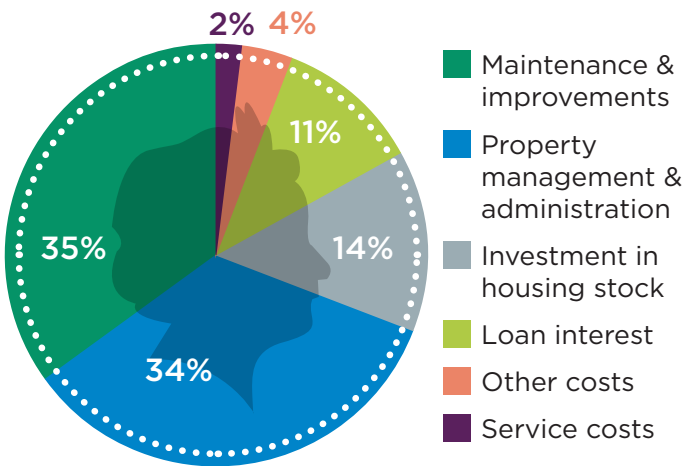


Rent Review 2019

This special publication is to inform and consult Ochil View tenants about the rent increase that will take place in April 2019. It contains information about your rent and what it pays for. It is very important that we get your views about our future plans to guide our decision. Details about how to get involved in our consultation are in this leaflet.

How every £1 was spent in 2017/18



Our Reactive Repairs service

Ochil View carried out 6260 Reactive Repairs in 2017/18.

Since July 2017 we've been surveying tenants who use the reactive maintenance service each month and:

94% are satisfied with arrangements for reporting the repair

92% say the contractor arrived on time

93% were satisfied with the quality of work

90% were satisfied with the repairs service overall

We've reduced the average time to complete an emergency repair to **1 hour and 15 minutes**

We've reduced the average time to complete a non-emergency repair to **4.42 days**

We complete **94%** of repairs on target.

Delivering value for money in 2017/18



Ochil View was **£21,604 better off because we let homes more quickly.**

Ochil View lost 0.41% of rent while homes were empty. On average, Housing Association's lost 0.79%.

The **Tenancy Sustainment Team** helped **906 tenants** and gained a total of **£1.68 million** in additional income.

Satisfaction improves

Our service to you

We've made a number of improvements in the service we provide and we are pleased that these are showing in satisfaction ratings as measured in our monthly surveys:

- Satisfaction with service overall has **improved from 87% to 89%**
- Satisfaction with keeping tenants informed has **improved from 85% to 92%**
- Satisfaction with opportunities to participate has **improved from 72% to 82%**
- Satisfaction with the repairs service has **improved from 84% to 90%**
- Satisfaction with rent paid as good value for money has **improved from 70% to 75%**
- Satisfaction with management of neighbourhood has **improved from 76% to 79%**
- Satisfaction with quality of your home has **improved from 81% to 85%**



Investment in our homes in 2017/18



£24,268 Other
£63,000 Purchase of homes for rent

£263,203 Kitchens	£227,529 Investment in new development	£98,717 Boilers	£24,268 Other	£63,000 Purchase of homes for rent
Total £676,717				

Recent rent increases

	Ochil View	Scottish RSL's
2015-16	2.6%	1.9%
2016-17	2.7%	2.3%
2017-18	2.95%	3.21%
Average 2015-2018	2.77%	2.4%



Ochil View's rent increase proposal for 2019

Based on our Business Plan and the current rate of inflation, the options for rent increases in 2019 are:

Option 1

3.15% Rent Increase

Continue with the current day to day service

AND

Continue with the existing planned maintenance programme to replace kitchens, boilers, bathrooms etc.

3.15%

Average Future Weekly Rent (Increase)

2 apartment£76.78 (£2.34)

3 apartment £84.14 (£2.57)

4 apartment £90.61 (£2.77)

Option 2

3.5% Rent Increase

Continue with the current day to day service

AND

Continue with the existing planned maintenance programme to replace kitchens, boilers, bathrooms etc.

AND

Additional services amounting to £750K over 30 years

3.5%

Average Future Weekly Rent (Increase)

2 apartment £77.05 (£2.61)

3 apartment£84.42 (£2.85)

4 apartment £90.91 (£3.07)

Please note that your rent may vary by a different amount than stated above. The above examples are illustrations based on a typical property. In Tullibody where rents are being restructured, your rent may increase by the amount stated plus 50p per week.

The rent increase will be decided by the Management Committee at its meeting on 31 January 2019. Once this has been decided we will advise you about our decision.



Invitation

You are invited to attend Ochil View's Rent Consultation meeting at **Ochil House, Marshill, Alloa FK10 1AB** from 2pm to 4pm on Wednesday 16th January 2019.

If required, transport can be provided.



Your Name _____

Any other comments: _____

Your address _____

Your email _____

I support OPTION 1

I support OPTION 2

If you have any comments on how we could reduce costs or improve services write your comments in the space below. Or use this space for any comments you'd like to make.

WE NEED TO GET YOUR VIEWS NOT LATER THAN FRIDAY 11th JANUARY 2019.

You can:

- Hand in the tear-off slip to our office or post it to us
- Send an email to customerservices@ochilviewha.co.uk
- Phone the office and let us have your views
- Complete the online survey at <https://www.surveymonkey.co.uk/r/OVRENT2019>