



Ferguslie Park Housing Association

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Your opinions


This short publication is to tell you how we have done in the past year and what we are aiming to do in the coming year.

We recently conducted an independent tenant satisfaction survey and some of the key things you told us that you would like to see as a priority are as follows:

 More investment in kitchens

 Better repairs service

 New Windows and Doors


 Improved Common Services including close cleaning

Before the impact of coronavirus, we had made good efforts in delivering improvement to your homes before lockdown put a pause in these works. We are now back operating and delivering improvement to homes in line with what you asked for. This year we started with:

 176 new kitchens

 32 new bathrooms

 47 new boilers

 32 houses with new windows and structural repairs

As we go forward, we have more plans to invest in houses and are putting in place plans to carry out the following works over the year:

 53 houses with new windows and doors

 78 houses with new kitchens

 32 houses with new bathrooms

These works represent an investment of £1.5m in our homes to ensure that we keep working to deliver on what you want to see. In addition to these works the Association will also be appointing a design team to begin to develop plans on how we look to invest in the environment around your home. This includes things like bin storage; fencing works; garden works; paths; lighting and a number of other items.

We will be looking to get tenants involved in this process and information about how we will involve you will be rolled out in the early part of 2022. These plans will feature in future investment works in your home to again make sure that we are delivering to help make Ferguslie a great place to live.

We are also working on plans to develop new houses on the former Apex Centre at Blackstoun Road. We have been in talks with the Council and Scottish Government about this. Plans are presently being developed by architects and will soon be available for people to provide feedback on.

Your information

You might have seen from other information we've sent out that we have also introduced our new online digital service, **My Home**. **My Home** is our new way of allowing tenants to see all the information about their tenancy through the internet using a computer, tablet, mobile phone or other electronic device.

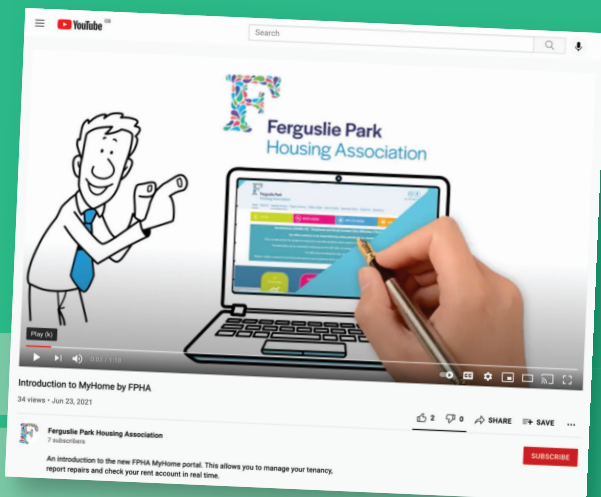
You can register to use **My Home** by going to our website www.fpha.org.uk and clicking on the **My Home** Portal button and registering or logging in. On your Tenant Dashboard there is a section called My Feedback, here you can click on the Rent Consultation Survey and complete the form and it will be sent back to us automatically.

Also please consider switching on the 'Paper-Free' option to receive all communication through **My Home** and help use reduce paper and printing needs.

If you want to know more about **My Home**, please go to our YouTube channel where there are a number of 'How To' videos to help you get started.

Other things that we are working on for the future include the following things:

- Improving how we clean and look after our tenement houses
- Ways that we can look to make your home more energy efficient
- Creating local initiatives that can create employment opportunities
- Providing more support services for tenants



Rent Consultation

The improvement works planned are funded through your rent payments. In the past three years the Association has worked hard to maintain rents as low as possible meaning our rents are good value for money compared against many other housing providers in Scotland.

Our average rent increase over the past three years has been the second lowest against 83 other Housing providers in Scotland that we have information on. In comparison to other Associations in Renfrewshire that we benchmark with our rents are currently lower than the average of our peers and also with the Scottish average.

However, as you will have seen from the news over the past year costs for many things have dramatically increased due to issues such as rising inflation, supply chain problems and the ongoing impact of coronavirus. This has brought challenges to how the Association best manages its resources.

Normally our rents are increased based on the what the rates are in the Consumer Price Index (CPI) in October of each year. The rate in October is then applied in the following new rent year which begins towards the end of March.

Over the past three years we have been able to make sure that our rent increases are lower than the rate of CPI:

Rent Year	CPI at previous October	Rent increase applied
2020/21	0.7%	0%
2019/20	1.5%	1.0%
2018/19	2.4%	2.4%
Total	4.6%	3.4%

For the Association to be able to continue to invest in our houses and services and to meet those things laid out earlier, unfortunately rents will need to increase for the year 21/22, which will start on Monday 14th March 2022.

The rate of CPI for October was 4.2% which means rents may need to increase by a similar amount.

We will be working hard to make sure that value for money in our rent is always achieved and that increases are kept to a minimum however the pressure we face is similar to many Housing Associations across the country.

A decision on the increase will happen in January 2022 but before then we welcome your views as part of our consultation.

Support available

We do know that keeping on top of everything can be stressful. In the past few weeks there has been changes taking place such as:

- Reductions in Universal Credit payments
- Increased gas and electricity costs
- Increased food costs
- The end of Furlough Scheme

Some of the changes might affect your income and be a cause of worry and stress. Please remember our Welfare Rights Team can complete a benefit check to make sure you are getting all the income that you can. If you are also concerned about your rent then please do not hesitate to contact our Housing Team to discuss options to help with this.

Please also remember that if you want to talk to someone else then you can also call Citizens Advice Paisley on **0141 889 2121** or the National Helpline on **0800 028 1456**.

We have also teamed up with Home Energy Scotland who are able to give advice to our tenants if you are struggling with your gas and electricity bills. Please phone **0808 808 2282** to get more advice and assistance on how best to manage your gas and electricity.

Consultation

We are keen to know your thoughts on what we are planning and also to hear your views on your rent. An online survey can be completed at the following link:

<https://www.smartsurvey.co.uk/s/56IAK4/>

Anyone taking part can choose to be entered into a prize draw as a thank you for taking the time to complete the survey. For those not able to access the survey our staff will be telephoning tenants to get more views.



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Housing Association

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