

Rent and Service Charge Proposal for 1 April 2021—31 March 2022

This leaflet contains important information about our proposals for changes to your rent and service charges for the period 1 April 2021—31 March 2022.

There is also a survey for you to complete to tell us what you think about this proposal. The survey should be returned to us no later than 5 January 2021.

The Proposal you are being asked to Consider is:

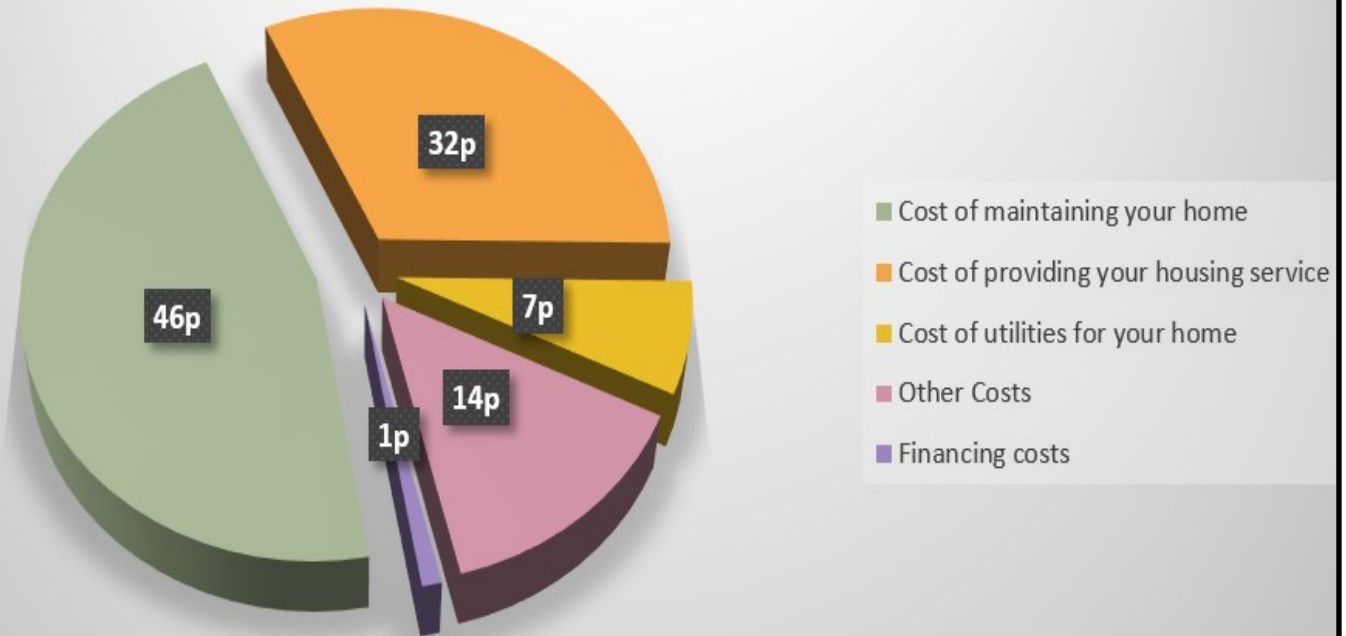
Rent increase of 2%	Service charges, other than landscaping charges to increase by 2%
No change to landscaping charges	This proposal allows the maintenance of our current service delivery, with repair and maintenance expenditure maintained at £5 million for the year 1 April 2021—31 March 2022

Our Housing Budget

Our estimated income for 2021/22 is: £8,109,968

1. Rental Income: £7,110.766 2. Service Charge Income: £999,202

How we spend each £1 of your rent and service charge money



Maintaining your home

This includes the cost of organising and providing day to day repairs and planned maintenance programmes and associated staff costs

46p

Your housing service

This includes staff costs related to providing our housing management and housing support services, gardening, cleaning and common area spend.

32p

Financing costs

This includes interest payable.

15p

Other costs

This includes the cost of services and infrastructure which provide business support such as IT systems and associated staff costs

14p

Utilities for your home

This includes the cost of gas and/or electricity.

7p

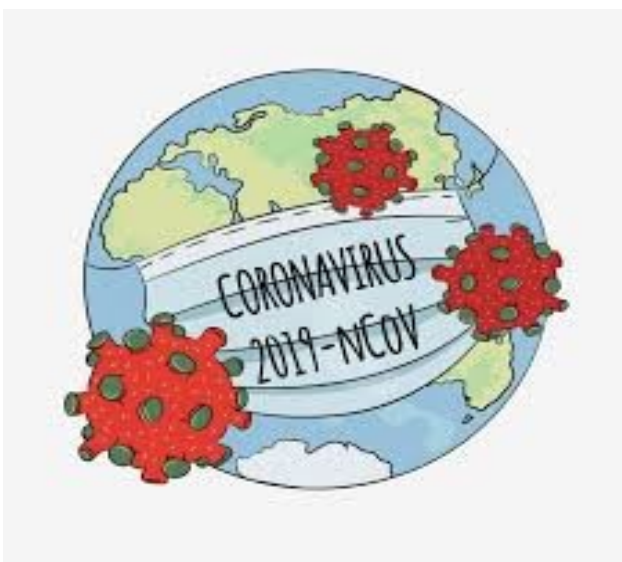
The impact of Coronavirus on our services and budget

In planning our budget for the year ahead, as you would expect, we face challenges including the ongoing uncertainty of the economic impact of COVID-19, predictions on inflation rates and the rising costs of goods and services.

We were unable to undertake any letting activity for a four month period, which has increased our anticipated loss of income in this area, and we expect this to continue into 2021.

In response to COVID-19, we had to adapt several of our services to continue to safely support tenants and staff. This included:

- Enhanced, proactive telephone contact service for tenants
- Telephone welfare advice service
- Maintaining and remobilising a socially distanced repairs service
- A new process for dealing with empty properties and signing up new tenants
- Safely resumed gas servicing
- Providing staff with PPE, IT equipment, support and facilities to be able to continue to deliver services
- Increased deep cleaning regime in complexes



Our spend on repairs and maintenance

This year we have been unable to deliver some of the improvements we were planning to your homes because of necessary restrictions to our service.

We are continuing to remobilise our services and comply with the most up to date government guidelines. We are focusing our improvement work for the remainder of the year in areas we can work safely. This predominantly means external works and communal works, such as roof work and upgrading communal lighting.

Services which ensure tenant safety continue to be a priority for remobilisation. We are continuing to work hard to try to meet our expenditure targets for investment in your homes.

2021/22 Priorities for investment

- Lighting upgrades (corridor lighting)
- Roofs and Walls
- Bathrooms
- Heating projects

What we Delivered 2019/20

Total expenditure on repairs and maintenance was £3,327,139

Routine Maintenance—£1,159,496
Planned Maintenance—£1,444,965
Capital Expenditure—£722,678

We delivered:

- 80 new bathrooms (£388K)
- 40 new kitchens (£176K)
- Replacement heating systems (£79K)
- New roofs (£63K)
- New windows (£16K)

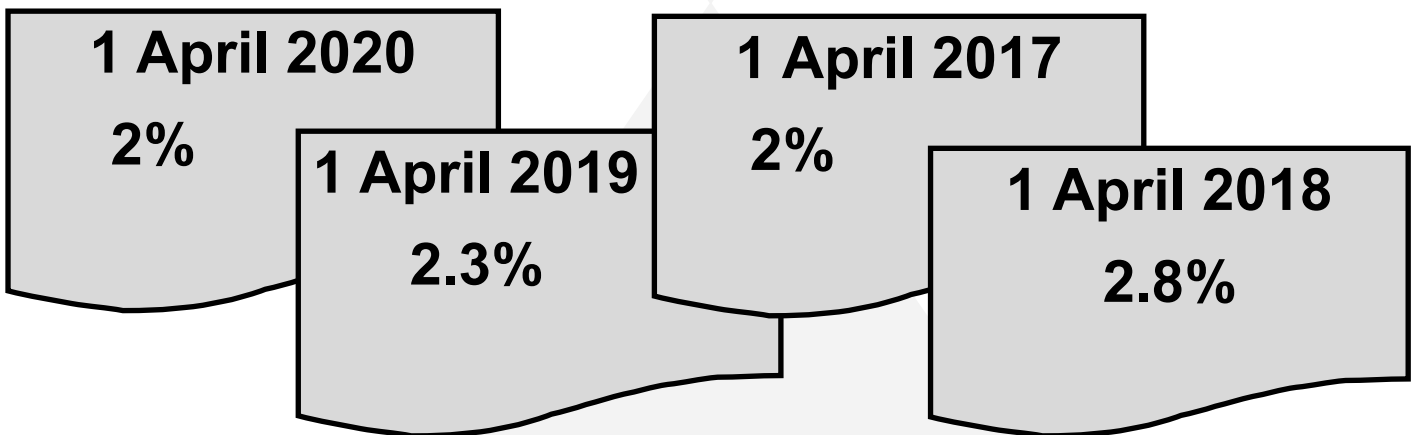


How our rents compare to other housing associations

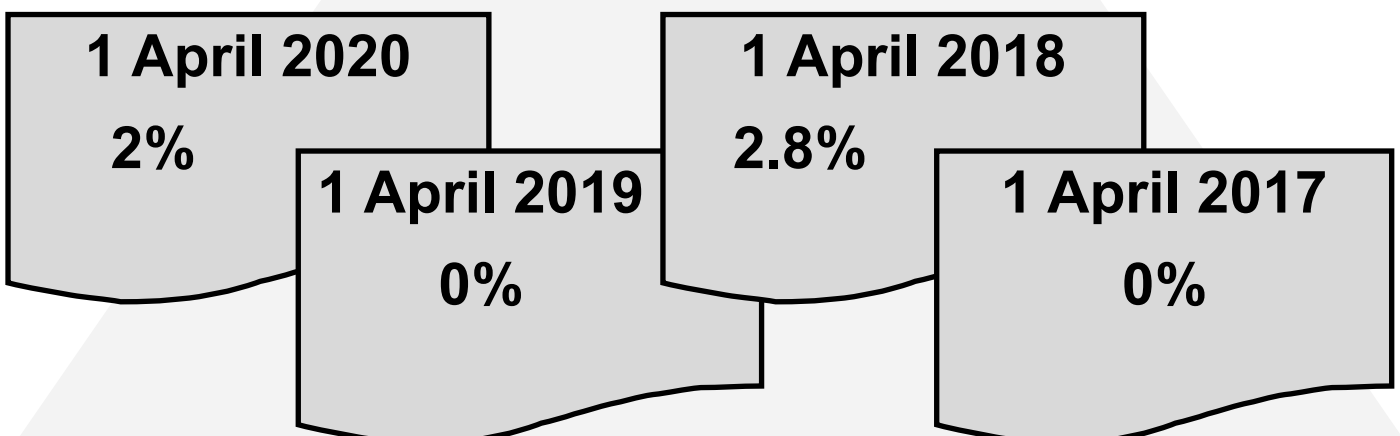
Number of bedrooms	Our average weekly rent	Peer group average weekly rent
Studio	£92.98	£116.34
1	£108.57	£127.74
2	£112.19	£119.50
3	£120.72	£107.49

Based on 2019/20 rent data. Viewpoint's peer group are Trust, Hanover and Bield Housing Associations.

Our rent increases over the last 4 years



Our service charge increases over the last 4



What would this proposal mean for me?

Rent Charges

Detailed below are details of what the proposed rent and service charge changes will mean for different properties. This information has been included this year following feedback from last year's consultation

Amounts shown are monthly charges

General Needs		2020/21	Actual increase	Proposed Charge for 2021/22
Flats	Bedsit	£325.01	£6.50	£331.51
	1 Bedroom	£389.37	£7.79	£397.16
	2 Bedroom	£421.56	£8.43	£429.99
	3 Bedroom	£453.74	£9.07	£462.81
Houses	Bedsit	£330.38	£6.61	£336.99
	1 Bedroom	£394.74	£7.89	£402.63
	2 Bedroom	£426.92	£8.54	£435.46
	3 Bedroom	£459.10	£9.18	£468.28
Sheltered		2020/21	Actual increase	Proposed Charge for 2021/22
Flats	Bedsit	£399.04	£7.98	£407.03
	1 Bedroom	£463.39	£9.27	£472.65
	2 Bedroom	£495.58	£9.91	£505.49
	3 Bedroom	£527.76	£10.56	£538.31
Houses	Bedsit	£404.40	£8.09	£412.49
	1 Bedroom	£468.76	£9.38	£478.14
	2 Bedroom	£500.94	£10.02	£510.96
	3 Bedroom	£533.12	£10.66	£543.79

Alarmed		2020/21	Actual increase	Proposed Charge for 2021/22
Flats	Bedsit	£366.85	£7.34	£374.19
	1 Bedroom	£431.21	£8.62	£439.83
	2 Bedroom	£463.40	£9.27	£472.66
	3 Bedroom	£495.58	£9.91	£505.49
Houses	Bedsit	£372.22	£7.44	£379.66
	1 Bedroom	£436.58	£8.73	£445.31
	2 Bedroom	£469.16	£9.38	£478.54
	3 Bedroom	£500.94	£10.02	£510.96
Enhanced Sheltered		2020/21	Actual increase	Proposed Charge for 2021/22
Flats	Bedsit	£421.56	£8.43	£429.99
	1 Bedroom	£485.92	£9.72	£495.64
	2 Bedroom	£518.11	£10.36	£528.47
	3 Bedroom	£550.28	£11.01	£561.29
Houses	Bedsit	£426.92	£8.54	£435.46
	1 Bedroom	£491.28	£9.83	£501.11
	2 Bedroom	£523.47	£10.47	£533.94
	3 Bedroom	£555.64	£11.11	£566.76

Remember that these amounts are just a proposal at this stage. The Board will have to make the final decision on this when they meet in February. They will use the feedback from this consultation to inform their decision and you will be advised of the outcome with a letter detailing your personal rent and service charges from 1 April 2021.

Proposed New Service Charges for 2021/22

Services	House Type	Current Charge	Proposed Increase	Proposed New Charge for 2021/22
Housing Support	Alarmed	£7.14	£0.14	£7.28
	Sheltered	£22.44	£0.45	£22.89
	Enhanced	£25.50	£0.51	£26.01
Laundry Facilities	Where applicable	£4.30	£0.09	£4.39
Common Area Expenses	Where applicable	£8.03	£0.16	£8.19
Catering	Where applicable	--	2%	--
Landscaping	Where applicable	--	No change	--
Central Heating Only	Studio	£18.70	£0.37	£19.07
	1 Bed	£23.98	£0.48	£24.46
	2 Bed	£29.62	£0.59	£30.21
	3 Bed	£38.05	£0.76	£38.81
Central Heating and Hot Water	Studio	£23.70	£0.47	£24.17
	1 Bed	£28.98	£0.58	£29.56
	2 Bed	£34.62	£0.69	£35.31
	3 Bed	£43.05	£0.86	£43.91