



CRAIGDALE HOUSING ASSOCIATION

RENT CONSULTATION 2023/24

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Craigdale Housing Association

Rent Consultation 23/24

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Date: 26/01/2023

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Date: 26/01/2023

EXECUTIVE SUMMARY

INTRODUCTION

- This report summarises the findings to emerge from Craigdale Housing Associations 2023/24 rent consultation.
- The survey was undertaken by a telephone methodology.
- A total of 71 interviews were completed with a random sample of Craigdale tenants.

KEY FINDINGS

- When asked about the proposed rent consultation, it was explained to tenants that Craigdale has proposed two options. **The two options were:**

OPTION 1: INCREASE RENT BY 6.5%

This is 5.6% below the inflationary rise in our business plan.

THE AVERAGE RENT INCREASE FOR A 2 APT WOULD GO UP BY £4.75 PER WEEK
THE AVERAGE RENT INCREASE FOR A 5+ APT WOULD GO UP BY £5.90 PER WEEK

OPTION 2: INCREASE RENT LEVELS BY £5 PER WEEK FOR ALL TENANTS.

- More tenants preferred option A (65%_, increasing rent levels by 6.5% than option B, increasing rent levels by £5 per week for all tenants (35%).
- 90% said that they recall receiving the Association's letter and leaflet which included information on the Rent Review Consultation to help them understand the proposals that Craigdale were making to increase the rent and what the impact would be for tenants.
- In terms of affordability of rent payments, 62% of respondents stated they find their rent payments fairly easy to afford, 24% stated that they were just about affordable and 14% stated that they were difficult to afford.
- With regards to fuel payments, 28% said they are just about affordable and 56% said they are very or fairly difficult to afford.
- Four in 10 respondents (35%) receive full housing benefit, 10% have their full housing costs covered by the housing element of Universal Credit, 16% receive partial housing benefit or have partial housing costs covered by the housing element of Universal Credit and 39% of tenants do not receive any assistance with their rent payments.

1. BACKGROUND AND METHODOLOGY

1.1. Introduction

This report represents and discusses the findings to emerge from Craigdale Housing Association's 2023/24 rent consultation.

1.2. Background and objectives

Craigdale Housing have a statutory obligation to consult on the Association's rent increase.

Research Resource were commissioned to carry out a survey-based rent consultation with tenants in order to gain an understanding of tenant views of the proposed rent increase.

The survey was undertaken utilising a telephone methodology with all tenants provided with the opportunity to participate in the survey. A copy of the questionnaire used is available in appendix 1 of this report.

1.3. Methodology and response rate

A random and representative sample of 70 tenants were interviewed by telephone by Research Resource's trained and experienced interviewers.

1.4. Survey Analysis and Reporting

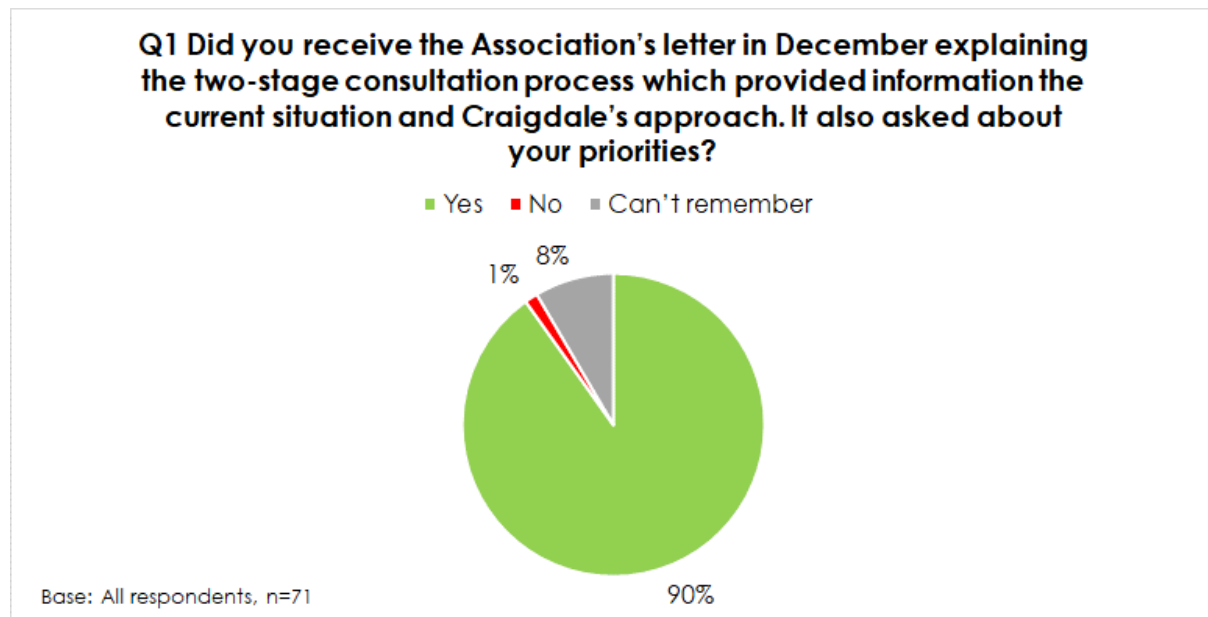
When reporting the data in this document, in general, percentages in tables have been rounded to the nearest whole number. Responses greater than 0% but less than 0.5% are shown as 0% and responses between 0.5% and less than 1% are rounded to 1%. Columns may not add to 100% because of rounding or where multiple responses to a question are possible.

The total number of respondents to each question is shown either as 'Base' or 'n=xxx' in the tables or charts. Where the base or 'n' is less than the total number of respondents, this is because respondents may be 'routed' past some questions if they are not applicable, or because respondents may have opted not to answer the question.

2. KEY FINDINGS

2.1 Information on rent consultation (Q1)

Nine in ten respondents (90%) stated that they recalled receiving the Association's letter and leaflet which provided information on the Rent Review Consultation to help them understand the proposals that Craigdale are making to increase their rent and about the impact this would be for them. 29% stated they did not receive this and 10% could not remember. The proportion of respondents who could recall receiving the letter has increased from 61% reported in the 2022/23 Rent Review consultation.



2.2 Rent increase proposal (Q2)

It was explained to tenants that Craigdale has considered what they need to keep rents affordable, the costs of services and delivering tenants priorities. Craigdale have also realised that they cannot increase rents in line with inflation this year, which was 11.1% in October. The Association has a legal obligation to consult tenants on rent and this year the Board have agreed to consult on 2 options for increase. These are detailed below:

Option A - We will increase rent levels by **6.5%**. This is 5.6% below the inflationary rise in our business plan.

THE AVERAGE RENT INCREASE FOR A 2 APT WOULD GO UP BY £4.75 PER WEEK

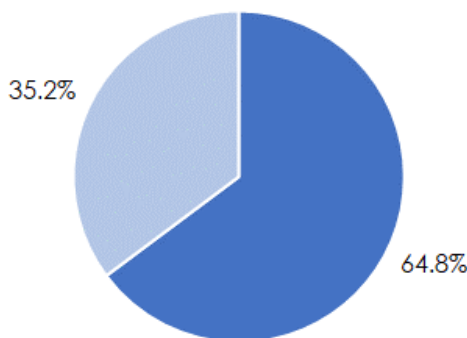
THE AVERAGE RENT INCREASE FOR A 5+ APT WOULD GO UP BY £5.90 PER WEEK

Option B – We will increase rent levels by **£5 per week for all tenants**.

Following on from this explanation, tenants were asked which proposed option they would prefer. More tenants preferred option A (65%), increasing rent levels by 6.5% than option B, increasing rent levels by £5 per week for all tenants (35%).

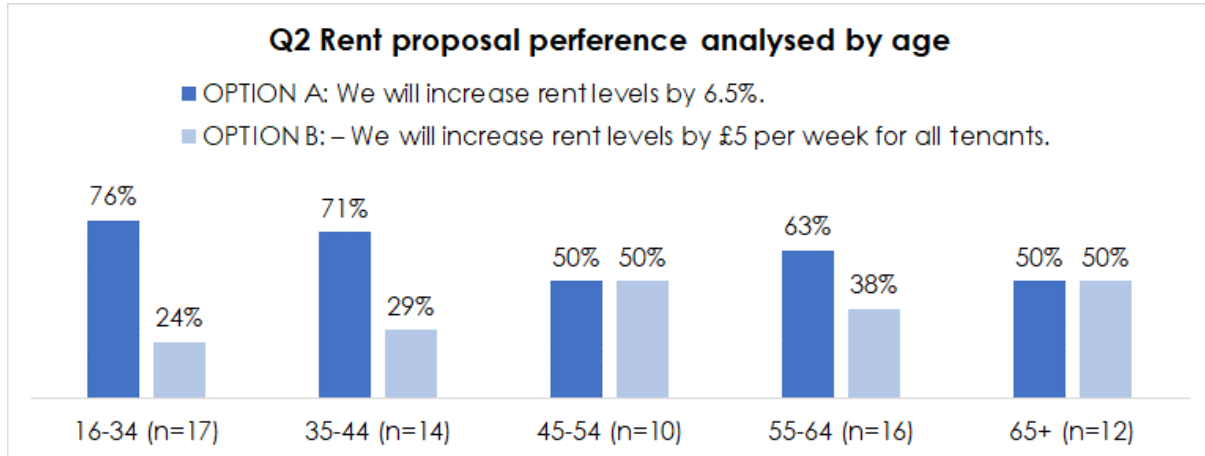
Q2 This year the Board have agreed to consult on 2 options for increase. What is your preference?

- OPTION A: We will increase rent levels by 6.5%.
- OPTION B: – We will increase rent levels by £5 per week for all tenants.

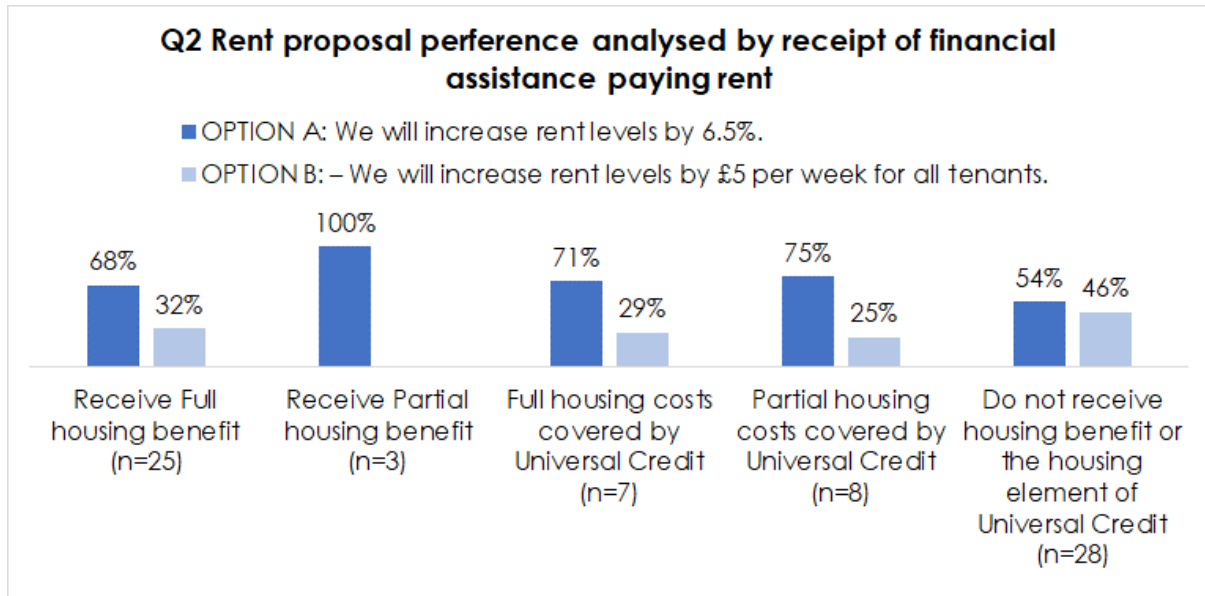


Base: All respondents, n=71

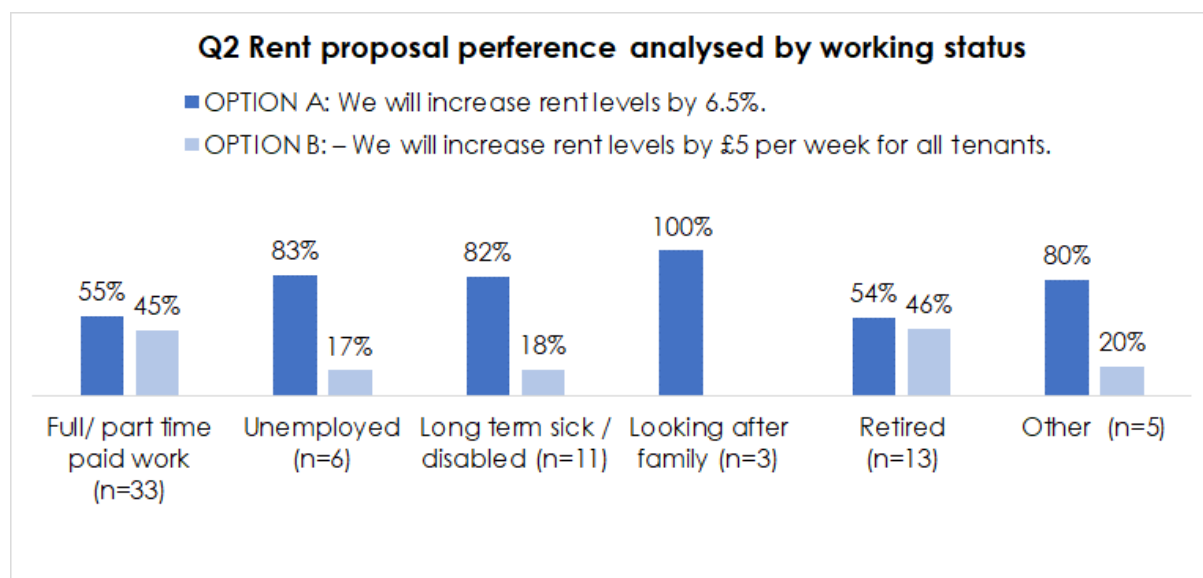
Analysis by age reveals that those aged 16-34, aged 35-44 and aged 55-64 were more likely to choose option A, increasing rent levels by 6.5%, while those aged 45-54 and aged 65 and over had a 50:50 split of opinions.



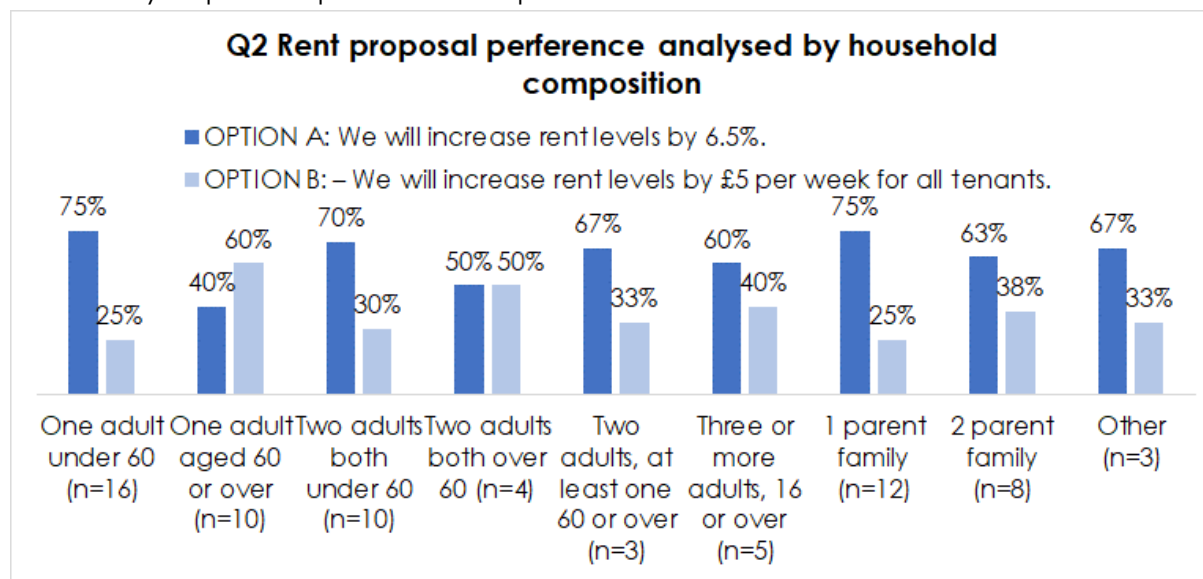
Analysis by receipt of financial assistance in paying rent reveals that option A, increasing rents by 6.5% were the more popular option for all groups ranging from 54% for those who paid full rent and did not receive any financial assistance to 100% for those who received partial housing benefit. Please take care when reading these results due to the small base numbers associated with certain groups.



In terms of working status, all groups preferred option A, for rents to be increased by 6.5% with the level of agreement ranging from 54% for those who were retired to 100% for tenants who were at home looking after the family.



In terms of analysis by household composition, generally tenants living in all household types were more likely to prefer option A (increase of 6.5%) than option B (£5 increase per week for all tenants). However, single adults aged 60 or over were more likely to prefer option B than option A.



2.3 Comments on rent increase (Q3)

Respondents were asked if they had any further comments they would like to make on the rent proposals. Comments made were generally where respondents were against the rent increase, where they were happy with the services or the Association and where they believed that the rent increase was unavoidable given the current economic climate:

Rent is too high/ unaffordable

- *Don't want to select any of the options. Not happy at all with rent increases, it increases every year.*
- *Feel that I pay too much at the moment for what I get, and I will start to struggle to pay rent if it goes any higher.*
- *Shouldn't be increasing anything. They spend no money at all on the houses, bathroom is 25 years old. No upkeep whatsoever of neighbourhood.*
- *Would like to know why I am paying more for a 2 appt than what the housing are saying rent is going to be increased to.*
- *Not happy with increase at all, I think it is terrible.*

Happy with services/ the association

- *Always there if you need them.*
- *Good housing association. (x3)*
- *I have no problems. (x2)*
- *The rent is fine.*

Unavoidable

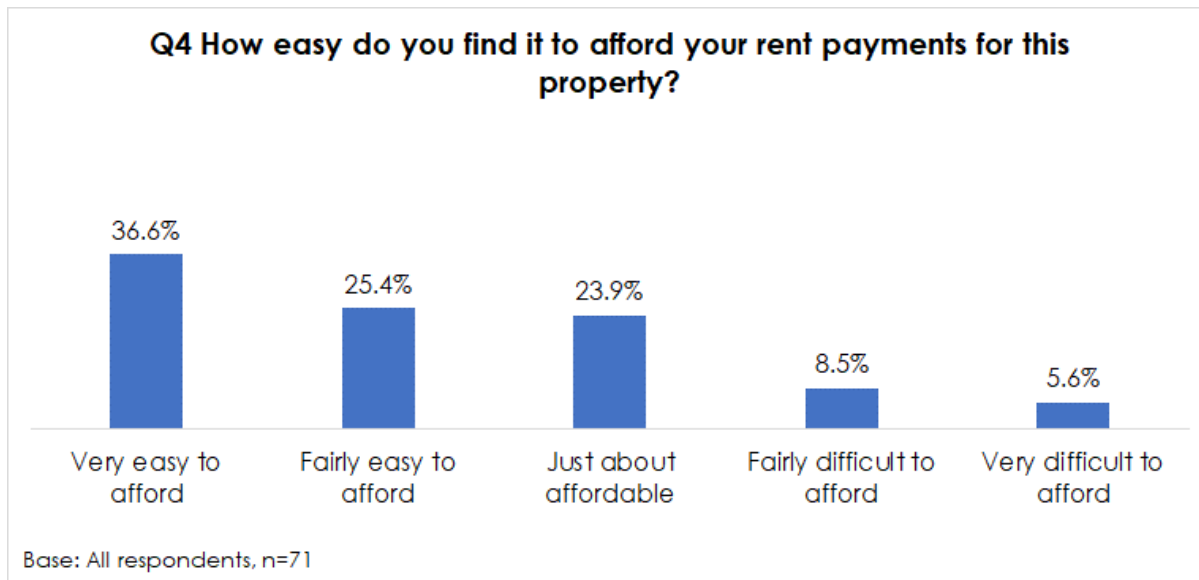
- *Everything is going up so understand.*
- *Everything is going up.*
- *Everything is rising so understand.*
- *Is what it is.*
- *It's like everything else.*
- *It's understandable due to everything rising.*
- *It's understandable.*
- *Not really as it's needed.*
- *Not really understandable.*

Other

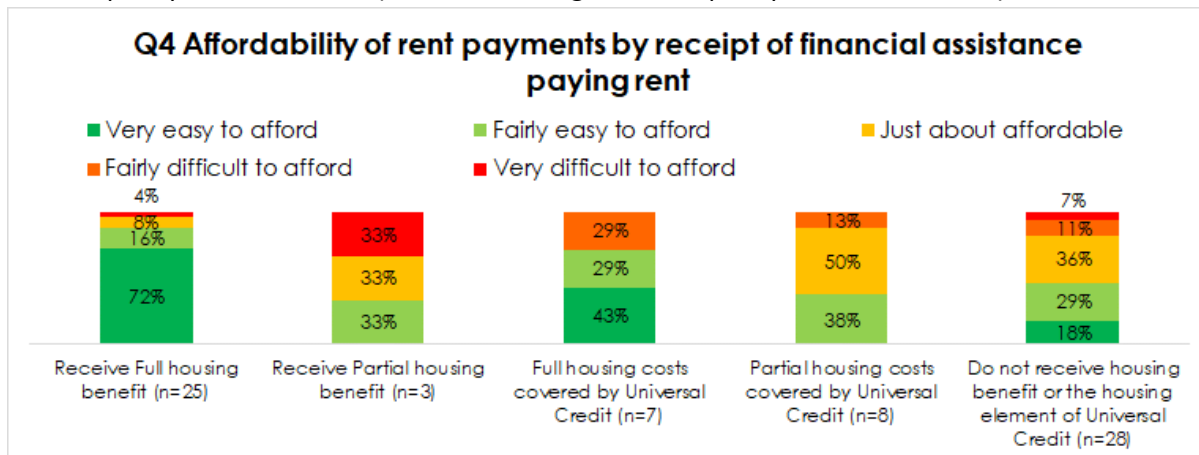
- *Don't have a preference. Not bothered either way.*

2.4 Affordability of rent payments (Q4)

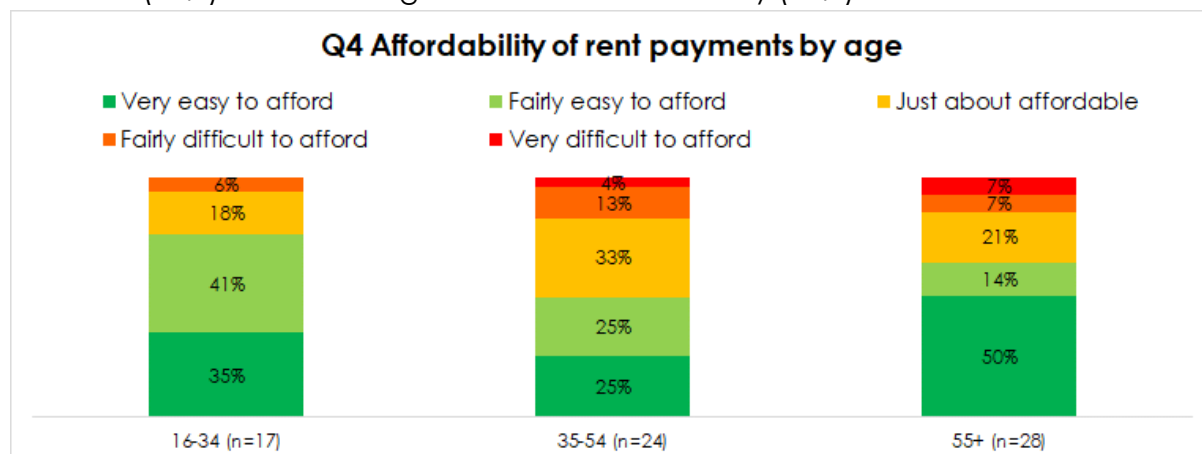
More than 6 in 10 respondents (62%) said they find their rent fairly or very easy to afford, 24% said it is just about affordable and 14% said it is very or fairly difficult to afford.



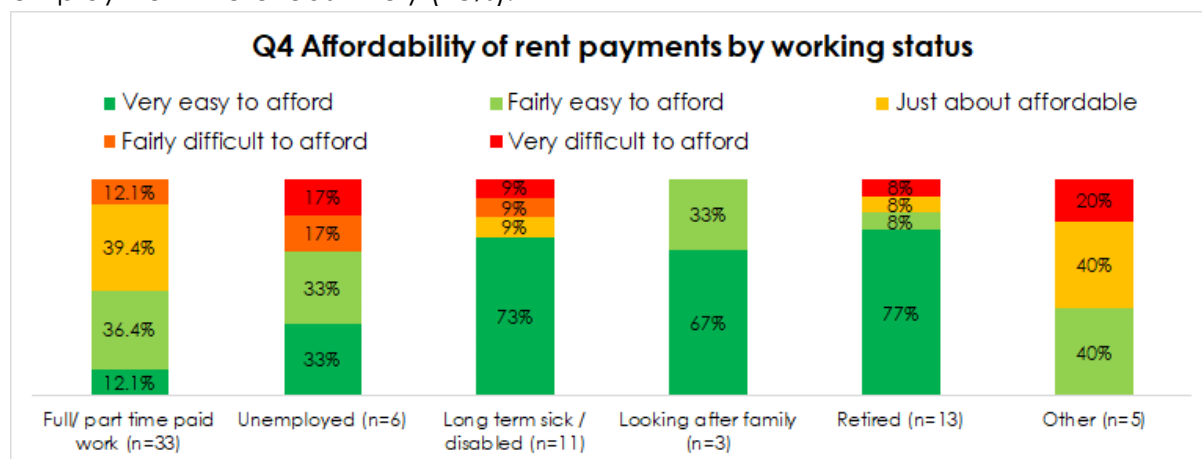
Those who received full housing benefit were most likely to find it easy to afford the rent charge (88%) while those who had partial housing costs covered by universal Credit (38%) or received partial housing benefit (33%) were least likely.



Analysis by age reveals that those aged 16-34 were most likely to find their rent easy to afford (76%) and those aged 35-54 were least likely (50%).

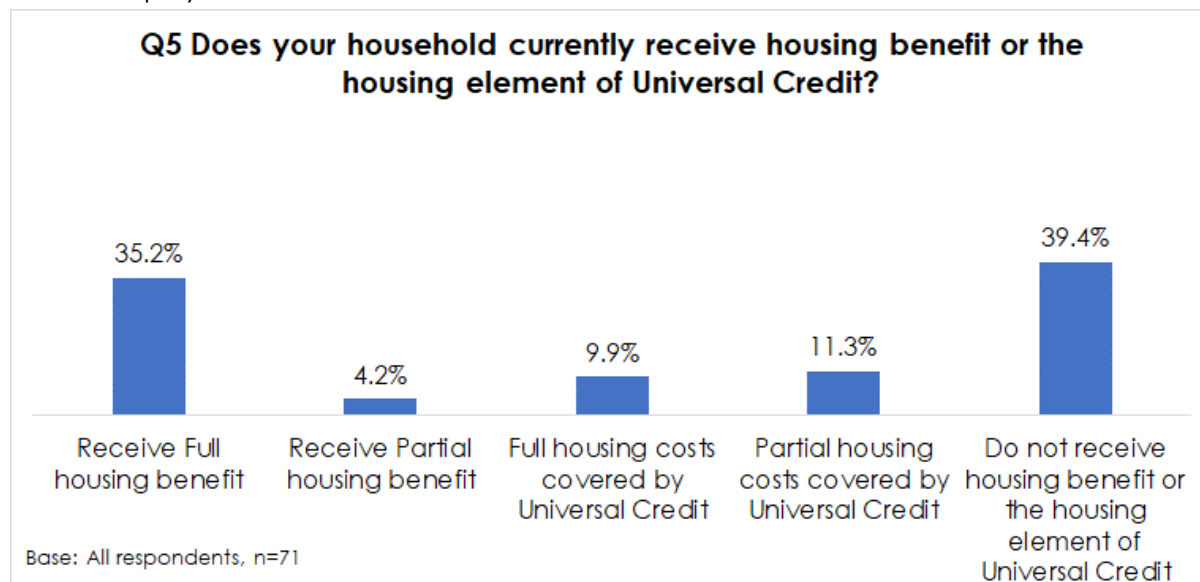


Tenants who were looking after family (100%) or retired (85%) were most likely to say their rent payments were affordable, while tenants who were in full or part time employment were least likely (48%).



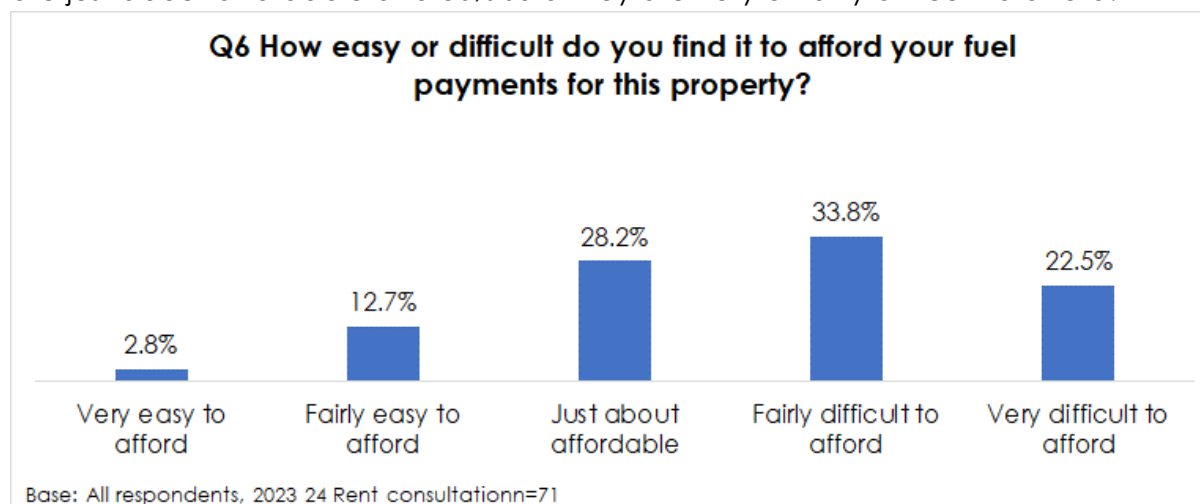
2.5 Benefit Receipt (Q5)

Just under half of respondents (45%) receive either full housing benefit or have their full housing costs covered by the housing element of Universal Credit, 16% receive partial housing benefit or have partial housing costs covered by the housing element of Universal Credit and 39% of tenants do not receive any assistance with their rent payments.



2.6 Affordability of fuel payments (Q6)

In terms of how easy or difficult tenants find it to afford the fuel payments for their property, 15% said they find their fuel bills very or fairly easy to afford, 28% said they are just about affordable and 56% said they are very or fairly difficult to afford.



3. HOUSEHOLD DETAILS

3.1 Age (Q6)

24% of respondents were aged 16-34, 56% were aged between 35-64, 17% were aged 65 and over.

Q7 Age profile		
Base: All respondents, n=71	No.	%
16-24	4	5.6%
25-34	13	18.3%
35-44	14	19.7%
45-54	10	14.1%
55-64	16	22.5%
65-74	10	14.1%
75+	2	2.8%
Refused	2	2.8%

3.2 Household composition (Q7/8)

As shown below, just under four in ten respondents (37%) live in a single person household. A further 24% of households comprised 2 adults, 17% were 1 parent families, 11% 2 parent families and 7% were 3 or more adult households.

Q9 Household composition		
Base: All respondents, n=71	No.	%
One adult under 60	16	22.5%
One adult aged 60 or over	10	14.1%
Two adults both under 60	10	14.1%
Two adults both over 60	4	5.6%
Two adults, at least one 60 or over	3	4.2%
Three or more adults, 16 or over	5	7.0%
1 parent family with 1 child under 16	6	8.5%
1 parent family with 2 children under 16	6	8.5%
1 parent family with 3 or more children under 16	-	-
2 parent family with 1 child under 16	2	2.8%
2 parent family with 2 children under 16	3	4.2%
2 parent family with 3 or more children under 16	3	4.2%
Other	3	4.2%

3.3 Occupational status (Q9)

Just under half of respondents (46%) were in full time or part time paid work, 15% were long term sick or disabled, 18% were retired, 8% were unemployed and 4% were at home looking after the family.

Q10 Which of the following best describes your occupational status?		
Base: All respondents, n=71	No.	%
Full time paid work (35 or more hours more week)	22	31.0%
Part time paid work (less than 35 hours per week, more than 16 hours per week)	8	11.3%
Part time paid work (less than 16 hours per week)	3	4.2%
Full time education	1	1.4%
Unemployed and seeking work	3	4.2%
Unemployed and not seeking work	3	4.2%
Long term sick / disabled	11	15.5%
Looking after family	3	4.2%
Retired	13	18.3%
Other	4	5.6%

3.4 Disability (Q10)

Just over 6 in 10 respondents (63%) said that they or someone in their household has a disability, long term illness or condition that has lasted, or is expected to last, at least 12 months.

Appendix 1

Survey Questionnaire

Rent Consultation

1. Did you receive the Association's letter in December explaining the two-stage consultation process which provided information the current situation and Craigdale's approach. It also asked about your priorities?

Yes	1
No	2
Can't remember	3

2. Craigdale has considered what they need to keep rents affordable, costs of services and delivering tenants priorities. Craigdale have also realised that they cannot increase rents in line with inflation this year, which was 11.1% in October. Craigdale has a legal obligation to consult tenants on rent. **This year the Board have agreed to consult on 2 options for increase.**

What is your preference?

Option A - We will increase rent levels by 6.5% . This is 5.6% below the inflationary rise in our business plan. THE AVERAGE RENT INCREASE FOR A 2 APT WOULD GO UP BY £4.75 PER WEEK THE AVERAGE RENT INCREASE FOR A 5+ APT WOULD GO UP BY £5.90 PER WEEK	1
Option B – We will increase rent levels by £5 per week for all tenants.	2

3. Do you have any comments you would like to make about the rent proposals?

4. How easy do you find it to afford your rent payments for this property?

Very easy to afford	1
Fairly easy to afford	2
Just about affordable	3
Fairly difficult to afford	4
Very difficult to afford	5

5. Does your household currently receive housing benefit or the housing element of Universal Credit?

Receive Full housing benefit	1
Receive Partial housing benefit	2
Full housing costs covered by Universal Credit	3
Partial housing costs covered by Universal Credit	4
Do not receive housing benefit or the housing element of Universal Credit	5

6. How easy or difficult do you find it to afford your fuel payments for this property?

Very easy to afford	1	GO TO Q7
Fairly easy to afford	2	
Just about affordable	3	READ OUT BELOW
Fairly difficult to afford	4	
Very difficult to afford	5	

[IF DIFFICULT TO AFFORD, WERE YOU AWARE THAT YOU COULD MAKE AN APPOINTMENT WITH CRAIGDALE HOUSING ASSOCIATION FOR ENERGY ADVICE]

About You and Your Household

Finally, I'd like to ask some questions about you and your household. Please be assured that these questions are completely confidential and they will only be used for analysis purposes to see if there are differences in the views between different residents.

7. What is your age?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75+	7
Refused	8

8. How many people usually live in this house?

--

9. How would you describe the composition of your household?

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with 1 child under 16	7
1 parent family with 2 children under 16	8
1 parent family with 3 or more children under 16	9
2 parent family with 1 child under 16	10
2 parent family with 2 children under 16	11
2 parent family with 3 or more children under 16	12
Other (please specify)	13

10. Which of the following best describes your occupational status? [SELECT ONE]

Full time paid work (35 or more hours more week)	1
Part time paid work (less than 35 hours per week, more than 16 hours per week)	2
Part time paid work (less than 16 hours per week)	3
Full time education	4
Government training programme	5
Unemployed and seeking work	6
Unemployed and not seeking work	7
Long term sick / disabled	8
Looking after family	9
Retired	10
Other (please specify)	11

11. Do you, or anyone in your household have a disability, long term illness or condition which has lasted, or is expected to last, at least 12 months? [CODE ALL THAT APPLY]

Yes	1
No	2

WHAT HAPPENS NEXT?

We will collect your views and the Craigdale Management Committee will use these to help inform the rent setting strategy for 2023/24, also taking into account wider considerations such as rent affordability for people and inflation.

- **Thank you very much for completing the questionnaire.**
- **For more information about Research Resource, the interviewing process and how we use your data and our Privacy Notice please go to our website www.researchresource.co.uk**

Appendix 2

Technical Report Summary

	<p>Issue No. 4 Date 23/08/2022 Authorised by: <i>Hema A J</i></p>
<p>Technical Report Sheet – Quantitative Research</p>	

Project name	Craigdale Tenants Rent Consultation 2023 24
Project number	P1304
Objectives of the research	To carry out a survey-based rent consultation with tenants in order to gain an understanding of tenant views of the proposed rent increase, and also to understand tenants' views on how affordable they find their rent and fuel payments.
Target population	Craigdale Tenants
Description of sample frame/ source and validation methods if applicable	A customer database was provided by Craigdale HA containing tenant names, addresses and phone numbers
Sampling method (probability or non probability) and quotas used	N/A no sample drawn.
Sample units drawn	No sample drawn
Target sample size	71 interviews
Achieved sample size and reasons if target not achieved	71 interviews.
Date of fieldwork	19 th of January 2023 – 26 th of January 2023
Data collection method	Telephone
Response rate and definition and method of how calculated	N/A aim was to complete 71 interviews and not target a certain response rate.
Questionnaire length	10 minutes
Any incentives?	No
Number of interviewers	10
Interview/ self completion validation methods	5% of interviews were validated using remote listening
Showcards or any other materials used?	N/A
Weighting procedures (if applicable)	N/A

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Estimating and imputation procedures (if applicable)	N/A
Reliability of findings and methods of statistical analysis if applicable	The achieved level of accuracy was +/-10.66% (based upon a 50% estimate at the 95% level of confidence).

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.