

Consultation Report

2022/23 Rent and Service Charge Consultation – Summary of Responses from Sharing Owners

Introduction

In order to consult with our Sharing Owners and Loanstock:

- Information leaflet and questionnaire sent to all Loanstock tenants and sharing owners in December 2021
- A reply paid envelope was enclosed with the leaflet and questionnaire

Rent and Service Charge Proposal

The proposal was:

- **Rents Proposal:**
To increase rents by 2.9%
- **Other Charges Proposal**
5% increase on Sinking Fund
2% increase on Service Charge and Factoring Fee
0% increase for insurance charges

Responses

We received **3 responses**, a response rate of 27%

The survey responses are below.

Question 1: Do you agree that a rent increase is necessary to maintain services and investment in our stock?	Sharing Owners	Question 2: Do you feel you get value for money from Viewpoint?	Sharing Owners
Strongly Agree	0	Strongly Agree	0
Agree	1	Agree	1
Neither Agree or Disagree	1	Neither Agree or Disagree	1
Disagree	0	Disagree	0
Strongly Disagree	0	Strongly Disagree	0
No Response	1	No Response	1
Total	3	Total	3

Question 3: Do you feel your rent is affordable?	Number	Question 4: The service charges are fair and affordable.	Number
Very Affordable	0	Strongly Agree	0
Affordable	1	Agree	1
Neither Agree or Disagree	1	Neither Agree or Disagree	1
Unaffordable	0	Disagree	0
Very Unaffordable	0	Strongly Disagree	0
No Response	1	No Response	1
Total	3	Total	3

Q6 Has the Coronavirus pandemic had an impact on you financially?	Number	Q7 Are you in receipt of housing benefit/housing support?	Number
Yes	1	No Housing benefit	2
No	1	Full housing benefit	0
Not Sure	0	Partial housing benefit	0
Would Rather not say	0	Would rather not say	0
No response	1	No response	1
Total	3	Total	3

Question 8: How would you rate the information in the rent and service charge proposal letter?	Number
Excellent	0
Good	2
Satisfactory	0
Unsatisfactory	0
Very Unsatisfactory	0
No Response	1
Total	3

Question 7: Opportunity to provide comments on the proposal

I do not object to a reasonable increase in rent and service charges as long as a high quality service is maintained. One of the reasons I moved to Kilravock House was the assurance that there would be a top class support service, including on-site co-ordinators and appropriate other surveillance. I would be very unhappy if that support was to be reduced.