

Rent Consultation 2022/23

11th October 2022

Background



24 0800 013 2196

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Customer Portal

Search River Clyde Homes 🔍

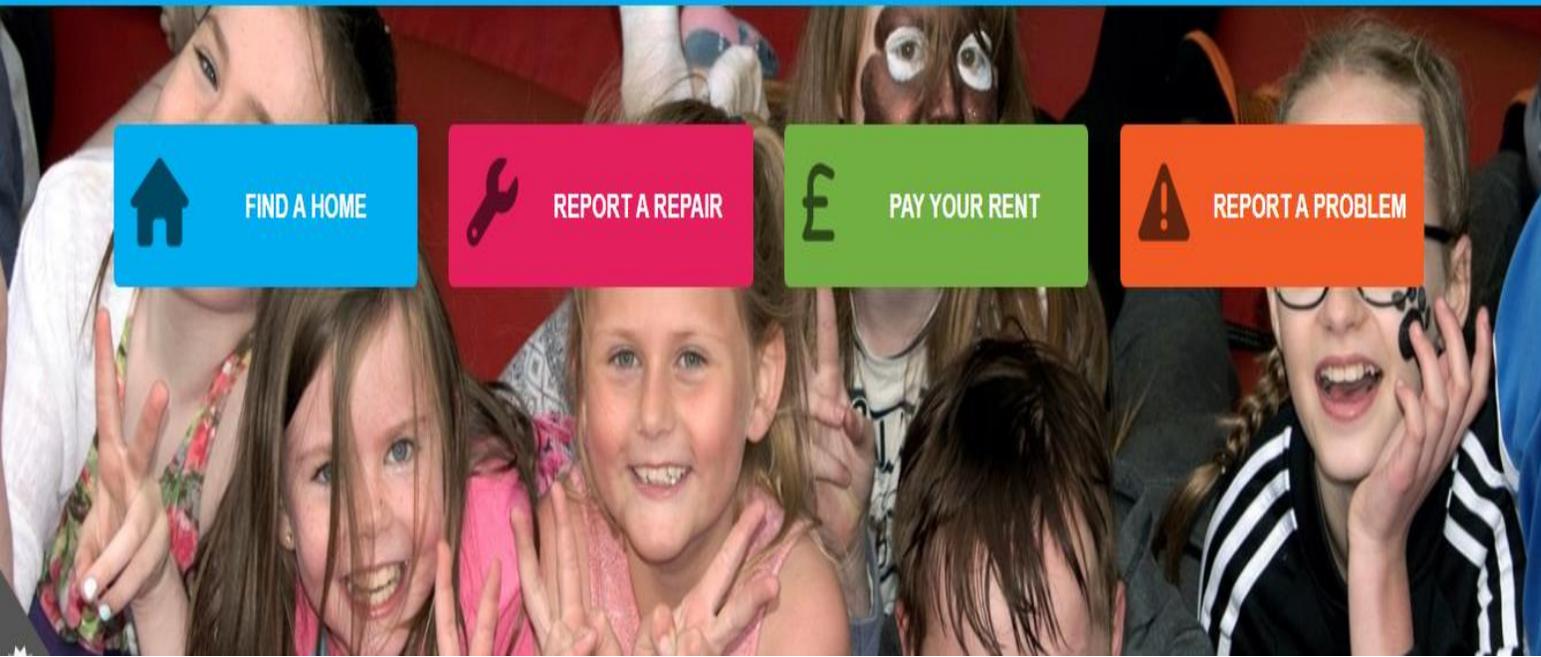
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 FIND A HOME

 REPORT A REPAIR

 PAY YOUR RENT

 REPORT A PROBLEM



Formed in December 2007

Provides Affordable Housing in Inverclyde area, Scotland

Owns and Manages 6,138 Homes

Provides Factoring Services to 2,179 Properties

Background



Completed 283 New Homes for Social Housing in 2021/22

Tenant Consultation Review

Our Standard Process

Outbound Telephone calls

Very Costly Process. Significant amount of Resources Required. Manual update of Responses



Postcard all Customers

Very Costly Process. Significant amount of Manual Processing. Potential GDPR Issues



Face to Face Events

Used for Customer's within Sheltered Housing Complexes. Good Levels of Engagement



Consultation Review

- i. Very little Engagement with Tenants (less than 200 responses)
- ii. High Annual Cost (Printing/Postage/Staff Time)
- iii. Manually Driven

Require Greater Tenant Engagement

Tenant Consultation Planning



- High engagement with customer via different distribution channels
- Capture intelligence of proposed rent increases, locally and nationally
- Informs ongoing Business Planning activity

Proposal and Consultation Process

Consultation ran from 6 December 2021 until 3 January 2022

**Rent Proposed
Options (4%, 4.5%,
5%)**

**Service Charge
Proposals based
on recovery of
costs**

**Completed
Digitally through
CX Feedback (for
first time)**

**Promoted through
Social Media**

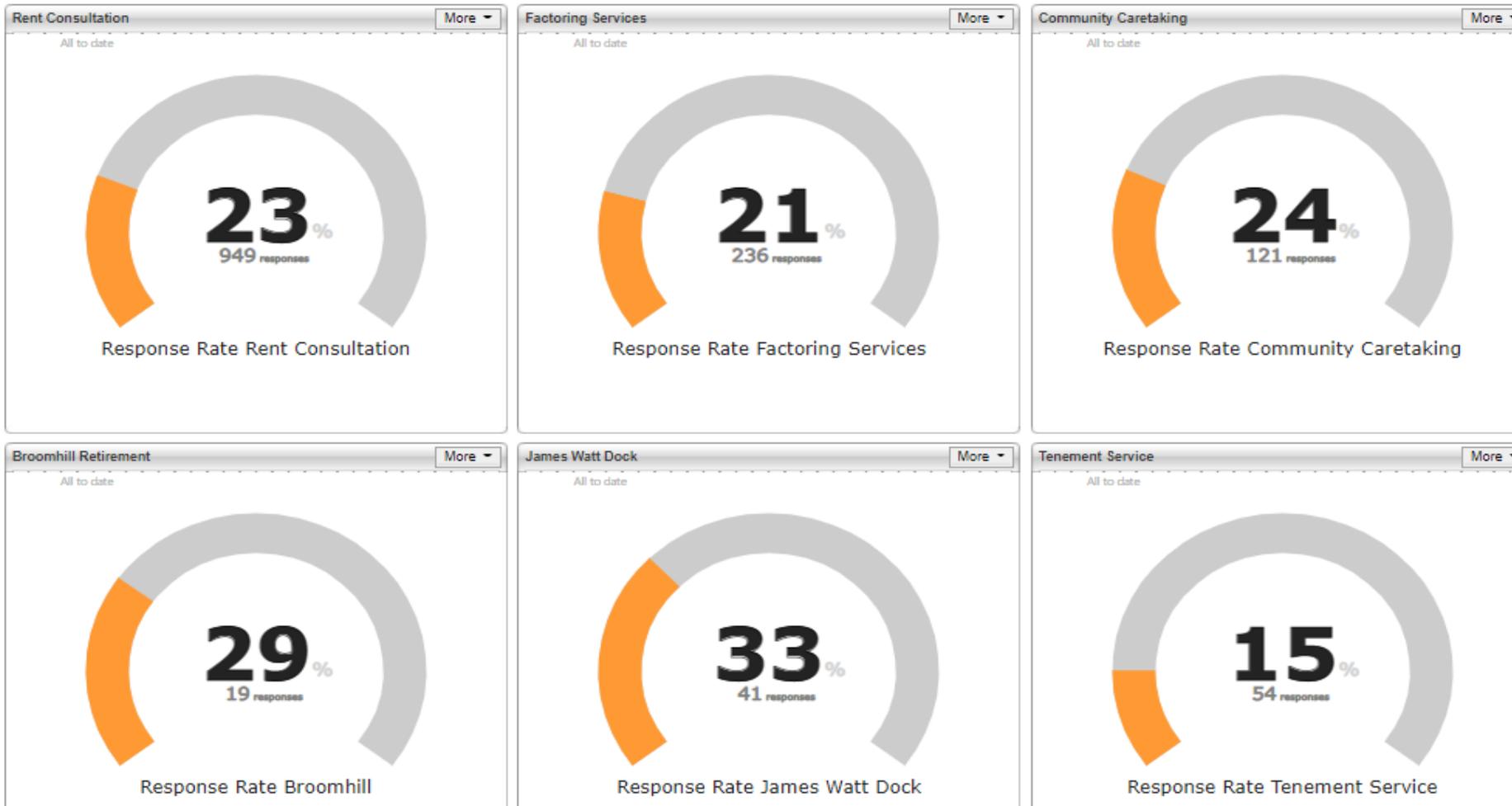
**Virtual Information
Session held with
Customer Senate**

**Sheltered Housing
survey completed
via telephone**



Customer Feedback

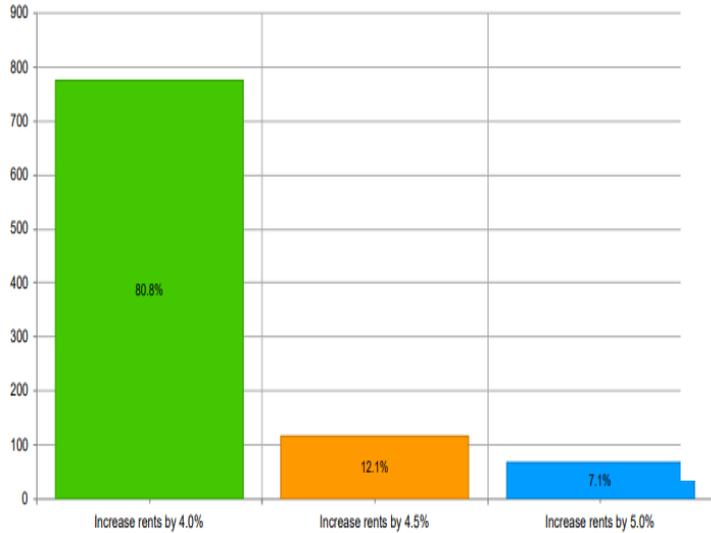
Over 1600 responses received from customers, our highest ever return *



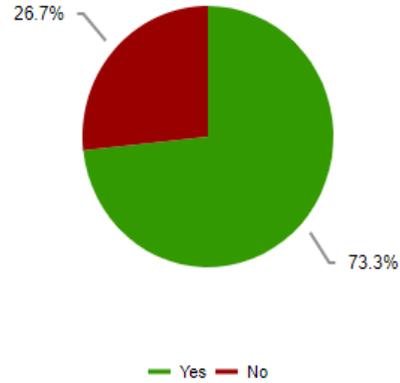
Sheltered Housing Survey completed on Postcards Telephone. 133 responses received.

Customer Feedback

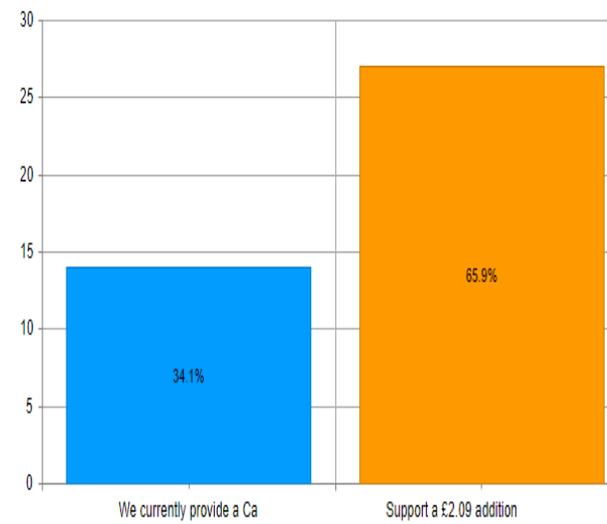
Rent Consultation



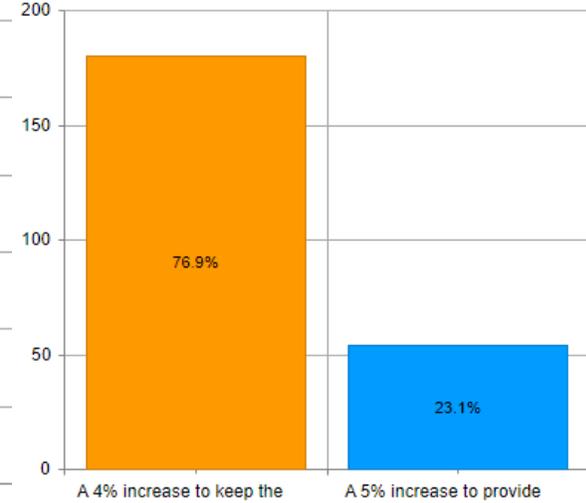
CC Increase Support



JWD Option Selected



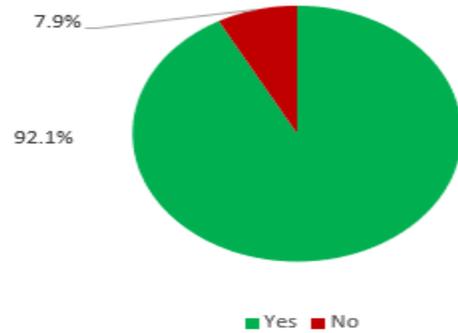
Factoring Services



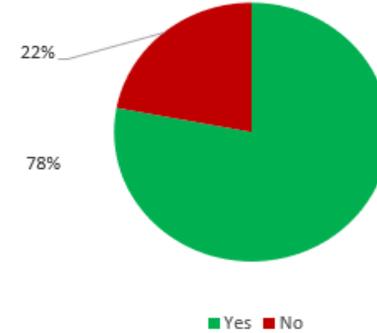
Tenement Service Charge Support



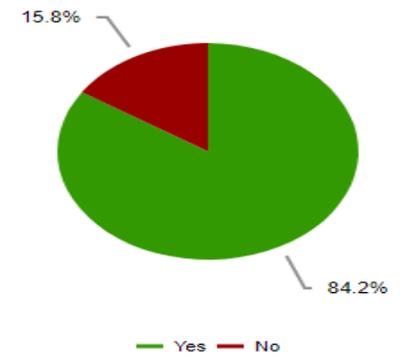
Warden Service Charge Support



Wellbeing at Home Service Charge Support



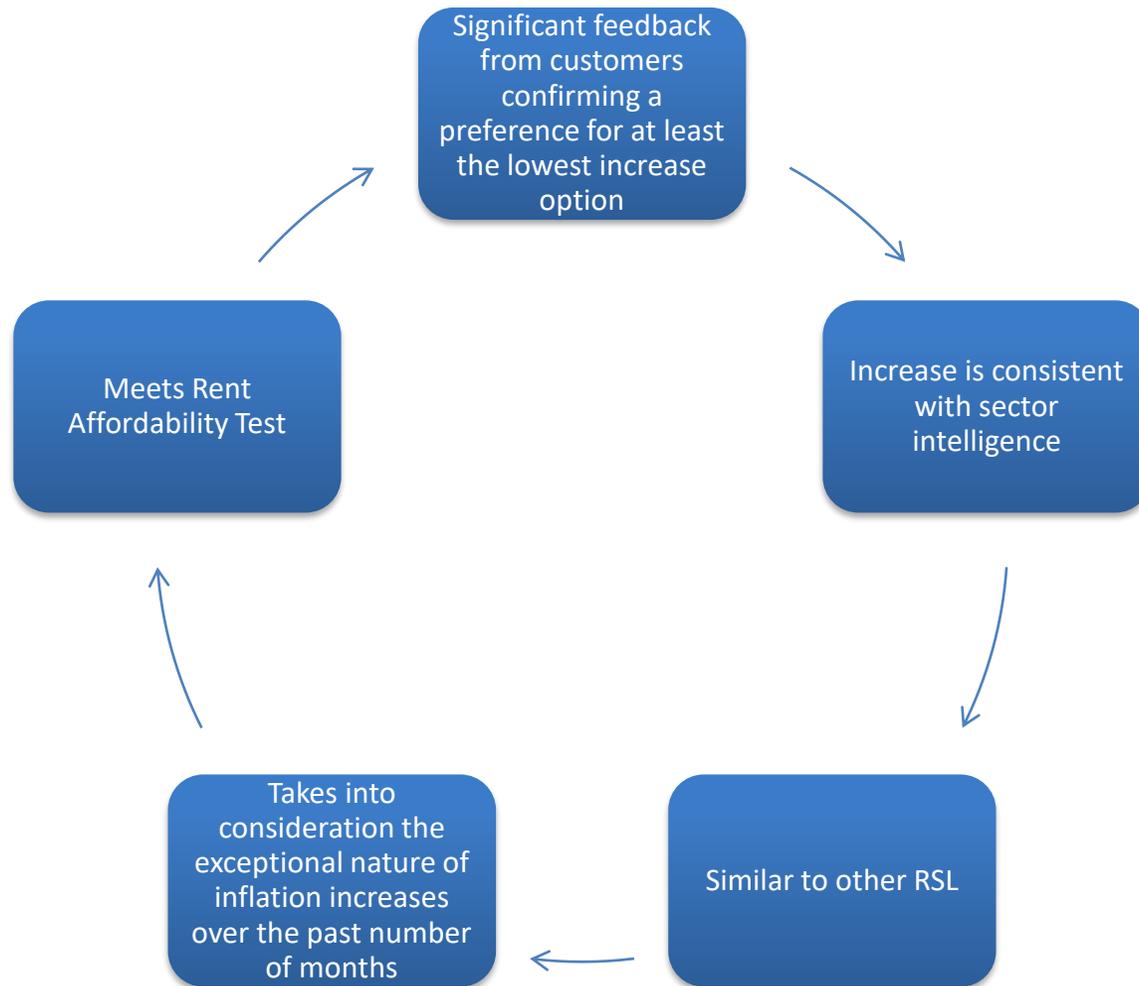
Broomhill Retirement Increase Support



**Rents – Vast majority chose lowest option – over 80%.
Service Charges – Tenants and Owners Supportive of Proposals**

Recommendations

Recommended of 3.8% Rent Increase



Want to Know More?

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www.riverclydehomes.org.uk

www.cx-feedback.co.uk