

## Summary of responses to Rent Increase 2021 consultation

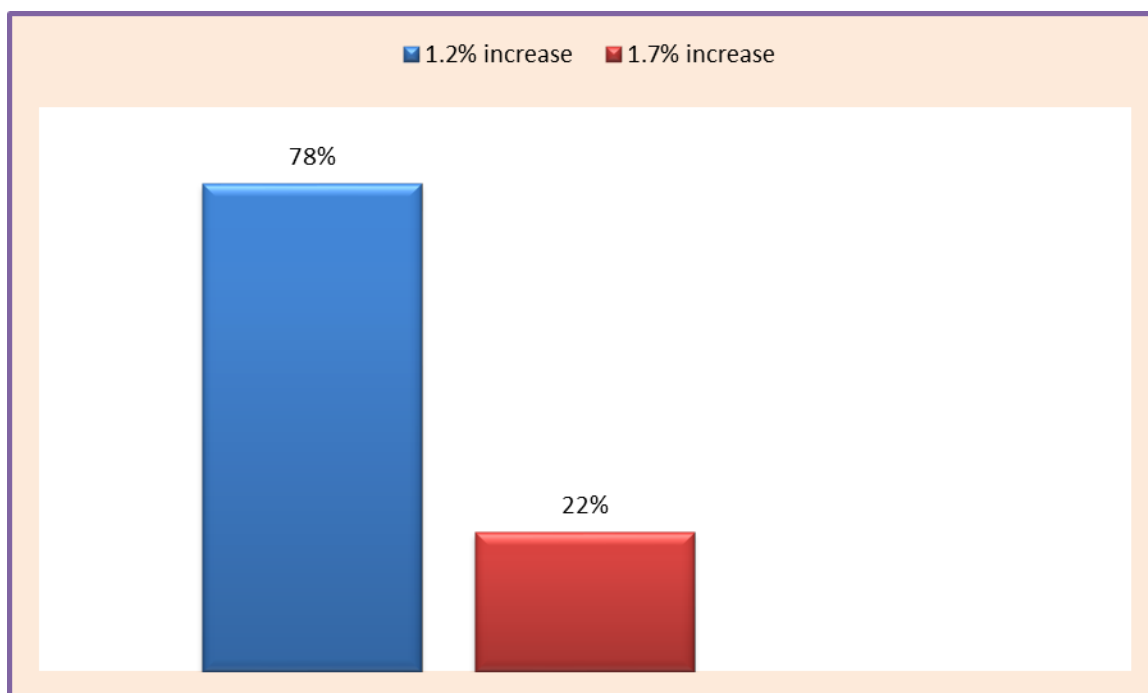
The consultation was sent to 1,200 tenants by paper copy, with a pre paid envelope included and 1,594 emails were sent with a link to our survey monkey platform.

We received a total of 373 responses which include 202 via hard copy and 171 by survey monkey. This gives us a **13.4%** response rate.

The consultation asked one question with a comment box for tenants to leave their feedback. See below for a summary of the results.

### Q1. Rent increase 2021

Please refer to the information we have provided to you in the email and select one of the following options for the annual rent increase 2021-2022?



- 1.2% increase - **77.8%** (277 of 356)
- 1.7% increase - **22.2%** (79 of 356)

**If you have any comments about the rent increase, please add them below. All comments are reported to the Board of Management:**

#### RESPONSES:

- Rent seems to be getting expensive my husband works full time but not a high wage and I don't work due to back injury so he has all the pressure to Pay for everything some people have told me there mortgage isn't much higher but at our age we don't want to go down that route
- its fine
- If u increase the rent u should fix the problem people have and look at buying 3 and 4 bed as everyone is looking for instead of 1 and 2 bedrooms
- None. People lost jobs, fourloughed exct. Using food banks trying to make ends meet, that's not even taking in the covid 19. So to talk about increase not a good idea. People can only tighten belts so far, have taken my name out to give someone who needs the £50 more than me.

- I feel that the rent is enough and should not increase much more - everyone is struggling during this lockdown etc and it is hard enough as it is. But I understand there needs to be some increase...thank you.
- Langstane rent is already higher than council. Council tenants get 3 or 4 "free" weeks rent per year. Langstane charge for cleaners, that show up when they want. Definetly not every 2 wks as stated and you charge us for gardeners\* are a few times in summer. \*I usually can't see out my kitchen window because the bushes are so overgrown. The excuse is there are birds in bush so can't cut down. Theres maybe birds in the trees but not living/nesting in bush.
- None. When the repairs are carried out on my property and as promised after 10 year a change of bathroom and kitchen I would then consider a rent increase. Still waiting for heating both back downstairs cupboard to be sorted only 16 years.
- I think during pandemic increase pay is not right if need to be because of CPD no more than 1.2% thats my opinion
- Alot of people are in financial difficulties, because of covid 19. I hope you will take that fact in the consideration when making decision about increasing annual rent.
- Please no increase this year for the rent because it is very difficult year for us.
- N/a
- Due to the ongoing situation with covid 19 maney people are finding themselves with financial problems, I would have thought the last thing we need is a rent increase adding more worry to our families lives.
- Rent keeps going up but our wages don't!
- I think this may be the best option for this year, as everybody is taking a hit
- Recently many people have been hit by the coronavirus. Many people have lost their jobs and the average laborer's wages are not increasing every year, so I checked option A.
- Fair increase given present state of affairs
- Don't. This place is already an overpriced s\*\*\* hole. Thank you. . **Note** - amended to remove offensive language
- I think during these times of Covid, where many people are having to live on a reduced income the lower rate of increase is more appropriate than the higher rate
- I think an independent assessment of these properties needs to be carried out prior to any rent increase. My property (with others here) needs uPVC windows fitted and all the properties require an improved heating system - storage heaters which are much older than the built age of the properties themselves and are a terrible option in terms of energy efficiency and cost effectiveness are inappropriate particularly for low-income families. Also no heating option there in the event of power failure which is routine in winter here, again causing difficulties for low income families with younger children. These matters need addressing as a priority and certainly should take priority over any rent increase.
- Does rent go up each year?
- I agree rent increases are required. However, general wage increment does not reflect same. This year owing to Covid 19 every household treats every penny with more scrutiny.
- When will upgrades to kitchen and bathrooms happen? 17 years and no upgrade - Kitchen cupboards and worktops terrible and bathroom a real mess
- Expensive already
- Hi don't think their should be one this with every thing that's going on wee covid
- The increase seems broadly in line with inflation.
- Rent is very steep for a one bed flat
- No issue with the rent increase as always is an increase with everything
- NO TO BOTH! Due to the ongoing failure of Langstane to make good on previous promises to e.g fit individual boilers to tenants issues I object to any increase in rent Why should I pay more for a service that never delivers
- There is a requirement to provide better security within communal areas due to a recent increase in thefts in our area. Also there is no mention of investment in new properties, is this something you are not considering at present.
- It will soon be a year when services are not available.... I think - it's horrible to increase rent at this pandemic time!!!
- Freeze 0% increase 1st preference freeze 2nd preference which you can record as support if you wish is 1.2%. I was disapointed not to see a 0% option. Tenants are finding it difficult even with the excellent support or tenants services / social justice team. This all continue to be the case. A 0% increase would have given a morale boost. As it is the chance over 12 months in November it was 0.6%. I tried averaging the last twelve months it appeared to come up with 0.9%. In the absence of a freeze I gave my second preference vote to 1.2%. Please consider a freeze. Next year as it is likely tenants will still be suffering part of the cost could come out of any money saved through furlough. Please ensure services are maintained through lockdown \* (i've just seen on Facebook on this ref repairs) this is crucial

to ensure tenant welfare, safety and security. But please consider a freeze next year if one cannot be granted this year. An attempt was made to raise debate on Facebook but on viewing its clear that Facebook has few people viewing it on a regular basis. I wish you well you have a difficult job.

- NONE Renting housing market in Aberdeen has been decreased 40% since 2019 and now further decreases by a further 10% due to coronaviruses, your renting still gone up not justified it should be frozen for meanwhile till the coronaviruses ending and the situation become normal, specially your services are falling down badly recently. not fair any increase at all!
- I am absolutely against the rent increase. It's hard time now people lose their jobs and you want to raise the rent, its inhuman! then tenants signature
- its ok (and smiley face)
- Although I feel it needs to higher 1.7% is a big lep. It might have been better with 1.2% I would have gone with 1.4%  
With the current climate + job uncertainty it would be prudent to go with the lower level this Year
- I spoke about getting a new bath as the one I have is stained beyond cleaning. I was told it would be looked at when I moved in 6 years ago. I saw it was meant to be refurbished in 2020.
- I think this is ridiculous with how the world is going right now. And also I still don't have a main door on my building that is nearly 3 months now and you put my rent up to pay for stuff I don't have. a absolute disgrace
- It would be nice to look forward to getting an upgrade on my kitchen. I've been in this flat 14 years approx & had nothing done to it
- The smaller amount and we are both pensioners
- Wording beside options: (£3.60 a month increase) (£5.10 a month increase) please can the money increase go beside the percentages every year? thank you 1. Please can you continue to tell us what eg. 1.2% and 1.7% rent increase in money (see above), as I don't know until I'm told how much to pay? Thank you 2. Unfair to have huge rent rises when so many people have lost their jobs due to the pandemic.
- It would have to be 1.2% as my hours were cut before christmas and i'm now on furlough till April 31st. So won't have some money coming in.
- large cross next to options - not sure which if any has been chosen Please stop increase of the rent especially in these uncertain times disagree with your proposal +bathroom mouldy due to (illegible text )
- As we are on pension every penny counts
- Fully acknowledged letter, keep up the fine work, no comment.
- We have tried your offices about boy he makes so much noise in is flat it keeps us up all nitel!
- While in the current pandemic, I feel that some tenants will see the higher increase as yet another peice of bad news
- Central heating system needs sorting out problems since was built - Gutters have been cleaned out once in that time - Outside front windows of adjoining property is wet as water is running out of gutters
- Many people are finding it hard to put food on their tables, I think it would be kinder to keep bills as low as possible for present.  
? O.k. by me. You deliver a perfect condition
- I am 83 years old. My son unemployed and i pay 342.19 rent and 118.04 poll tax and struggling a bit. Keep safe
- Due to covid-19 restrictions I think the rent rise is 1st class due to rising costs!!!
- We have selected the higher option so that we may get our kitchen upgrade this year!!
- If it were up to me I would leave the price of rent this is why I picked 1.2% As it is lowest. Not everyone can afford expensive prices.
- no rent increase (then a hand drawn tick box) Is this a joke? People lozing jobs starving Dyeing. People being held Prisoner's in this s\*\*\* hole's you call flats, your a disgrace. You make me sick. young kids 18 years old try to kill them selfs because of people like you. Stick your Rent up you're a\*\*\*. kick me out to the gutter I dont care **Note** - amended to remove offensive language
- Option of 1.2% as because of current covid situation there has been a reduction of income & no wage increases last year or likely this year due to all businesses having reduced Income
- I usually take the rent increase to Marchill for them to copy. I don't think I could do that this year
- Think it's enough during these hard times
- More money you can get more done?
- Reason of 1.2% not been a good 2020 lots of people losing jobs and 2021 not a good start

either and more job losses but hopefully things will get better at the end of the year and people start to get there life's back again

- Would rather no increase
- So far I think the rent has been affordable so far with the new increases
- If any as this past year has been so hard on so many I feel that this past year has been so tough on so many and I don't feel its the right thing to do but increase rent. However in saying that I also don't think its right doing it twice as much next year. Please don't think i'm moaning as I'm not as this increase doesn't affect me as I don't pay my rent. Also this might not reach you guys by the 27th I'm sure you are aware we are in (at this moment) a lockdown so I will struggle getting to a postbox (I am disabled) I am not bothered about winning the voucher but thank you for the thought
- No
- I have put down the preference for 1.7% as it is still not too great an increase but will allow Langstane a bit more flexibility to spend on what needs to be done.
- Heating system far too expensive to be able to heat house comfortably storage heating is a bit outdated now a days
- Personally I don't think there should be any increase considering the covid situation has left many struggling with work, childcare etc and many people are struggling to afford the rent already without adding on extra.
- Still waiting for repairs to ceiling in bedroom which affecting the light switch! from water leak upstairs (which was 1 year ago) Also require a new toilet seat as other broken! thank you
- Wish Langstane would help with the black mould in our house
- Many tennants I would assume are struggling with money, myself included, due to the past year of covid-19. It would be sensible to make the lowest increase even just marginally ower to ensure happier tennants. Also, I have not received any benefits from the service it's mainly been negative therefore not worth higher increase for services provided.
- This is a joke!! Nearly a 1/4 on management costs (Who will choose 1.7%) Think Langstane need to be informing tenants about management pay, expenses costs etc! Of course tennants will check 1.2%!! We have no other choice apart from higher increase yet again
- The garden service is crap all they do cut the grass they never weed ground where the brush never really cut back in winter mths I think the people who asked to have a little garden we shouldn't pay for that service or half it! TV eril needs upto dating with eril as each every block can't always get all the channel on our TV's satations? Need sectiery on front doors as to many breacking have been happed around here due to drugers get into proterg and steeling personal items PTO we need seteaint to stop drug dealing around here the asked me can I see car number which I can't due to brush need to be cut right down!! Due to summer mths is there any way we can have setting area to sit on as we only got the grass but it not fair when dogs p\*\*\* and s\*\*\* on grass!! If drugs want to get into your protucts they will do any to get in your protuets I have never had my fair share someone has change my intected doors damged proatey and still trying to get me to get me out here!! Have you got any balowes availble with 24-7 carer. I have seen few I will need walking shower I have seen some on website, I know be sad to leave proteruy but with all bullys towards I can't take any more!! And just let you know they have been spying on which has made me feel uncomfed about all!! . **Note** - amended to remove offensive language
- PTO As I know rent increases are needed due to the rise in cost of living. But last time heating eng came to service heating, I reported to him my radiators are only warm even though fully open I was advised by him it was build up of sludgy in radiators due to age would require a power flush and even though he put on notes advised it was unlikely to happen due to cost on your behalf as result heating needs to be on all day to try to keep flat warm and on some occasions additional heat is required as on very cold nites heating is almost useless can I take it with this rent increase things like this will be done so tenants can decent working heating I look forward to reply.
- No just continue to do the excellent jobs you are all doing and continue to keep us all safe during the winter months and also the covid-19 situation. If I win a £50 voucher my choice of shop would be HMV
- n/a
- Nice presentation document with enough information contained within. If circumstances were better and the future clearer in respect to the covid-19 then I would have voted for the 1.7% increase, but as it is not then I can only vote for 1.2%
- I would not object to the increase if you had upheld the promise of a new kitchen when I first moved in. Cupboards repaired beyond belief, 3 years later nothing!
- I think everyone has had a hard year so I vote for the lower percentage
- I do hope I get a kitchen + radiator upgrade as I've only got one radiator to heat my 1 bedroom flat & a boiler replacement as mine leaks and thermostat doesn't work. It has been reported to no avail 9/1/21
- I SELECT NONE!! DUE TO COVID-19, THERE'S A PANDEMIC ON, PEOPLE ARE

LOSING THEIR JOBS! SO AT THIS PRESENT TIME I DON'T THINK IT SUITABLE FOR 2021/2022

- Just wondering if we were getting new kitchen cos got surveyed back in January 2019? Got no reply back telling us what is happening
- That very good
- It would be good to get upgrade in kitchen which was mentioned 3 years ago.
- No its no comments just you do what you need to do to get better future ti your company and as its tenens you take care about as its many thanks
- As a single mother trying to make end meet. I am not in a position that I can pay more than I need to
- Never mind rent rise till you sort out our two main problems. Her at no 12 and him at no 9. More and more coming round to car park.
- HAPPY NEW YEAR!!! 2021.....
- It is already expensive for me
- Under 'focus for spend during this next year' I was surprised to see 'fuel switches (electric to gas heating) for 2 schemes' and I would prefer to see a switch from gas because of emissions (climate change). Are boiler repalcements, gas boilers replaced like for like or different?
- I greatly appreciate the upgrading - putting in a new heating system last year. It's very good. Cromarty Court is due for bathroom replacements & I would be very grateful if it can happen this year.
- Sorry if you wish it higher but we're already having to absorb the extra increase being longterm tenants (30 years +) Thank you for the choice
- I agree to 1.7% if I will get kitchen upgrade and bathroom needs done
- to whom it may concern: Since having lockdowns, although bad 4 people, great for wildlife, I was wondering as all around my house is grass, would it be possible to plant flowers for the bees? Maybe even set up a hive, for scholl childrent to educate them and donate the honey to schools or charity and sell some to help pay for start up costs. Also I was reading that hedgehogs are struggling, so maybe we could plant some hedges as a habitat for them, as they say if you build it they will come, also I'm sure alot of residents would be keen to volunteer and help, me especially, thank you kindly for reading this. Stay safe I think 1.2% should be prefered after the last year we have had. People need a positive outlook at the moment and money is tight
- Always increase rents and tells us of all the great things you do with that money - yet our windows can't get sorted (2 windows let rain water and/or wind through). Emailed a person multiple times - i never heard back. Other than that person we don't know who to contact.
- Because I'm 69 years old and only have my pension
- N/a
- Pandemic for 1 year ongoing no one has money
- I have no complaints about the rent increase from 1st April 2021
- I am very lucky to live in this lovely house. My family has lived in for generations, alot were fishermen. It is a freindly place with lots of different age groups. Best wishes to the Langstane family.
- Every year the rent goes up. I do not understand why!?? it all seems a faff for a 1.7% increase! If rent goes up why not do it every 2-3 years at 5% and in the 3 years invest in your proports so tennants can see that you are doing so. Thank you
- I feel under this situation of the pandemic that there should be no increase at all, we haven't had any repairs to our homes nor outside our homes, still waiting on street lightnto be fixed, so I feel it's a bit of a cheek to put up rents at all
- Rent should only increase with inflation
- N/a
- I stay at Rent increases should only be for certain Tennant's. I stay in. I have to put up with residents letting there dogs on the grass out side my window,not picking up dog dirt. I get the smell of weed coming through my air vents and making my flat smell. No Respect from up stairs neighbour. Continuing thumping across my ceiling make the light on my ceiling shake, pictures on my wall vibrating and non stop slamming of doors.
- Would there be any boiler and shower upgrades on the back of the rent increase?
- I would OPT for 1.2% obvously because it will have less impact. However, I do understand if you opt for 1.7% because of business costs etc. At this time of covid and people furloughed, losing jobs etc. Any help we can get, takes some of the worry away. Personally I am now retired so have less income.
- I don't think the rent should be going up at all during a worldwide pandemic, so many people have had their hours reduced or not been working at all, therefore any increase is going to add even more stress & worry onto an already challenging time. I'm on a 30hrs per week contract so any increase, especially on year my wages are not going up is a huge worry

- When Langstane Housing majority improve their customer service in every department I would agree to an increase in rent.
- Absolute joke rents 2 high as it is fir house that needs new kitchens bathrooms & maintenance jobs
- I've gone for option B as fortunately I remain in stable employment; I recognise that not all tenants are in my situation, and may wish for as little an increase as possible, if any.
- New Tennant so no comments yet
- You have increased rent every year without fail while my income has fallen. It is particularly hard at the moment with Covid and the future is uncertain.
- I've gone for the lowest option. Currently on Furlough (again) but having to pay full rent and other bills
- I think it would be good if you had enough to bring our homes better up to date
- I think that any improvements in 2021 should be kept to essential ones only. Many of us have, and will continue to have, only 80% of our usual income whilst lockdown continues.
- I'm happy enough to pay the higher increase, as this will help with maintenance. I am very pleased with the new balcony that was upgraded last year, so don't mind a bit extra to help with planned maintenance etc.
- I have been awaiting fence repair almost since I requested this despite speaking to repair department 2020 2019
- Would like to see improvements to current properties
- There should not be any rent increases this year due to the current situation with Covid as I am sure some people may already be in arrears have have to catch up with rent payments when things begin to improve,
- Hard times we are going through how are most supposed to afford more rent increases
- Wages need to go up along with rent increases
- N/a
- If you increase the rents please attend to pest incidents and the tenant responsible more swiftly and also don't make a tenant suffer like I did ever again
- I'm sure those who have their rent paid via benefits won't care but us who work and aren't getting a pay rise do care, our rent is already pretty expensive, we also have been waiting months and months for repairs to kitchen cupboards, yes there has been covid but workmen can still carry out repairs surely, especially when one cupboard door is actually off. So I do not think a rent increase is justified!
- I have been trying to get in contact regarding repairs in my property an can't get through to the office I have really had mold in my bathroom and my toilet keeps leaking also the heating in this property is unsuitable for living conditions especially when my son has asthma and doesn't even want to shower due to the mold
- No
- Everyone is struggling to afford rent during this pandemic and when we can't work because of lockdown. Increasing it to the highest amount is just stupid in my eyes especially when not everyone will benefit from it like new bathroom, kitchen etc.
- Think it is a bit harsh raising rent at the moment considering a lot of tenants are losing money due to covid crisis
- None
- understand it's an incredibly difficult time for a lot of families but it's better to keep on top of maintenance rather than have a sharp increase in the future. A steady rise is easier to adjust to.
- No works or upgrade's have been done to the flats i stay in, the kitchens and bathrooms are badly needing upgrading, would have no problem with an increase of these were to get done
- Windows have condensation and have mould forming, they need replaced as you can hear a conversations outside and it is like there is no glass in the frames as you can hear everything.
- I wouldn't mind the rent increase AGAIN if improvements were carried out at the properties. Kitchens and bathrooms that's 20 yrs old is ridiculous
- I don't think their should be a rent increase! I'm barely affording my flat as it is. It's went up nearly £100 since I first moved in. Also the place is a shambles. I've had items stolen, neighbours flooding me 3 times. Noise neighbours, drug deals going on. Rent increase is not what should be happening
- We are in middle of pandemic and it is absolutely shocking you plan to increase the rent!!! Times are hard and you are making it more harder!!! People's mood and mental health is also at an all time low and you want to increase the rent!! Seriously!!! It's a total joke!!!
- Having been on Furlough wages and redundant this last year any increase in financial outgoing is not the most welcome this time.
- None
- I think that its an absolute joke that you are proposing yet another increase in rent-we are

already paying for services we do not receive ie grounds maintenance (£14 per month,almost £170 per year for an inexistant service!!)..in 10 years myself nor any of my neighbours have never once seen anyone out doing this so you work it out-a lot of money for nothing! Other charges such as a tv ariel(when no one watches terrestrial tv anymore) are also questionable. In 10 years no upgrades-kitchen,bathroom,nothing but so quick to raise the rent. If you wish to increase your profit margins, try paying your employees less rather than charging your tenants for services they do not receive.

- It doesn't matter how many surveys or opinions the rent still goes up every year,I want to know how you can charge services for a cleaner for communal stairs etc which are always filthy? And question 2 why are tenants getting charged for a security door which is not secure always open 24/7but yet you still charge that is not right,charging for a service which is never provided and this has been happening for years.im also concerned about the security of the letter boxes,why can there not be letter boxes in the doors of the flats rather than out with the properties,for any one to remove mail regardless of the flimsy locks.
- I'm extremely disappointed with the service I have received from Langstane since becoming a tenant in 2020. The property I was allocated was in poor condition and the repairs have been a battle to ask for. I still don't have the repairs required and due to another lockdown I'll be waiting yet longer and I feel a rent increase is wholly unjustified given the poor service and stress I have had trying to get my property in an acceptable state of repair as a tenant.
- Previous consultations for proposed insulation on two occasions over the years but this has not been provided to date. Current climate we are living in is not conducive to any rent increase
- Coronavirus economic impact
- No
- What a joke! No increase, which you did not have this option because if the following and especially due to covid, furlough wages lowered and risk of losing job. Rats Dead rats Anti social behaviour Junkies galore /dealers No safety main front door Hallways always messy with drug/alcohol paraphernalia Human fecies Can't get things in flat fixed (told due to covid, which is fair) Oh and my step daughter has to sleep on a fold down bed in the living room and has to be escorted from/ in to the building when visiting/going in to the town with friends due to the junkies
- I don't mind the rent increase but I have been waiting a very long time to get my shower fixed. At the moment I do not have a shower and the tile work that was done by prior tenants is of poor quality. This is why my shower needed fixing in the first place.
- I don't think there should be an increase at all this year. The Association must have saved money by having staff working from home and ceasing to carry out all but the most urgent repairs.
- I know that 0.5% of a difference between the two price increases doesn't sound a lot but after the last year it could be for some.
- Very poor decision. Regarding the fact you don't provide outdoor lighting around the back. It's unsafe due to some of the people who live here. Also I have fallen several times. Poor insulation inbetween/up and down. A lot of noise which causes me distress. Repairs don't get done so I have personally had to get a joiner and pay for work.
- My rent has went up by £100 in the last 6 years I think it's disgusting to be Honest!!!
- Rent is rediculously high already, property's falling to pieces, heating not working correct, faulty wiring with light switches which are fire hazards, mould in bathroom, over crowded 6 people to a 2 and half bed house
- No comment
- While you mention that you have checked with other organisations about their increases and use this as a comparison for your own yearly increase you consistently fail to compare your current charges against private rates in the local area. You also mention your rates are for regular maintenance - it would be useful to publish to tenants what that regular maintenance is and the schedules you adhere to for this as I don't believe this is clear or available and considering you use it as an excuse to put up the rent every year I believe your tenants deserve more transparency around this area, specific to their scheme.
- Normally I would consider the extra 0.5% as the better option as it would mean services can be improved, new options considered and monies available for tenant projects. However, with the Covid virus causing such devastation, on this occasion I think the lower rent increase is necessary to help those who may have lost their jobs or are on reduced income.
- I think it's nothing short of an absolute DISGRACE, that the rent is due to go up again. The properties are dropping to bits, we've been promised a new kitchen since I moved in. The rent has gone up twice in the past 12 months and due to go up again. My rent is now higher than my sisters mortgage for a similar property! Total daylight robbery, it would be understandable if the properties were getting improved and upgraded but they're not. My bathroom sounds like a grenade is going off when I turn the taps on, the kitchens are disgusting - when we're the tiles and cupboards ever in fashion? I'm genuinely stunned

another price increase is on the cards!! This is meant to be AFFORDABLE housing, it's no longer affordable for most working people!

- N/A
- I think the lower increase would be best in the current circumstances
- Would not be good for an increase in rent, as people struggle as it is.
- During these extremely tough times can an increase not be put on hold this year ?
- None
- Without regular rent increase we would not continue to have available the good upkeep or practises that are afforded to us through Langstane Housing.
- I have no issue with a 1.7% increase as long the likes of kitchens and other things are updated
- Rents are quite good for those who can afford them. However, who has to pay the rent for those who are not working, are basically, not interested in working, who pays the deficit on their non payment of rents? If the rent is increased by too much, it will only increase this deficit, that someone will have to pay for.
- I think this is the best rent increase
- I've selected the lowest 1.2% option but I actually feel there shouldn't be any increase this year given the pandemic and economic difficulties everyone is facing. Add to this the fact there is very little change of a pay rise for people, there rent should remain the same.
- Why can't there be a rent freeze? These are uncertain times, where lots of people are struggling with financial problems due to the pandemic. It would be a decent thing to do to freeze the rent.
- Increase is to much, went up a fair bit over last 4 years
- I think it isn't the best choice unless there's a reasonable thought around it
- In my opinion, increasing the rent in the current situation will be a very disadvantageous situation for everyone. The rent is getting bigger every year, and this year is hard enough for everyone in terms of financial and mental situation.
- It's necessary to keep housing stock in good repair and for investment
- No comment
- None
- I am satisfied
- Its been constantly rising since i moved in(2016) is there any good reason for this?
- Rent should not increase for 3rd year in row especially when many people lost jobs and covid but moreso because you are a complete and utter s\*\*\*show of a landlord who doesn't get things fixed despite being reported for months on end. This has happened to many other people and goes to show why so many bad reviews online. **Note** - amended to remove offensive language
- After the year we have had and being on furlough it's been difficult to make ends meet.
- I feel the rent for a 1 bed is high enough, nearly 400 per month is a struggle as it is for me on a low wage, factor in c tax, utilities and food and that leaves nothing as it is.
- Upgrade on heating
- I would have thought with covid the increase might have been delayed as people can't afford it at present
- Absolute joke considering our kitchens are long over due to be done. Rent should be decreased
- It's fair enough considering that the amenities that we have
- I would like to try and keep rent costs as low as possible due to us being a sing income Household
- A rent increase in the current climate will be extremely hard for a vast amount of your tenants.
- I would be happy with b because it would give more money that you can put back into maintaining the property
- Money should be put towards heating and bathroom replacements
- I find the rent high currently and not very affordable so have opted for the lower option. The building I live in is becoming increasingly shabby, with no decoration or repairs to communal areas and new tenants who do not respect or take pride in the building they live in. Not enough bins for general waste or for recycling resulting in the communal bin area being a health hazard.
- In the current situation when people barely surviving day by day and the losing job, they don't have money to buy essential shopping what's it's the main reason to increase the rent. Especially Langstane doesn't do any repairs - I'm asking about fixing my neighbor's fan in the kitchen because is so noisy - noise is coming from ground floor to 1st floor. Nothing had to been done all year - and this affecting my health - my epilepsy, my migraine. So my question is- why you want to increase the rent if you didn't do for me as a tenant anything. You are Housing Associating and you providing lower standard flats for this same amount



money like private landlords at this point, because 1 bedroom flat fully furnished you can find in this same price like your 1 bedroom unfurnished. so what is the point applied for the flat with you (I'm losing on that because I'm not person taking benefits). I'm eating every 3 days to save money for rent, because I'm not qualified for benefits. Only what I'm getting from you is increasing rent. It's very disappointing, but I hope you will be very happy in your new cars.

- I think with the pandemic going on, langstane should be taking into consideration the fact that tenants have lost their jobs/been furloughed. Resulting in no or little income. Tenants are now having to pay more gas/electricity as they now need to stay at home. Very little repairs can be carried out so why do we need to pay more...
- Keeping increase to a minimum will help tenants get through these tough times
- I don't think the rent should be increase
- I think there shouldn't be an rent increase due to the current climate. The houses in Milne Road all need new kitchens and bathrooms (all the bathrooms have mould issues) take away the communal service charge especially the garden services - people who are in the houses do not use the grounds at the flats plus who would want to spend time there when it's covered in dog mess front the people from the flats.
- In a year when many of us have been furloughed and are facing redundancies, or have lost jobs a higher increase is unacceptable.
- It's Rent increase after increase! I think the rents ridiculous for the property I stay in! No storage, not allowed to put a bath in and only have a shower which my Eldest son refuses to go in. Wet rooms always mouldy. Not fair on the people who actually work and them that stay here and don't pay a penny
- I do not like it, but I assume it is necessary
- It's completely unacceptable that when private rent has fallen. There is no justification at all.
- why have a increase when a lot of people have lost jobs and an increase is not a good thing just now why not delay this
- My wages don't go up every year so why should my rent....??
- As we are going through a pandemic and many people are losing their jobs i cannot believe you STILL want to increase the rent!
- Don't think the rent should be increased after the year we had. The rent going up would indicate than my flat is becoming better and improving, but it is not. The apartment is the same yet the price is going up.
- I personally would like to increase the rent amount, as I feel my own property requires newer windows, as the current windows are draughty and leaking air terribly, which is making heating costs more expensive than is necessary.
- None
- This is acceptable and understandable
- Do we have a say in how the money is spent? I for one am happy to keep my own area clean if it means a reduction in factoring costs
- I feel the repair service in Peterhead at the moment is shocking, so hopefully If the higher increase is applied it might improve, and also having to wait 30 years for a new bathroom when they are falling to bits is a bit extreme.
- I have been waiting for a water ingress problem that has not been fixed since 2011. Every time the rent goes up it pains me as I am paying rent for a sound & secure living space
- We need a rent decrease in this block.
- Money should be allocated to new windows. Mine are full of mould and one I can't open and have been waiting nearly a year for it to be fixed. The mould is playing havoc with my asthma.
- Last year has been a bad year for everyone
- With the rent increase last year, It was expected a shower would be fitted in my bathroom as all the other tenants in my building have a shower where I only have a bath
- I moved in last June and the rent has increased 3 times.
- There's a pandemic on, wages and income are stagnant/declining/wiped out. Rent increase are entirely inappropriate.
- Seems fair enough
- There is a yearly rent in read and it's becoming less affordable every year ! I have lived in my property 2 years and the rent has gone from £412 to £462 ... nowhere else increases rent so high !!!!
- Stop increasing rent if you keep putting rent up i will not be able to afford it
- I have chosen the 2<sup>nd</sup> option because I feel you care about your property and tenants. The extra can only help.
- No comments
- I only agree to the 1.7% increase if we was to get gas central heating as the house is freezing in the winter, door at the front letting all our heat out. Our kitchen cupboards are dated and

our bathroom could be done with a revamp especially the shower, which always seems to be cold.

- Because of 2x lockdowns there has been no general repairs carried out so there must have been a massive save on spending for the last year, therefore a rent increase of any amount is not really justified. and we are also expected to carry out minor repairs ourselves which is ok but still saving the association money. In our scheme all we had in the past year was guttering cleared out.
- RENT INCREASE??? I've had water coming through my ceiling in bedroom and floor flooded over Christmas again and had to sleep on couch every time there's heavy rain
- I feel that such a difficult financial year a higher increase is just too much to ask – at times this year I have struggled to pay the current rent price.
- I think the board will pick the right one they normally do. The rents for Langstane are Aok.
- I would like to bring forward to the board of management. If it could be possible if you can invest in by installing communal sky dishes. Or is it our Responsibility to install a dish, am thing about People like myself which is on benefits or has a Disability. Am only wanting Freesat but other tenants might want Sky.
- I am happy with the services and the friendliness of the staff when on the phone
- It is a difficult time, and it feels right to limit the increase just now, and until the situation eases.
- Tenant phoned regarding rent increase consultation - He said he was hoping for no rent increase this year due to the current pandemic and people being in placed on furlough, putting strain on the finances.
- Tenant sent email in response to rent consultation (see notes for extra) - No rent increase for (street name) as its no longer affordable rent. The survey you have does not reflect this. Unfortunately Langstane have moved away from the affordable housing and more to mid market rents.
- Another rent increase. Are you c\*\*\*s crazy ? It's overpriced as it is. The house is covered in mould that you fail to come and fix. I won't be paying any more rent at all. I'm actually looking to take you to court. **Note** - amended to remove offensive language
- If my voice counts I WANT TO BE 100% CLEAR AND I THINK IT IS A DISGRACE THE YEAR AFTER YEAR INCREASES. I AM SURE THAT YOU ARE THE MOST EXPENSIVE HOUSING ASSOCIATION. YOU OVERLOOK THEM ALL. ONE BEDROOM FLAT. COMPARED TO THE COUNCIL AND SOME OF THOSE GRAMPAN ETC..... YOU ARE MORE FOR MINE THAN A 2 BED MASSIVE ME BUILD IN NEW MANOR DEVELOPMENT!!!!!!
- Comment from text reminder: No I binned it. I think it's terrible you put the rent up every year but this year is ridiculous the whole country struggling SHAME on Langstane
- Tenant would like to opt for the higher rent increase amount but only if he would get the hole in his wall fixed

## Summary

The majority of tenants voted for a 1.2% increase however there were those who selected 1.7%.

There were many comments left, which included a variety of concerns about affordability, when to expect property and neighbourhood improvements, the rising costs of rent when wages are not rising and many people who are feeling the effects of the pandemic, in terms of reduced hours, furlough or job loss.

Complaints and questions raised by tenants were noted for follow-up by Association staff.

## Outcome of consultation

Board of Management's decision to apply a 1.2% increase was due to the majority view of tenants.