

Rent Consultation

2026/2027

November 2025

RENT AND SERVICE CHARGES PROPOSAL FOR 2026/2027

Rent: 5% increase

Service Charges:

- **Housing Support – 3% increase**
- **Laundry and common area – 3.8% increase**
- **Landscaping – 5% increase**
- **Central Heating and/or Hot Water – no change**

Remember that these amounts are just a proposal at this stage.

The Board will make their final decision when they meet in February 2026. They will use the feedback from this consultation, whilst considering the proposed budget expenditure for the next financial year to inform their decision.

You will be advised of the outcome with a letter detailing your personal rent and service charges from 1 April 2026.

See pages 5 - 7 for what this proposal would mean for your rent and service charges.





How we set your rent

Rent and service charges help us provide safe, well maintained homes and essential services. We aim to keep costs fair while funding the work required to look after and improve your home.

Why a 5% rent increase is proposed

We have proposed this rent level to ensure we can continue providing quality homes and services while covering the rising costs of maintenance and operations. Here is what contributes to the proposed 5% increase:

- Inflation (CPI 3.8%): This has a significant impact on the rising cost of repairs and materials;
- Maintenance and repairs: We need to continue to invest in our homes with planned spend increasing from £7.9 million in the current year to £8.1 million for next year;
- Insurance costs: Higher premiums due to revaluations, increased claim costs and general market increases;
- Safety and compliance: As regulations are updated we will complete more fire, electrical and building checks as required.



Central Heating and/or Hot Water Charges

As you know last year we had to renegotiate the costs for our utilities and, as a result, there was a significant increase in these charges. We are delighted to say that we are not proposing to increase these charges from 1 April 2026, although we will continue to review annually, and charges may change in future years.





Comparison of Rents with Other Landlords

We regularly review our rent charges with similar housing providers, such as Bield, Hanover, and Trust Housing Associations. In 2025/2026, our rents for studio and one-bedroom properties remained lower than those of our peers.



Telecare Upgrades

We have been updating our telecare equipment so it is modern, dependable, and ready for the digital switchover. The work inside tenants' homes is finished. Some wider work is still taking place, and this will continue until the full switchover from analogue to digital is completed by 31 January 2027.



Investment Programme

We are planning ahead to improve our homes and help Scotland reach its net-zero carbon target. Our long-term approach includes upgrading building fabric, heating and hot water systems by 2045. These improvements will be coordinated with our existing gas boiler replacement programme.

Key Investment Areas

Investment Area	What This Means
Building Fabric	Better insulation, roofs, walls, floors, windows.
Pipework & Radiators	Improved heating control for tenants and separate heat/hot water billing.
Heating Systems	Future options include gas, electric, or heat pump



Stock Condition Survey

- We survey 20% of our properties each year.
- By the end of 2025/2026, 65% of internal surveys will be complete.
- Surveys, tenant feedback, repair data and contractor insights help us plan work.
- Emergency repairs e.g. major leaks or heating failures, may take priority over planned projects.



Planned Works for 2026/2027

We are aiming to carry out the following work during 2026/2027:

Work Type	Locations / Details
Kitchen Upgrades	Up to 50 properties
Bathroom Upgrades	Up to 60 properties across several sites
Roof Renewals	3 roof renewals planned
Windows	5 sites identified for new windows
Boundary Walls	2 sites identified for boundary wall repairs

Plans may change due to budget, procurement or emergencies.



Annual Safety Work

There is, of course our ongoing contracts to ensure everything and everyone is kept safe. This includes

- Door entry system upgrades
- Gas Safety checks
- Laundry equipment servicing
- Water safety checks
- Electrical testing
- Fire risk assessments
- Lift maintenance



What would this proposal mean for me?

Rent Charges

General Needs	Size	Current Charge	Proposed Increase	Proposed Charge for 2026/27
Flats	Studio	£415.56	£20.78	£436.34
	1 Bed	£497.86	£24.89	£522.75
	2 Bed	£539.01	£26.95	£565.96
	3 Bed	£580.14	£29.01	£609.15
Houses	1 Bed	£504.70	£25.24	£529.94
	2 Bed	£545.86	£27.29	£573.15
	3 Bed	£586.99	£29.35	£616.34

Alarmed	Size	Current Charge	Proposed Increase	Proposed Charge for 2026/27
Flats	Studio	£469.05	£23.45	£492.50
	1 Bed	£551.35	£27.57	£578.92
	2 Bed	£592.49	£29.62	£622.11
	3 Bed	£633.63	£31.68	£665.31
Houses	1 Bed	£558.20	£27.91	£586.11
	2 Bed	£599.34	£29.97	£629.31



Sheltered	Size	Current Charge	Proposed Increase	Proposed Charge for 2026/27
Flats	Studio	£510.21	£25.51	£535.72
	1 Bed	£592.49	£29.62	£622.11
	2 Bed	£633.64	£31.68	£665.32
	3 Bed	£674.78	£33.74	£708.52
Houses	1 Bed	£599.36	£29.97	£629.33
	2 Bed	£640.49	£32.02	£672.51
	3 Bed	£674.77	£33.74	£708.51

Enhanced Sheltered	Size	Current Charge	Proposed Increase	Proposed Charge for 2026/27
Flats	Studio	£539.01	£26.95	£565.96
	1 Bed	£621.29	£31.06	£652.35
	2 Bed	£662.44	£33.12	£695.56
	3 Bed	£703.59	£35.18	£738.77

For service charge information, please see page 7

If this proposal is causing you concern and you would like to speak to us, please telephone our office on 0131 668 4247, option 2.

You can also contact Eleanor, our Welfare Benefits Officer on 0131 662 5144 or email eleanor.eccles@viewpoint.org.uk

We are looking for your feedback on this proposal and have attached a short survey for your views. Details on how you can return the survey or how you complete this online are on the front page of the survey. The outcome of the survey will be presented to the Board, alongside other relevant financial information for discussion and decision in February 2026.



Service Charges

Services		Current Charge	Proposed Increase	Proposed Charge for 2026/27
Laundry Facilities		£5.20	£0.20	£5.40
Common Area Expenses		£9.69	£0.37	£10.06
Central Heating Only (where applicable)	Studio	£35.29	£0.00	£35.29
	1 Bed	£45.27	£0.00	£45.27
	2 Bed	£55.89	£0.00	£55.89
	3 Bed	£71.82	£0.00	£71.82
Central Heating and Hot Water (where applicable)	Studio	£44.72	£0.00	£44.72
	1 Bed	£54.70	£0.00	£54.70
	2 Bed	£65.34	£0.00	£65.34
	3 Bed	£81.26	£0.00	£81.26
Housing Support	Alarmed	£8.60	£0.26	£8.86
	Sheltered	£27.04	£0.81	£27.85
	Enhanced Sheltered	£30.71	£0.92	£31.63
Landscaping	5% Increase – actual amounts vary across Viewpoint depending on where you live			



Did you know?...

Thanks to recent grant funding from the Viewpoint Trust, we have been able to run a great mix of social activities for tenants this past year. To make things even easier, the grant funding means we can offer free transport to and from each activity. This funding is separate from rent income, and without the grant it we would not be able to provide these activities.

Here is what has been happening:

- A weekly exercise class to help everyone keep moving;
- A monthly knit'n'natter where there is not need to knit but there is always a lot of chatter;
- A monthly book club, meeting for eight months online and in person for four;
- Free transport to our computer clubs run by Tap Into IT where tenants can learn about everything from using email or online shopping to getting help to set up your smart TV;
- A six-week cookery course with Edinburgh Community Food has been delivered three times this year;
- Visits from Edinburgh Community Food at various coffee mornings, complete with good chat, lots of fruit and delicious soup.

If you are interested in taking part in any of these activities please contact Heather on 0131 662 5142 or email tp@viewpoint.org.uk or speak to your onsite coordinator if you have one.

