

Consultation Statistics

	2019/20	2018/19
Surveys Issued	937	941
Text Message Sent with Survey Link	873	844
Text Message Reminder of Events	872	n/a

Surveys received:	2019/20	Return Rate %	2018/19	Return Rate %
• Paper copies	32	3.42%	26	2.76%
• Survey Monkey Online	41	4.38%	23	2.44%
Total Surveys Received	73	7.79%	49	5.21%

Attendance at Consultation Events	Location	Number	Session	Count
	Patna Community Centre	1	11am Session	4
	Newmilns CVO Rooms	4	6pm Session	0
	Netherthird Community Centre	6		

Rent Increase Options 2019/20

	Option 1 - 2.0%	%	Option 2 - 2.5%	%	No Opinion	%	Total
Preferred Rent Increase	44	60.27%	23	31.51%	6	8.22%	73
Paying Full Rent	22	50.00%	7	30.43%	3	50.00%	32
Paying Partial Rent	8	18.18%	4	17.39%	0	0.00%	12
Full Housing Benefit	5	11.36%	12	52.17%	0	0.00%	17
Unknown	9	20.45%	0	0.00%	3	50.00%	12

Comments/Quote Received from Survey Forms

Estate	Feedback/Comments
Hurlford	Don't want to impact repairs service or staff salaries.
New Cumnock	Option 3 none. Why no option 3? Rent increase every year!!
Patna	I think its very fair for the rent increase.
Netherthird	Uncertainty from Brexit and Universal Credit effect affordability.
Netherthird	Pleased with good service provided by Shire
Netherthird	To continue with improvements
No name/address	I would rather not have an increase as the rent does not justify the state of the houses.
Patna	To be honest I think it is ridiculous you are not giving tenants an option of less than 2%. It's all about profit.
No name/address	Why is there not an option for no increase every year it's 2% increase now a 3% council tax increase my pay hasn't increased by 5% to cover all the increases if it goes up any more I could afford to buy a house over £100k.
Hurlford	As stated this will allow for any forward planning to be delivered.
New Cumnock	The prices are dear enough.
Newmilns	Costs are going to increase and continue to keep a good standard of service.
Hurlford	To keep up with repairs and service.
Hurlford	To keep the service at a standard and be able to improve.
Craigens	Neither...after not having the house for a year yet (not even 6 months) & being the only person living in it I think it's not fair to increase the rent. I only have the one income and to increase would put strain on me as I have all my other bills to pay. I think you's have to look more into the tenants separately and their financial situation before increasing. And after spending a lot of money on the house to make it liveable I think this is unfair.
Newmilns	It's a very small difference between both options but could make a greater difference overall.

Craigens	I would rather my rent stayed the same price to be honest. When I start working again in February, my wages will cover the rent and not much will be left over for food etc.
No name/address	For people who work and are not in receipt of benefits most have not had a pay rise in 5+ years whereas rent has increased every year.
Hurlford	Of course no one wants to pay a heavy increase in rent but to ensure we get all repairs done and the best service if the only option is the higher rate then so be it.
New Cumnock	Properties need upgrading and costs are up so an extra half percent is a help.
Netherthird	None. With how the government works it soon will take away all help to pay rent and is really hard to pay rent. The government does not understand single parents like me having to actually cut my hours down and not even work what I am qualified for due to Universal Credit saying I should pay all things in full.
Cumnock	Helps to keep good services etc.
Auchinleck	As pensioners we cannot afford big rent increases.
Netherthird	Rent is far too expensive as it is struggle every month to pay it!

Happy with the level of consultation and information provided on the proposed rent increases

	2019/20	% of Returns	2018/19	% of Returns
Yes	57	78.08%	41	83.67%
No	16	21.92%	8	16.33%
Unanswered	0	0.00%	0	0.00%

Comments/Quote Received Regarding Level of Consulation/Information Provided

Estate	Feedback/Comments
No name/address	I'm unsure why all tenants need to have a rent increase as some houses badly need new kitchens, boilers and painted on the outside but never see in done. For example, Hillside View badly need more parking, the outsides of the houses and doors need painted, the kitchens need upgraded as do the bathrooms, the windows are letting in wind and rain, and they all need new boilers. However, we are never to see this happen so I don't think all tenants should see the rent increase impact their living conditions.
Hurlford	Very clearly, thank you.
Patna	No reasoning behind the options and no other offers on the table.

Tenants who would like to get more involved to help shape future services

	2019/20	% of Returns	2018/19	% of Returns
Yes	9	12.33%	17	34.69%
No	57	78.08%	29	59.18%
Unanswered	7	9.59%	3	6.12%