

Rent Consultation 2026/27

YOUR HOME, YOUR VOICE

Why are we talking to you about rent?

We know that any increase in rent affects you. As your landlord we need to consult with you about our proposed annual rent increase. We want to be open about the reasons, the choices we've made, and how we plan to use your rent money to deliver the services you expect.

Proposed increase

We are proposing that our rents increase by 6% from 1 April 2026. We have tried hard to keep this increase as low as possible, while still covering our rising costs. Our commitment is to keep rents **affordable**, whilst providing a good quality service.

What 6% increase means for your rent

The table below gives examples of average rents for Queens Cross properties and what an increase of 6% would mean to household budgets.

Size / type	Current monthly rent - examples	6% increase per month	Rent from April 2026
1 Apartment	350.11	21.01	371.12
2 Apartment	396.92	23.82	420.74
3 Apartment	414.04	24.84	438.88
4 Apartment	463.16	27.79	490.95

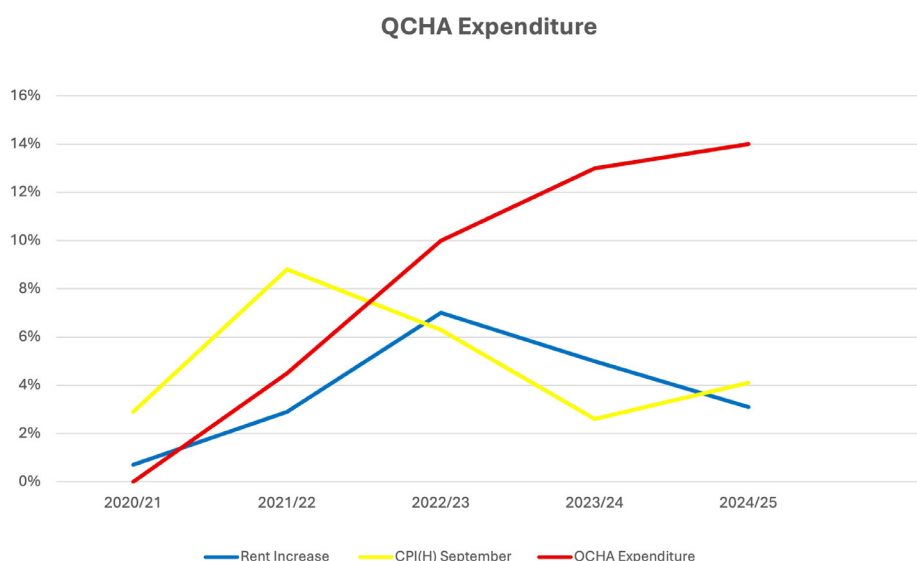
Rising costs we're facing

We didn't rush to share this proposal – here's what has changed for us:

- **General inflation** – Fuel, materials, energy, insurance and maintenance costs all increase year on year.
- **Council Service Changes** – The local council has reduced its **bulk uplift service** (large rubbish/large item collection). The cost to deliver this service is almost £400k per year. We are currently reviewing how we will deliver this more efficiently in the future.
- **Staffing Costs** – Salary costs are increasing each year to reflect rises in inflation and the cost of living, as are associated employment costs such as National Insurance contributions.
- **Contract Costs** – Suppliers, contractors, materials now charge more. When we renew contracts, we work hard to negotiate good value however the cost of services has increased substantially over the past few years.

This graph shows how our expenditure (red line) has risen over the past five years. Our costs each year are more than the rate of inflation (yellow line) due to factors such as the costs of wages, materials and supplies for repairing and investing in homes as well as delivering services such as bulk uplift which was previously done by the Council. When setting our rent for the year ahead, we consider the September rate of the Consumer Price Index (Housing) 4.1%. We do our best to keep our rents (blue line)

affordable but to meet our rising costs we will have had to increase our rent above CPI(H).



How does our rent increase compare with other landlords?

We have calculated that we need to increase our rent by 6% so that we can continue to provide excellent services and improve your homes. We are aware that other social landlords are also experiencing the same challenges with rising costs. Looking across the Glasgow area, we can see that other social landlords are proposing rent increases ranging between 4.8% - 7.8%. Some local authorities in Scotland are proposing rent increases of up to 10%.

What you've told us

We know from your feedback that our tenants want:

1. **Improvements to your home** – better kitchens, bathrooms, heating, energy efficiency, etc.
2. **A good repairs service** – quick, reliable, and quality work.
3. **Pleasant, well-kept neighbourhoods** – tidy common spaces, safe walk-ways, clean surroundings.
4. **Accessible staff** – people to let houses, inspect repairs, caretakers, and wellbeing staff who you can reach when needed.

What we're doing to keep things affordable & improve value

Over the past year we have worked hard to reduce costs where we can by:

- **Reviewing staffing costs and numbers** – ensuring we have the right number of people, with the skills needed, and no waste. We have reviewed several service areas over the past year to make every effort to keep costs down and so far have realised £500k of savings from this process.
- **Working in partnership with other Housing Associations** – sharing resources and knowledge to deliver more efficient services.
- **Reviewing how we deliver services** – making better use of systems and online options to deliver services more efficiently at lower cost.
- **Tight contract management** – when contracts come up for renewal, we seek best value and challenge providers to reduce costs without cutting quality.
- **Prioritising improvements** based on need and tenant feedback – so that the homes most in need of work are dealt with first.
- **Monitoring service performance** – fixing what's broken, improving response times, ensuring caretaking and neighbourhood services are consistent.

Case Study/Example:

'We secured a saving of almost £50,000 following a procurement exercise to appoint a new CCTV maintenance contract at the start of the year. By adopting a best value approach, we were able to appoint a single contractor to carry out the full package of repair and planned maintenance across all our CCTV systems, reducing unexpected repair and replacement costs'

How the rent increase helps

With a 6% increase, we'll be able to:

- Maintain the current quality of our reactive repair service, for example enabling us to respond to routine repairs within five days which is significantly shorter than the Sector average.
- Continue to deliver a bulk uplift service.
- Invest on average £6.4m in our properties each year over the next five years on new kitchens, bathrooms, windows and doors.
- Deliver projects and services prioritised and identified by tenants through our Neighbourhood Plans.
- Ensure frontline staff are visible and available when you need them.
- Continue to provide an Estate Caretaking service across our high-rise estates.
- Maintain our dedicated financial and energy advice service.

Share your views on our rent proposals for 2026/27

Your views are very important to our Board and they'd be grateful if you'd take part in this year's consultation. The Board members will take your views into account when setting the Association's budget for the next financial year at their meeting in January 2026. Many Board members are

tenants themselves and understand the need to keep rents affordable. Your feedback will also be used to inform our current and future Neighbourhood and Investment Plans, so that your rent is used to deliver improvements that will have a positive direct impact on your home and local area.

HOW TO JOIN THE CONVERSATION

There are lots of ways you can let us know what you think. You can:

Write: Complete a consultation form and return it to our office at 45 Firhill Road.

Online: Complete a consultation form on our website at qcha.org.uk/rent-consultation

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

Talk/video call: Speak to your Housing Officer for further details.

Phone: Call us on 0808 143 2002

Prize Draw

All completed returns will be entered into a free prize draw:

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

All winners will be contacted by Friday 5th December 2025.



Other ways to get involved with Queens Cross

Your voice matters, and at Queens Cross we offer lots of opportunities to get involved, such as our Tenant Sounding Board, to help shape and improve our services:

- Do you care about your community?
- Do you want to help improve the services you use every day?

- Do you have ideas to make positive change happen?

If you're interested in joining our Tenant Sounding Board or getting involved in any other ways, please call us on **0808 143 2002** or email **contactus@qcha.org.uk** and use the subject line 'Getting Involved'.

Need help to reply? Translation into Polish, Mandarin or another language?



If you would like help to complete this questionnaire, including translation, please ask any member of staff, call **0808 143 2002** or email **contactus@qcha.org.uk**

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