

RENT CONSULTATION COMMENTS

YOU SAID

It might be an idea to list options to allow tenants to suggest cuts or let us see what we stand to lose if the rent increase doesn't go ahead.

Stop delivering letters and annual packs to all houses, especially all printed in colour.

Letters with return envelopes could be replaced if tenants have email addresses.

Having to redecorate due to a damp issue that has been ongoing for a year and is still not resolved is a real issue that needs to be looked at.

Once the properties become more compliant to the SHQS (Scottish Housing Quality Standard), yes the rise is satisfactory

You need to start looking at ways to save energy, solar panels less draughty doors and windows.
If windows and doors were upgraded it would be easier to heat my home.

WE SAY

This suggestion will be acted upon, and we will be more specific when carrying out next year's rent consultation.

We try to keep the cost of doing this to a minimum - we do as much of the work as we can in house e.g. producing, printing and delivering these items.

We are moving towards corresponding with tenants electronically as much as possible but there is still a lot of people who prefer paper-based information.

We treat all reports of damp and condensation seriously and have a clear procedure for investigating and dealing with this type of problem. The person making this comment unfortunately did not leave a note of their address so we cannot follow this up and carry out deeper investigation.

96% of Glen's stock meets the SHQS at this time with work currently scheduled to bring the remaining stock up to standard.

We are replacing the doors and windows (triple glazing) in 309 of our oldest properties over the next couple of years.



Contact us

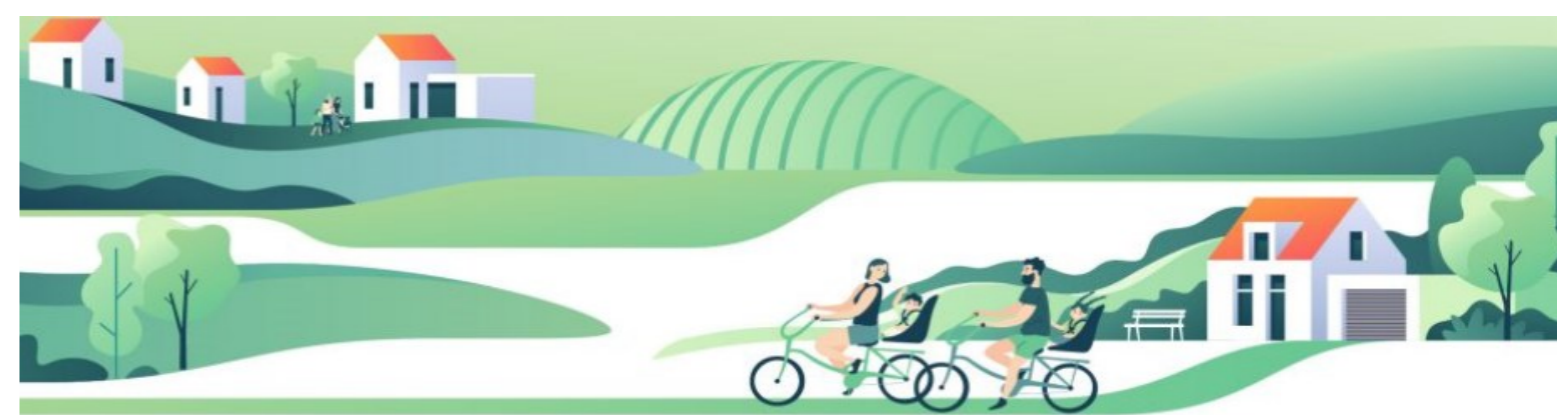
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Find us on Facebook at www.facebook.com/GlenHousing



ON YOUR DOORSTEP



Glen Housing Association Newsletter – March 2024

GRASS CUTTING SCHEME 2024

We are pleased to introduce to all our tenants, a new member of staff who joined us on 1st March.

Norah McGaw, as our new Housing Officer, will soon become familiar to everyone as she starts picking up on queries and matters around our estates. In particular Norah will be here to help our tenants with any rent / universal credit / benefits issues that they may have.

Please feel free to get in touch with Norah at the Glenrothes office in person or by phone on 01592 621188. Norah will also be present in the Leven office on Wednesday afternoons from 2pm to 4pm.



NEW STAFF MEMBER

SEE INSIDE

Garden Inspections/Dog Fouling/Leven Office Hours **Page 2**

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It may be hard to believe, however, Spring has sprung, the grass has started to grow and will soon be needing cut.

Our landscape contractor, C Gibson Landscapes has again offered to provide a subsidised grass cutting service to our tenants. Notices were circulated recently advising of this service so, if you haven't already done so, please contact the office **asap** if you wish to be included this season.

Tenants who were on the scheme last year will be notified of the cost for the season when they contact the office to confirm their interest.

If you are new to the scheme, a visit will be made to your garden to confirm the extent of the grass areas to be cut and you will be notified of the cost asap thereafter.



HERE TO HELP

Please contact us if you feel you would benefit from:

- ◇ A referral to the Foodbank
- ◇ A referral to the Fuelbank
- ◇ A referral to Cosy Kingdom
- ◇ A referral to Collydean Community Centre's Pantry
- ◇ Emergency Food Vouchers
- ◇ Emergency Fuel Vouchers

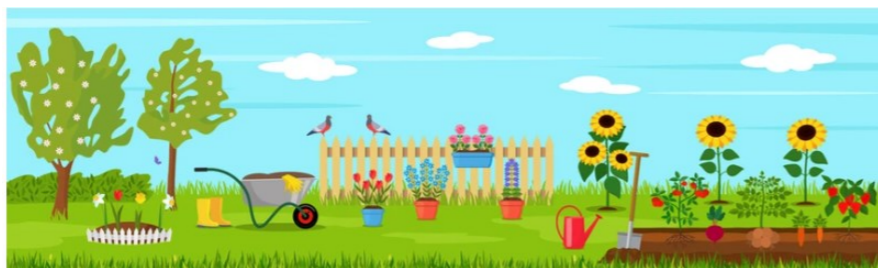
We can also support households with funding applications to external support funds.

GARDEN INSPECTIONS

With the start of the better weather (we hope!) the Housing Officers will be starting the regular visits around the estates, checking on our own landscaped and communal areas and individual tenants' gardens.

It is a condition of everyone's tenancy that they must keep their gardens tidy. This includes keeping the grass cut regularly, any shrubs and trees at a controlled and tidy level and not allowing a build up of rubbish within the garden.

Our Housing Officers and Caretakers will be out and about inspecting gardens from now and throughout the summer, please be aware **this will include looking into back gardens as well as the front.**



DOG FOULING



Most people do clean up after their dogs BUT there are always a few who don't seem to care! During recent estate inspections it has been noted that this problem seems particularly bad in the Wilmington Drive area of Collydean.

Any information that may help us deal with this mucky mess would be gratefully received by us and the Council's Dog Warden and happy for that to be anonymous!

Please also remember that lifting it, putting it in a bag and then throwing it into the woods is NOT clearing up after your dog!

Let's work together in keeping our estates clean and tidy for all!

LEVEN OFFICE—CHANGE TO OPENING HOURS

The new hours of opening at the Leven office in Leargan, Broom Estate, Leven are:

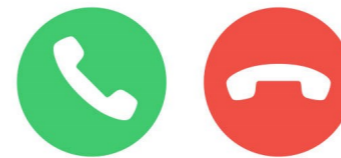
TUESDAY: 2 – 4pm

WEDNESDAY: 2 – 4pm

FRIDAY: 9.30am – 12noon

We can also meet anyone at the Leven office by appointment whenever necessary.

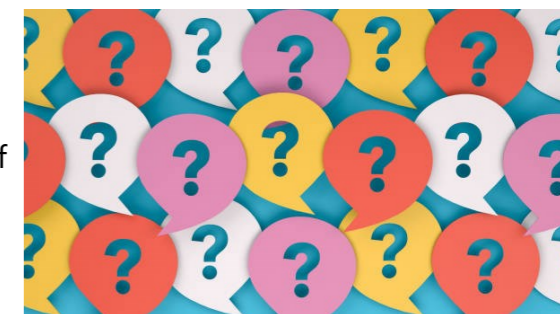
TENANT SATISFACTION SURVEY



All households will have received a letter advising of the tenant satisfaction survey that will be getting carried out during late March and early April. This survey is a regulatory requirement on all housing associations and needs to be carried out approx. every 3 years. This year we are doing it slightly differently, by

face to face and telephone interviews with a random selection of households throughout our schemes. This is a change from a simple paper survey that all households received previously to complete and return.

We would really appreciate everyone's cooperation in answering the questions if you are one of the households contacted. The surveyors will carry photo ID and a copy of the letter that Glen sent to all our tenants advising of this happening but if you have any doubts at all, please phone our office to check —01592 621188.



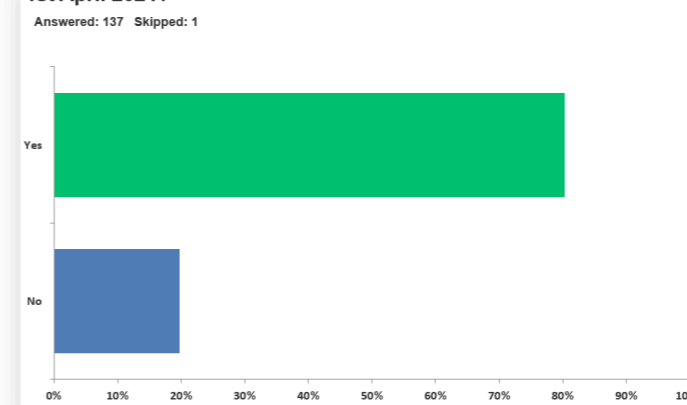
The results from this survey are expected towards the end of April. There will then be a request for volunteers to join a small tenant group to review the results, look at areas that need improvement or service related demands that have been identified from the wider survey.

RENT CONSULTATION RESULTS

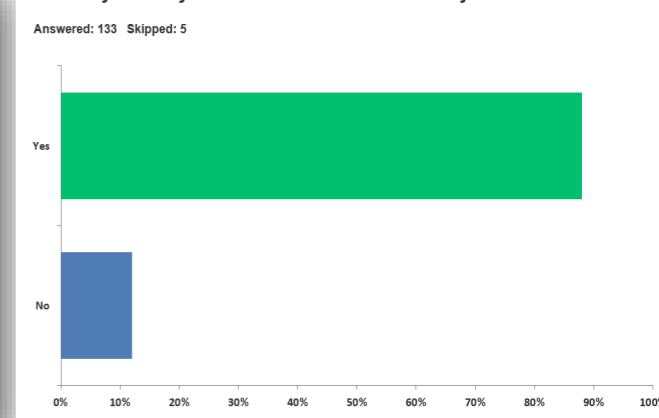
Thanks to everyone who responded to the rent survey in January. There were 138 responses out of our stock of 495, a 28% response rate from our tenants. 3 x lucky prize draw winners from Grunnan, Glenfield Court and Heimdal Gardens took home a £50 shopping voucher.

The following tables show the proportion that agreed with the 6.6% rent increase proposal, and the proportion that feel the Association's rent offers value for money.

Q3: Do you agree with the proposed rent increase of 6.6% from 1st April 2024?



Q5: Do you feel your rent offers value for money/is affordable?



On the back of these responses, the Board of Management did approve a 6.6% rent increase this year. However, this was not a decision taken lightly, knowing there continues to be a cost-of-living crisis affecting everyone and reviewing all the comments that were made as part of the responses that came in, certainly gave us a lot of food for thought.

Overleaf is a selection of these comments, however we will also feed back individually to those tenants who noted their address and whose comments require a response.