

RENT CONSULTATION 2026/27

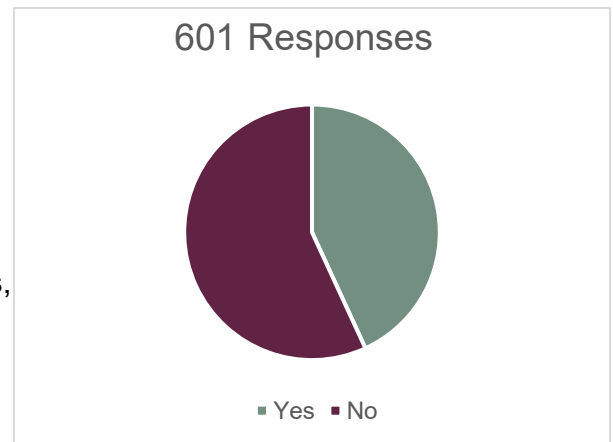
Our Response to Your Feedback

Thank You for Taking Part



Over 600 tenants responded to our rent consultation - the highest response we've received in recent years. Your feedback is extremely important to us. It directly influences how we plan our services, manage our finances, and invest in your homes.

Thank you for taking the time to share your views.



What You Told Us



You consistently told us that your main priorities are:

Warmer, more comfortable homes

Tackling damp and mould

Improvements to existing properties

Help where affordability is a concern

Better communication and support

Many tenants told us they are worried about the rising cost of living and the pressure this places on household budgets.



Our Decision on Rent

After careful consideration, we have approved a 5.75% rent increase.

We understand that this will be difficult for some tenants. This decision was not taken lightly and followed detailed discussions about affordability, tenant feedback, and rising costs.

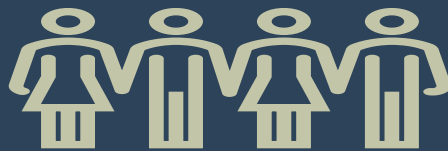
This increase allows us to:

- ✓ Maintain safe, good-quality homes
- ✓ Improve energy efficiency
- ✓ Invest in long-term improvements
- ✓ Protect essential services



If you told us, you would like support or advice, we will contact you directly.

You said...



We did...



Homes & Investments



You said...

Homes need upgrading, with concerns about:



Poor insulation



Old windows



Outdated kitchens and bathrooms



Damp and mould



We did...

Continued a major home investment programme, including:



New kitchens and bathrooms



Heating system upgrades



Replacement windows and doors



Invested £4.2 million this year in our Retrofit Programme, including:



Solar panels



High heat retention electric heaters



Air source heat pumps



Loft insulation top-ups



Cavity wall insulation



These improvements help make homes warmer, more comfortable, and cheaper to heat.



Support & Services



You said...

You want better communication, visibility, and support from staff.

We did...

Introduced Housing Officers with a new remit, providing consistent support for all tenancy-related matters.

Secured National Lottery funding to continue our Sustaining Communities Initiative, supporting:

- Older tenants
- Vulnerable households
- People at risk of homelessness

Launched “My Home”, our 24/7 online tenant portal, giving you digital access to housing services at a time that suits you. Please ensure we have your up-to-date email address in order to register.

What Happens Next



Full details of our 2026/27 investment programme will be shared in April.

Thank you again for helping shape the future of our homes and services.

Need Support?



If you're worried about affordability or need advice, please contact your Housing Officer or Income Officer — we're here to help.

