three Person, Three Apartments	£248.16	£257.09
Four Person, Three Apartments	£263.33	£272.81
Four Person, Four Apartments	£270.89	£280.64
Five Person, Four Apartments	£286.07	£296.37
Arran, Shore View, Four Apartments	£291.90	£302.42

The rents proposed will permit us to continue investing in our properties and services by delivering:

- £877,000 of day to day & empty home repairs and redecoration.
- £783,000 of major repairs (replacement kitchens, windows etc).
- £422,000 of cyclical repairs (common area & external decoration, safety checks etc).
- regular attendance on site by Service Managers and Property Officers.

Landlord Services

Landlord Services are charged to tenants who live in amenity, sheltered, very sheltered and supported accommodation.

The range of services which are funded from Landlord Service Charges are:

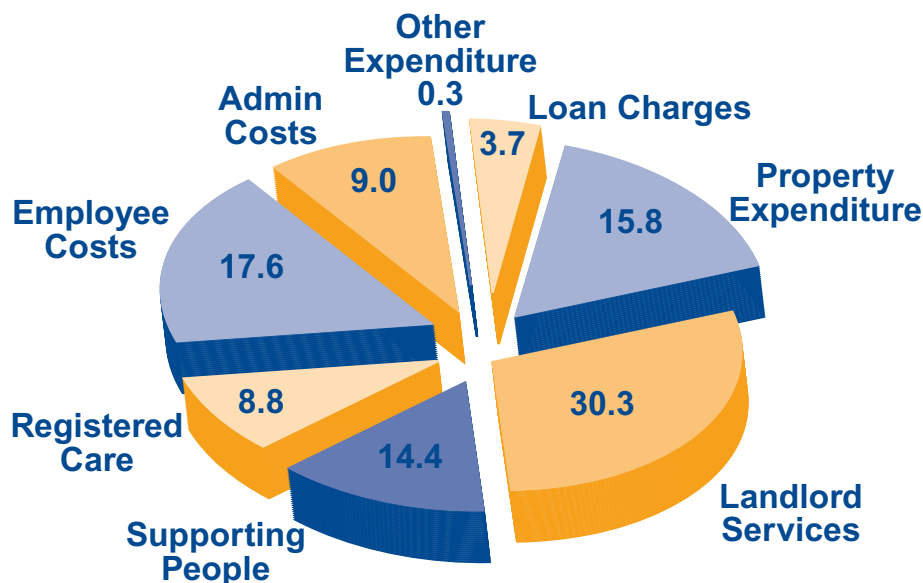
- A proportion of the Co-ordinator's and development staff employment costs
- The employment and material costs for cleaning common areas
- Window Cleaning (part costs)
- Upkeep of external grounds
- Insurance of Plant & Equipment
- Minor equipment purchases
- Office Telephone Costs, (part costs)
- Provision for replacement (setting aside money to cover the future replacement of items such as call equipment, fire alarms, lifts, laundry equipment, heating systems etc)
- Maintenance of Services (regular maintenance costs for call equipment, fire alarms, lifts, laundry equipment, heating systems etc)
- Sundries (minor purchases)
- Food
- Heating (houses & common areas)

Note however, tenants are only charged for the services which are available in their particular development. For example, tenants living in cottages are not charged for lifts.

The proposed expenditure for 2007-08 requires an average increase of RPI at September 2006, 3.6% + 1%, a 4.6% increase over the current year.

In order to help you consider our proposals for financial year 2007-08 (1st April 2007 – 31st March 2008), it might be helpful to look at how we predict our projected expenditure will be allocated in the new financial year.

Proposed Expenditure for 2007/08



The Association's Board will consider the proposed change in charges set out in this consultation document in January 2007. If you would like to express any views or comments about the proposed charges, then please:

- Speak to or telephone your Service Manager,
- Complete and return the following comments form (no stamp required) to:

Mrs Gail Gourlay
Head of Housing Services
Freepost RLXC-UKHB-XTAC
Trust Housing Association Ltd
12 New Mart Road
Edinburgh EH14 1RL

or

- Email: ggourlay@trusha.org.uk

to arrive no later than Friday 5th January 2007.

**Tenant Consultation:
Annual Review of Rent and Landlord Service Charges 2007-08**

Comments Form

Please enter your name & address (optional);

Name: _____

Address: _____

Rents

“The total increase proposed is 3.6% (RPI at September 2006)”.

Your Comments

----- (Continue on a separate sheet if required).

Landlord Services

“The proposed expenditure for 2007-08 requires an average increase of 3.6% (RPI at September 2006) + 1%, a **4.6% increase** over the current year”.

Your Comments

----- (Continue on a separate sheet if required).

Return this form by 5th January 2007

**This information is available in Braille, tape,
large print and community languages.
To request a copy please contact 0131 444 1200**

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الرجاء الاتصال برقم الهاتف 0131-444 1200

यह जानकारी ब्रेल, टेप, बड़े अक्षरों और समुदायों की भाषाओं में उपलब्ध है। इस की नकल
(कापी) के निवेदन के लिए कृपया कर इस नंबर 0131-444 1200 पर फोन करें।

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請致電 0131-444 1200

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ہے۔ اُنکی نقل حاصل کرنے کے لیے براۓ مہربانی 0131-444 1200 پر رابطہ کریں۔

ਇਹ ਜਾਣਕਾਰੀ ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਭਾਈਚਾਰੇ ਦੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸਦੀ
ਨਕਲ (ਕਾਪੀ) ਦੀ ਬੇਨਤੀ ਵਾਸਤੇ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0131-444 1200 ਤੇ ਸੰਪਰਕ ਕਰੋ।

এই তথ্যগুলি ব্রেইল, টেপ, বড় হরফ ও অন্যান্য ভাষায় পাওয়া যাবে। কপির জন্য অনুরোধ করতে হলে
দয়া করে 0131-444 1200 নম্বরে যোগাযোগ করবেন।



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