

# Tollcross Housing Association

# Rent Review

## Consultation 2026/27



### *Background*

In January 2026, the Management Committee will consider the proposed budget for the forthcoming financial year 2026/27. The level of rent we need to meet the ongoing costs of managing, maintaining and improving the existing housing stock and allowing us to build new houses in our areas of operation is part of this budget process. As a key part of that we're starting our statutory consultation with tenants on the proposed increase to your rent from 1 April 2026.

In this newsletter we will set out the Association's spending plans for the next year. Our income is used to pay for the costs of running the business, and the rents we set are based on these spending plans. We need to make certain assumptions about costs and inflation, decide where expenditure is required or where it can be held or reduced and then set rents at a level which covers these costs.

Our aim has always been to keep rents as low as possible whilst ensuring we remain financially viable. We are keen to hear your views on our spending plans and on our proposed rent increase. Please read this newsletter carefully and provide your views by Friday 16 January 2026. The Management Committee will take your comments into account before agreeing its proposed budget and rent increase at its meeting on the 26 January 2026.

### *Proposed Rent Increase*

This year's draft budget is based on a proposed rent increase of 6%. Table 1 below sets out what your new weekly rent charge would be based on the number of bedrooms in your property. Please note these figures are based on average rents and could slightly change for property sizes.

Bedrooms	2025/26 our average weekly rent	2026/27 our proposed average weekly rent (with 6% increase)
1	£78.32	£83.02
2	£88.09	£93.38
3	£106.84	£113.25
4+	£118.96	£126.10

## Our Costs

When setting our rent, we consider how much costs have risen during the year. Factors such as, tax increases, salary costs, fuel increase and external cost pressures (outside our control). Trying to get a balance when increasing our rents can be difficult to ensure it has no detrimental impact on the services that we currently deliver to our tenants.

We also need to consider other factors such as costs paid to our contractors, which have increased, to carry our repairs and investment in your homes and to take care of landscape areas within our housing stock. The information below gives you a breakdown of the running costs for 2026/27.

### *Details of proposed expenditure*

<b>Management Expenses</b> £3,500,000	This includes salaries, rates, fuel bills, computers, training and other expenditure required to run the organisation. This budget includes the day-to-day running costs of the Association and is necessary to ensure that we can continue to improve services and maintain a high level of customer satisfaction.
<b>Reactive Maintenance</b> £1,653,247	This is the cost of responding to tenant's day to day repair requests and void costs. This budget reflects the actual demand for day-to-day repairs from tenants and the cost of void works required to bring a property back to the re-let standard once vacated.
<b>Cyclical Maintenance</b> £444,420	This is recurring maintenance that includes gas central heating, servicing and safety checks, electrical works, painting closes, and fire alarm installations, etc. We plan to maintain high levels of service with this budget. This area of expenditure is vital to maintain tenant safety within our properties and that component replacement times can be effectively extended.
<b>Service Costs</b> £400,000	Grounds maintenance, bulk uplift and close cleaning. We plan to maintain high levels of service with this budget to improve and enhance the neighbourhood
<b>Major Repairs</b> £2,827,883	Items that are beyond their useful lives. Some of the priorities for next year include replacement of kitchens, bathrooms, re-wiring, common environmental works, re-roofing works, stonework repairs and stock condition surveys. We are constantly reviewing our priorities for the major repairs programme and would welcome your views.
<b>Insurance &amp; Other Costs</b> £585,000	The Association has limited control over insurance companies pricing policy. This figure also includes the cost of legal action, in the pursuit of debt recovery of rent.

### *How affordable is the proposed rent increase*

If you receive Housing Benefit or Universal Credit, the proposed rent increase will be calculated automatically as a result of your entitlement to these benefits. We appreciate however that tenants' financial circumstances can change. We would therefore encourage any tenant who thinks that the proposed increase could cause financial hardship to contact the Housing Team immediately to discuss their situation. We have lots of advice and support than we can offer you.

We appreciate that things are extremely difficult for many of our tenants and owners.

We will try to offer as much help and advice to you throughout this period. We have developed a wide range of services that may be able to assist you in the current financial climate.

These services are provided through the Advice and Learning Centre, 84 Braidfauld Street, Tollcross or from our Main Office at 868 Tollcross Road. If you need any advice on anything listed below, please call us on any of the numbers provided.

**Welfare Rights Service:** Free assistance with benefit claims and debt advice from our in-house Welfare Rights Officer. You can call us on 0141 763 1317 to make an appointment.

**Energy Advisor:** If you are struggling with energy bills or need help dealing with your utility company our Energy advisor may be able to assist you. Contact us on 0141 763 1317 to make an appointment.

**Tollcross and Shettleston Money Advice Services:** Free assistance on how to maximise your income. This project is based in the Advice Centre and is a partnership with Shettleston Housing Association. If you need benefits checked or someone to check what you're entitled to then call 0141 764 1234 and make an appointment.

**Food Project:** is open to everyone and is operated in conjunction with the Foodbank and Tollcross Community Trust. Please drop-in to our Advice & Learning Centre and staff will be happy to show you what is available.

**The Welcome Space:** If you're finding it hard to keep your house warm all the time, then why not drop into the Warm Space in the Advice Centre. You can spend a few hours in there having a chat, watching TV and there will be tea and coffee available too. While you're there you might want to chat to our energy advice officer who may be able to assist you with any energy related issues.

**Free Wi-Fi at Advice Centre and Main Office:** If you need to get access to the internet, then you can tap into free wi-fi at our Main Office or at the Advice Centre.

**Jobs & Business Glasgow:** This project is based in the Advice Centre and can offer you all sorts of employment advice and help.

**General support and Grant funded projects:** The Association continually applies for various grant on behalf of our tenants to assist them with their day to day living costs. If we are eligible for funding, we will contact tenants that may benefit from this and meet the criteria. The Association will do our best to give our tenants general support for whatever problems they may be facing or ensure you are signposted to other agencies who could help.

**Starter packs for new tenants and existing tenants:** If you're a new or existing tenant, we might be able to offer you a starter pack just to help you with moving into your new home or replace some of the items in your existing home.

**BCD Credit Union:** The Credit Union is based in the Advice and Learning Centre.

# How do our rents compare

Table 2 below shows you a comparison between some other Housing Associations in relation to the average weekly rent for a **3apt (2-bedroom house)** and what the new average weekly charge would be based on each Housing Associations' proposed increase.

Table 2

Housing Association	2025/26 average weekly rent	2026/27 proposed rent increase	2026/27 average weekly rent after increase	Difference
Tollcross	£88.09	6%	£93.38	+£5.29
West of Scotland	£102.59	4.6%	£107.31	+£4.72
Milnbank	£83.11	2%, 3% or 4%	£84.77, £85.60 or £86.43	+£1.66, +£2.49 or +£3.32
Govanhill	£115.99	4.8%	£121.56	+£6.47
Maryhill	£100.91	5.8% or 6.3%	£106.76 or £107.27	+£5.85 or +£6.36
New Gorbals	£106.23	4.8%	£111.33	+£5.10

You will see from table 2 above our rents compare well with other Associations across the city. Even when we apply a 6% rent increase, our rents will still be considerably lower than other Associations.

Please note that the proposed increase of 6% is not final and could change, following the consultation process, and due consideration by the Management Committees.

## Previous Years' Rent Increases

The Association has always tried to keep rents as low as possible for tenants. Even when inflation rates were high, the rent increases were kept well below inflation. We actually plan to raise rents by 1% or 2% above inflation each year, but you can see that we've never actually done that. However, over the last few years we have stressed that as a result of the previous low rent increases some future rent increases would have to be above inflation.

Year	Actual Rent Increase	Actual Inflation (RPI)	Assumption for Business Plan
2021/22	0.0%	1.5%	2.5% (+1)
2022/23	3.6%	4.1%	5.1% (+1)
2023/24	5.0%	11.6%	12.6% (+1)
2024/25	6.5%	9.7%	10.7% (+1)
2025/26	4.3%	4.5%	6.5% (+2)
Proposed Increase 2026/27	6.0%	3.6%	5.6% (+2)

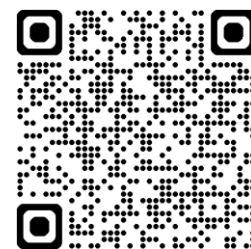




## *Your opinion matters*

We want to know what your thoughts are on our proposed rent increase of 6.0% for 2026/27. You can provide feedback by:

- Using the QR code to complete the feedback form;
- Completing this feedback form below and returning to the office at 868 Tollcross Road, Glasgow, G32 8PF;
- Going online to our website [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk);
- Telephoning our office on 0141 763 1317;
- Calling into the office in person



The consultation period will run from Mid-December until 16 January 2026.

### ***Rent Consultation Feedback Form 2026/27***

Do you agree with the proposed rent increase of 6.0%    Yes ☐    No ☐

Comments:

Name:

Address: