

We're thinking about changing our approach to rent setting and want to take your views into account.

Glen Oaks Housing Association is committed to providing homes at affordable rents. We have appointed consultants North Star Consulting & Research to help us develop a fair and transparent rent system.

We believe that the rent set for each of our homes is affordable, but we want to be sure that our rent charges reflect tenant priorities. **We want to give tenants the opportunity to influence how future rents will be calculated.**

This is not about us making more money for the rental pot. It is about ensuring rents more fairly reflect the property size and type. **Any change to the rent structure will not increase the amount of rent we charge overall, although individual tenants' rents may change.**

We would like tenants to tell us what they think are the most important things to take into account when we agree our rent charges.

You can:

- Complete and return the survey to Glen Oaks Housing Association's office using the prepaid envelope
- or
- Speak to any member of Glen Oaks Housing Association's staff
- or
- Complete the survey online at <https://www.surveymonkey.co.uk/r/GlenOaksRents> (you can also access this link through our website at www.glenoaks.org.uk)
- or
- Call in to the drop-in session which will be held on **Wednesday 16 October 2019** between **3.30pm and 6.00pm** at our office at: **3 Kilmuir Drive, Arden, G46 8BW**

*** Please return this survey and let us know what you think by Tuesday 22 October 2019 ***

North Star staff will be available at the drop-in session for you to raise any questions you have about rent charges. Please come along so that you can have your say on how rents are calculated.

In order to thank you for sharing your views we will enter all those who provide contact details into a **PRIZE DRAW** with the chance of winning £30 of Silverburn Vouchers.

Your details will only be used for the prize draw and your survey responses will be anonymous.

Name:	
Address:	
Telephone:	
Email:	

Tenants views will be taken into account in any new structure. It is a priority for the Association that rent charges reflect what tenants think are important - please let us know what you think.

Please clearly **circle** your preferred answer.

1. Do you agree that rent charged should reflect the number of bedrooms available?

Yes	No
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2. Do you agree that rent charged should vary according to the property type? For example, rent for a detached house should be more than for a tenement flat.

Yes	No
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3. Please rank the following property types, with 1 being the most popular and 7 being the least popular:

- Detached House
- 3 Storey Townhouse
- Semi-Detached / End-Terraced House
- Mid-Terraced House
- Four in a Block
- Main Door Flat
- Tenement Flat

Please number

4. Would you consider a rent system based on property type and size only to be fair?

Yes	No
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5. Do you agree that rent charged should vary according to property elements? For example, tenants who have a private driveway should pay more than those who have a shared driveway or no off-street parking. **If you agree, please tick any of the property elements listed below where you think a rent charge should be applied (you can tick more than one).**

- Private Driveway
- Additional WC, Shower Room or Bathroom
- Private Garden
- Type of Kitchen

Please tick

6. Would you consider a rent system based on property type, property size and property elements to be fair?

Yes	No
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7. Are there any other items which you think there should be an additional charge for? Please state below.