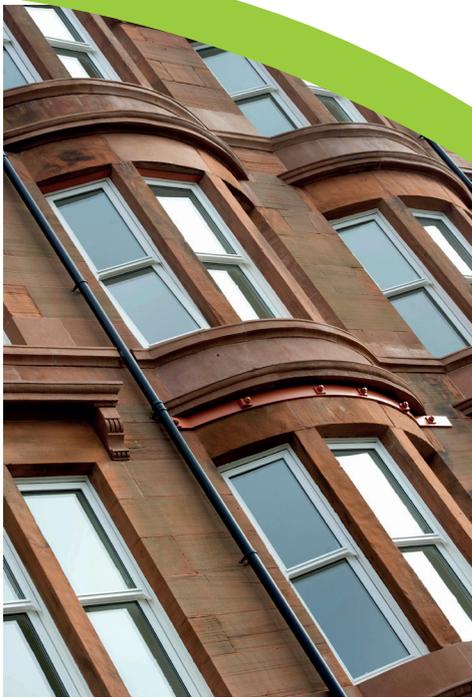




Queens
Cross
Housing
Association



Rent Increase April 2021 - Help us to make the right decision *YOUR VIEWS WILL MAKE A DIFFERENCE*

We want to hear from you by Friday 27 November 2020

Each year we look at how much rent is needed to continue to provide great services and improve our properties. We want to keep your rent affordable so it is important that we hear your views so we get the balance between rent levels and services right.

2020 will always be remembered for Covid-19 and the change it brought to all our lives. We know this has been a difficult year for many of our tenants. Some people have lost their job and many are struggling financially. So we want to make the rent increase in April as low as possible.

Our starting point is to look at the September rate of inflation as this is used when changes are made to benefits and pensions. In September 2020 inflation was 0.7%. We have worked out that this is the lowest amount of rent increase needed so we can continue with the same services as last year and carry out the improvements we have planned to our properties over the next 5 years.

The Board will make a decision on the rent increase in January 2021 after they have considered all the feedback from tenants on this issue.

FREE PRIZE DRAWS, £100, £50, £25 shopping vouchers - see page 4



Our Investment Plans

We plan to spend £38m over the next 5 years to improve our properties and the surrounding environment. The 5 Year Investment Programme 2019-2024 details the year that work will be carried out in each area. (Please speak to your Housing Officer, visit www.qcha.org.uk or call us on 0808 143 2002 for more details.)

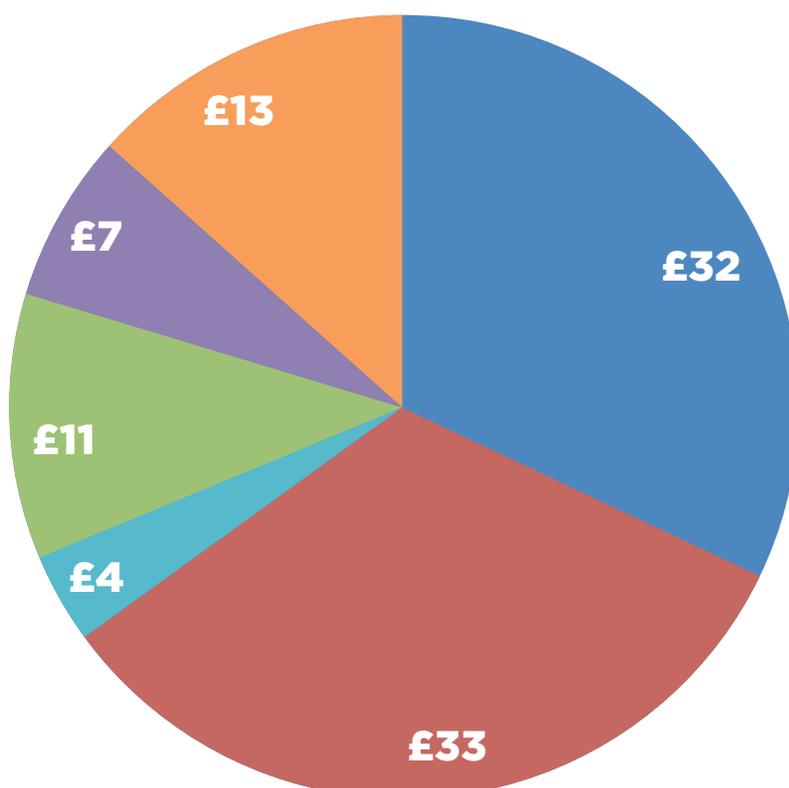
The table below shows examples of an average weekly rent for different property types and sizes. This gives you a rough guide as to the likely rent increase for your home. Rents do vary slightly between property type, size and age.

How much more will I pay?

	Current	Proposed	Impact
Size / type	Average rent per month	New rent per month (0.7% increase)	Increase per month
1 bedroom Flat (multi)	£317.24	£319.46	£2.22
2 bedroom Flat (multi)	£350.32	£352.77	£2.45
3 bedroom Flat (multi)	£396.13	£398.90	£2.77
2 bedroom House	£418.50	£421.43	£2.93
3 bedroom House	£447.79	£450.92	£3.13
4 bedroom House	£469.02	£472.30	£3.28

How we spent the rent collected in 2019/20

We collected around £20.15m in rent and services charges and we spent £18.3m on the following service areas:



How each £100 of rent money was spent

- Housing, Estates and Maintenance
- Reactive and Cyclical Repairs
- Major Repairs and Component Replacement
- Community Activities
- Housing Support
- Net Interest

In 2019/20:

£5.5m

was spent managing homes and estate services



£5.7m

was spent on cyclical and reactive repairs



£1.9m

was spent on housing support



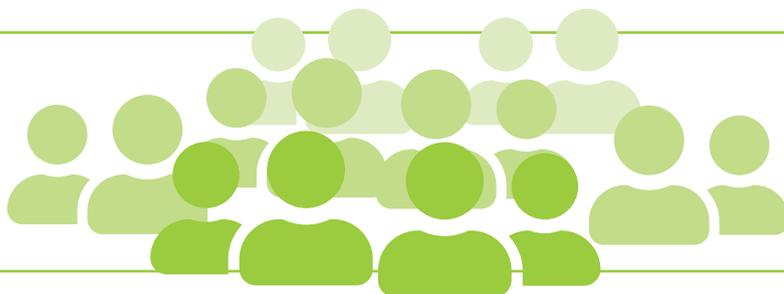
£1.2m

was spent on refurbishing existing homes



£0.7m

was spent on community activities



Need help paying your rent?

We understand that some tenants are already struggling and any increase in rent may not be affordable.

If you are having difficulty managing household costs, our Financial Inclusion Team can provide welfare and debt advice. You can call them on 0808 143 2002.

Have Your Say – give us your views and make a difference

There are many ways you can take part in the rent consultation 2021/22.

Talk/Video Call

Speak to your housing officer

Phone

Call us on 0808 143 2002

Write

Complete the consultation form and hand it in to one of our offices

Online

Complete and submit the consultation form online at www.qcha.org.uk

Email

Email us on contactus@qcha.org.uk with the heading 'rent consultation'

Need help or translation to complete this questionnaire? Ask any member of staff, call us on 0808 143 2002 or email contactus@qcha.org.uk

Get the Queens Cross app

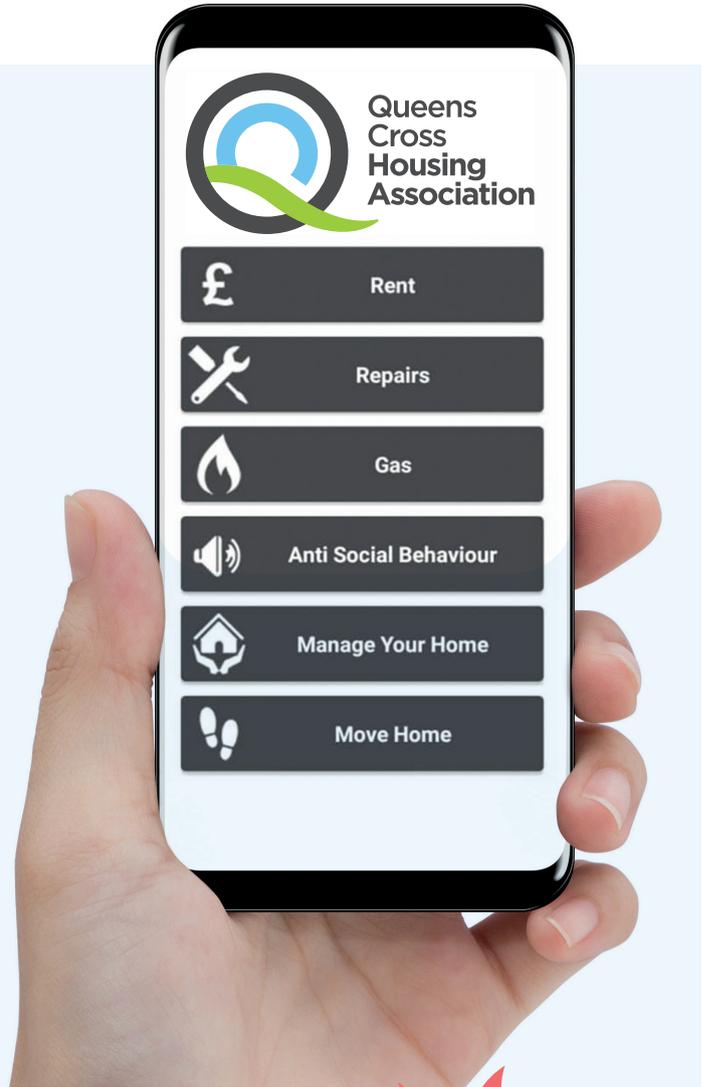
The Queens Cross app lets you:

- Report and track repairs
- Check your rent balance and pay in to your account
- Report anti-social behaviour

It has many other features that help you manage your Queens Cross tenancy.

You can download it now from the App Store or from Google Play.

You'll need your tenancy number to set up an account. If you don't know it, you can call us on 0808 143 2002.



FREE PRIZE DRAW

All returned forms will be entered into a free prize draw. So please complete your contact details.

- **1st £100 shopping voucher**
- **2nd £50 shopping voucher**
- **3rd £25 shopping voucher**



Winners to be notified by Friday, 11 December 2020

Please return your completed survey form to us by Friday, 27 November 2020

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