Yorkhill housing association ltd

Rent Review
2027/28



Find Us
1271 Argyle Street
Glasgow
G3 8TH

Office Opening Hours
Monday – Thursday: 9am-5pm

Call Us
0141 285 7910

*calls may be recorded for training & monitoring purposes

A message from our Chief Executive…



Thank you for taking the time to read our leaflet about the upcoming rent review. We've created this to help explain how we decide what our rents will be each year, and to give you a clearer picture of the factors we consider.

Each year, we review our costs from the past 12 months and forecast our spending for the year ahead - and even further into the future, looking ahead five and twenty years. We consider inflation, particularly the Consumer Price Index (CPI), and our planned investments in your homes such as upgrades to kitchens, bathrooms, and more.

We also have legal obligations to meet, including the installation of smoke and heat alarms, compliance with the Scottish Housing Quality Standard, and working toward net zero targets. Balancing these responsibilities with our commitment to keeping rents as low as possible is a challenge we take seriously. We're proud that our rents remain among the lowest in the West End of Glasgow, but we must ensure they're sufficient to maintain the quality and safety of our homes.

I'm incredibly proud of our staff. Their dedication is reflected not only in our strong performance figures but also in the many compliments we receive from tenants and residents. Everyone at Yorkhill Housing Association is here because we care deeply about our sector and that shows in the work we do.

Over the past year, we've helped hundreds of people live in safe, affordable homes. We've kept our neighbourhood clean and welcoming. And through our Welfare Rights service, we've supported tenants in accessing over £400,000 in additional income. All this while our rents are kept as low as possible.

I hope this leaflet is helpful, and I would urge you to have your say!

Tony Mallaghan
Chief Executive

Your Rent, Your Home, Your Voice



Yorkhill Housing Association is currently reviewing its budget for the upcoming financial year (2027/28), and part of this process includes looking at the rent we charge for our homes.

We're proud that our rents remain among the lowest in the West End of Glasgow, offering excellent value compared to other housing associations in the area, and are significantly lower than the private sector. While we always aim to keep rents as affordable as possible, rising costs, especially due to inflation, mean that an increase is necessary to maintain the quality of our services and homes.

Balancing Affordability and Investment

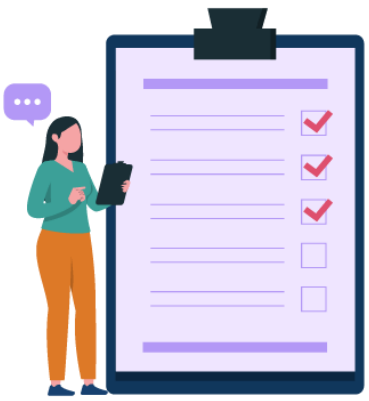
We work hard to strike the right balance between keeping rents fair and continuing to invest in your home. This includes:

- Replacing kitchens and bathrooms
- Improving energy efficiency to help reduce your bills
- Providing stair cleaning and welfare/money advice services
- A new Estate Caretaker service which has improved the look and feel of our community

We Want to Hear From You

In this leaflet we will explain how we calculate our rents, and why we need to increase them each year. Please take a read and have your say! Our Management Committee and Senior Management Team will read every response before making our final decision.

You can complete the form at the end of this leaflet, or you can complete the form online at www.yorkhillha.org. All responses will be entered into a prize draw – **two lucky tenants will win a £30 shopping voucher!**



Rent Comparison & Affordability

The affordability of our rents is a very high priority for the Association. Each year we compare our rents against an average of social rents in Scotland, and with other housing associations in the local area. We also use benchmarking tools to check how our rents would compare to the private market and with Housing Benefit and Universal Credit caps.

We also take into account the opinion of our tenants. Every year we ask tenants for their opinion on their rents, how affordable it is, and if they agree with our proposed options for rents going forward.

The responses to these surveys are discussed by Management Committee members and **every response is read**. The Committee takes all this information into account when deciding what our rents will be for the forthcoming year.

From the responses to this survey last year nearly 97% of tenants felt their rent was good value for money, and 93.5% felt their rent was affordable.

Below is a comparison of our average weekly rents (at 31st March 2026) with some neighbouring housing associations, and the Scottish average. Our rent was increased by the lowest amount last year, and compares well against other organisations.

	Last Year's Increase	1apt	2apt	3apt	4apt	5apt
Yorkhill	6.6%	£78.67	£94.06	£102.67	£118.19	£119.02
Maryhill	5.8%	£86.55	£99.66	£105.71	£109.70	£119.70
Partick	5.3%	£69.84	£92.96	£104.88	£126.60	£140.63
Whiteinch & Scot	5.5%	£97.21	£103.69	£109.54	£124.95	£157.53
Glasgow West	6.8%	£74.48	£99.65	£118.64	£140.94	£150.22
Scottish Average	5.34%	£91.60	£98.60	£101.42	£110.33	£121.71

Our Performance

Below is a snapshot of some other performance indicators for the last year. Our performance is good, and we report this in a set format to the Scottish Housing Regulator each year in a process known as the Annual Return on the Charter.

Average time to repair a non-emergency repair	2.1 days
Average time to repair an emergency repair	2.2 hours
Average time to re-let an empty property	10.5 days
Average time taken to complete an adaptation	15.11 days
Gross rent arrears at 31st March 2026	3.59%
Number of homes abandoned in 2025/26	1
Number of empty homes let in 2025/26	30

The Scottish Housing Regulator told us that they are satisfied with our work, and they do not require any further engagement with us, other than the normal annual submissions.

One of these annual submissions is the Annual Assurance Statement. While the actual statement briefly details the Management Committee are assured we are meeting the Regulator's 'Regulatory Requirements', the background work to this process is substantial. We take a high priority in ensuring our Management Committee are happy with our work.

We are happy with this process, and with our performance in the last year. We hope that this also gives our tenants and residents some assurances that we are doing our best for their interests!

Satisfaction Details

We are pleased to retain high satisfaction with our services over the past year. Over 91% were satisfied with our overall service, and an impressive 97% were happy with the repairs and maintenance of our homes. We will continue to work hard to maintain and improve these satisfaction scores.

87.26% satisfied with our overall service	
	satisfied with keeping people informed about our decisions 99.06%
98.58% satisfied with opportunities to participate	
	satisfied with the standard of their home 87.26%
90% satisfied with the repairs and maintenance service	
	satisfied with our contribution to the neighbourhood 93.87%
91.98% satisfied with their rent's value for money	
	satisfied with the factoring service 92.45%

WRO/DMAC Support



We can offer free and independent advice on benefits, money worries, and debt. Our Welfare Rights Officer can help! Alternatively you can contact Drumchapel Money Advice on **0141 944 0507** or **admin@d-mac.org.uk**. If you'd like a referral to either the WRO or DMAC please contact us!



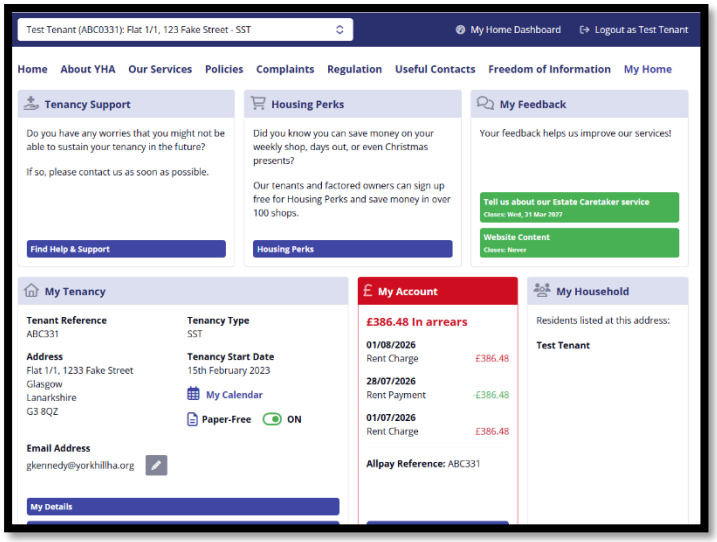
Check out our website!

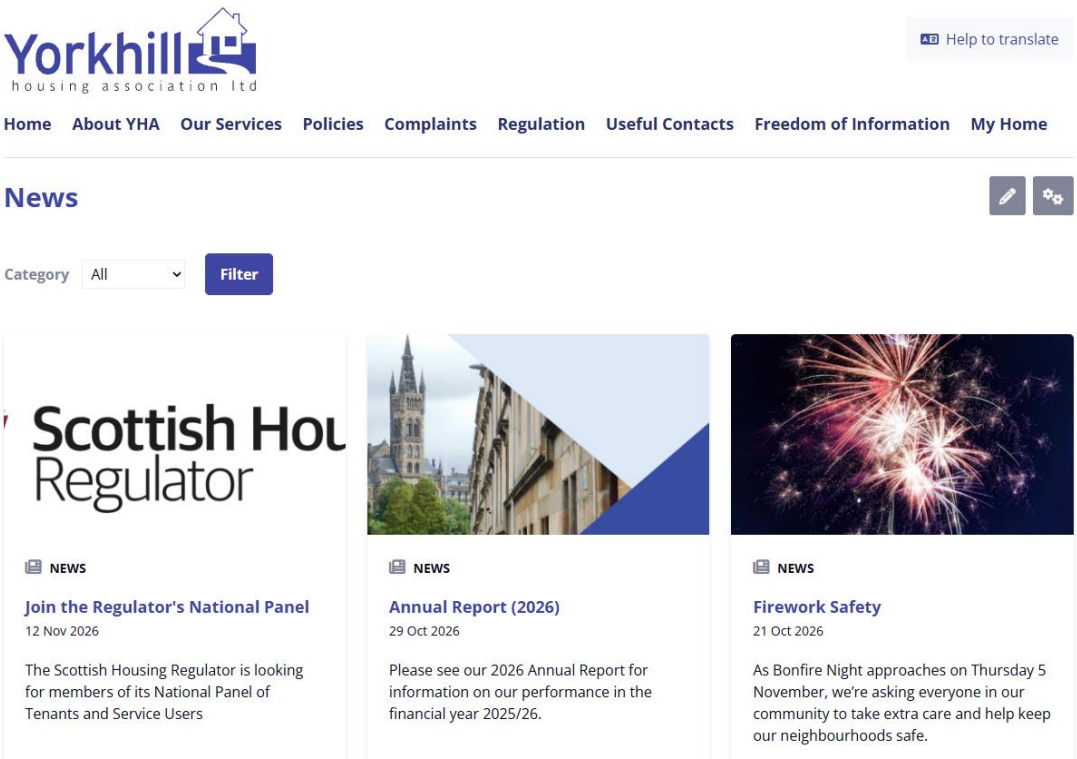
Did you know that Yorkhill Housing Association has a new website where you can view your rent account?

You can register at www.yorkhillha.org – you just need your account reference number and email address we have registered for your account. If you have any problems registering don't hesitate to contact us on 0141 285 7910.

Under 'My Home' you can:

- View your rent account
- Make payments
- Report repairs
- Find tenancy help and support
- Learn more how to save money on household purchases (including Christmas presents!)
- Get involved in surveys and consultations to tell us what you think!





Have your say...

Scan to complete online

Tenant Survey

Do you agree that rent increases based on inflation rates are fair?	Yes ☐	No ☐
Do you think your rent represents good value?	Yes ☐	No ☐
Do you feel you are provided with enough information on how rental income is used?	Yes ☐	No ☐
Do you feel your rent is affordable?	Yes ☐	No ☐
Do you agree with our proposed rent increase?	Agree ☐ Disagree ☐	
Do you have any comments on your rent or the information provided in this leaflet?		
Name:		
Address:		
Please tick a box if you would like an appointment with our Welfare Rights Officer (WRO), or a referral to Drumchapel Money Advice Centre (DMAC)	WRO ☐ DMAC ☐	

Please now return this form to **Yorkhill Housing Association, 1271 Argyle Street, Glasgow, G3 8TH**. Alternatively you may also email your answers to us pat: **administration@yorkhillha.org**, or telephone **0141 285 7910**. You can also complete the form online at **www.yorkhillha.org**.

The deadline for responses is **1st December 2026**

...your views are important!