

Every year, when deciding on the cost of our rents we ask all tenants for their views on how affordable our rent is and what we need to consider when agreeing our new rents.



In November 2023 we shared a rent survey, asking tenants:



How affordable their rent is



If they feel it's good value for money



How the cost-of-living crisis is affecting people

Through our survey you told us:

78% of you felt your rent and service charge is affordable.

37% of you had struggled to pay rent at some point in the last 12 months.

61% of you who pay a service charge feel it is good value for money. The main issues raised were around the quality of services provided, such as grounds maintenance and cleaning.

Nearly half of all tenants are concerned about the cost-of-living crisis, and the biggest concern is the increasing cost of energy bills, followed by worries about paying for food, clothing and Christmas.

Overall, the rent survey showed that tenants think our rent charges are affordable but the cost of living crisis is increasing financial pressure in terms of being able to pay rent and other bills, particularly energy bills or for food or clothing.



We are listening and below is an update of what you told us in the survey and what we are doing in response.

<p>You told us that you didn't want us to set rents based on the energy efficiency of your homes.</p>	<ul style="list-style-type: none"> We did not include home energy efficiency in our new rent setting.
<p>You told us that you didn't want us to set rents based on local house prices/ location.</p>	<ul style="list-style-type: none"> We did not include this in our new rent setting.
<p>You told us that you would like us to give you more information about how your rent is used.</p>	<ul style="list-style-type: none"> We will provide this information in upcoming newsletters and with your next rent statement.
<p>Some of you told us you do not think our service charges offer good value for money.</p>	<ul style="list-style-type: none"> We will review our contractor agreements and tenant feedback to identify areas we can improve. Next year we plan to review service charges overall and will involve tenants so we can work together to ensure you have value for money.
<p>You told us you'd like us to do more around cost-of-living support and support with rent arrears.</p>	<ul style="list-style-type: none"> We already offer lots of support around cost of living and rent arrears, take a look at the leaflet in with this letter. We would advise you to take a look at our dedicated cost-of-living help centre on our website: www.rhawales.com/cost-of-living-support We will continue to do more to make sure tenants are aware of these services and understand who to ask for help.
<p>You told us that you'd like to see improvements in our repairs and maintenance service.</p>	<ul style="list-style-type: none"> We will continue to listen to tenant feedback on our repairs and maintenance service and will work with our contractors to make improvements where we can.

For further information please contact:



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