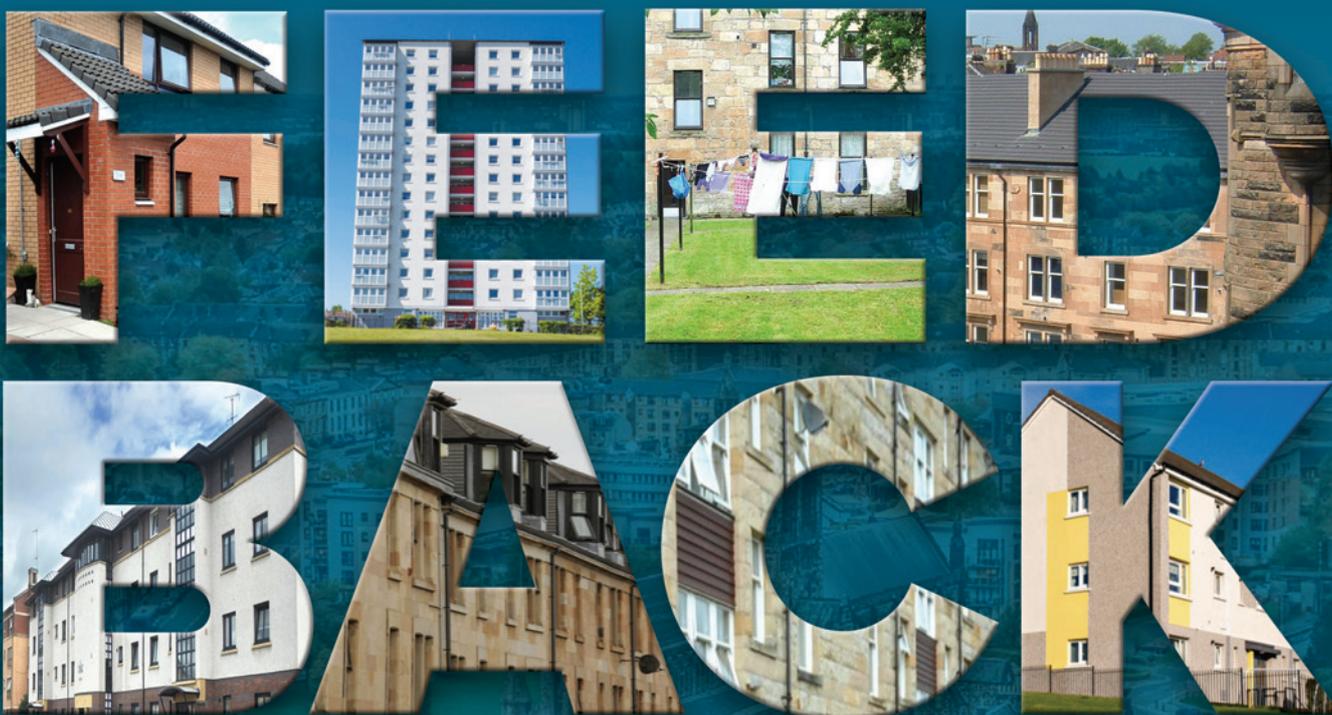




Rent Consultation 2026-2027



*Balancing affordability, quality,
and investment in your home.*

February 2026



Contents

Summary of the Rent Consultation Outcome	1
Our Commitment to our Tenants	2
How our rent compares	3
What Tenants told us - Rent Consultation 2026-2027	4
What Tenants told us - Service Charge Consultation 2026-2027	5
Our Rent Consultation Outcome	6
Our Planned Investment Priorities for 2026-2027	7
Improving our Estates and Landscaping Service	8
Bulk Uplift Service – what Tenants told us	9
Our Advice and Energy Services	10
Connecting our Communities & Customer Involvement	12
Launching our Hub	13

Paisley Housing Association (PHA) is committed to providing equality of access to our services. Please contact us if you would like this report in another language or an alternative format.

Jeśli potrzebujesz tego dokumentu w innym języku lub formie, skontaktuj się z nami.

إذا كنت بحاجة إلى هذه الوثيقة بلغة أو تنسيق آخر، يرجى الاتصال بنا

اگر آپ کو یہ دستاویز کسی اور زبان یا فارمیٹ میں درکار ہے، تو براہ کرم ہم سے رابطہ کریں۔

Summary of the Rent Consultation Outcome

Thank you to everyone who took part in this year's rent consultation. We counted and verified **254 valid responses**. This means **21% of our tenants** took part, compared with **271 responses** last year.

What Tenants told us - Preferred Rent Options

From the 254 valid responses:

- 211 tenants chose the 5.5% increase
- 31 tenants chose the 6% increase
- 12 tenants said they did not support either option

What we heard behind the numbers

Many tenants who selected the **5.5%** option told us they chose it simply because it was the lower of the two increases. A number of these tenants also said they did not agree with a rent increase at all.

The main reasons given were:

- Concerns about affordability and the ongoing cost of living
- Worries about property condition
- Feeling that more investment is needed in homes and communities

Who responded to the Consultation

We want to make sure our consultation reflects the views of tenants from all backgrounds. We can confirm the response rate varies across groups, but overall, the consultation reached a broad mix of tenants. We will continue working to ensure all communities feel able to take part and share their views.

What this shows

- Of the 254 total responses, 121 came from tenants who do not receive Housing Benefit or Universal Credit to help with their rent.
- Within this group, 100 tenants selected the 5.5% option, with many explaining they chose it because it was the lower of the two increases available.
- This group's participation has increased slightly compared with last year, when 111 tenants without benefits responded.

We appreciate the time tenants took to share their views, and this feedback has been carefully considered by our Board as part of their decision making.

Our Commitment to our Tenants

We are committed to providing safe, secure, and well maintained homes, and to delivering services that genuinely support you and your household. Your feedback plays a vital role in shaping what we do, and we will continue to listen, learn, and improve based on what you tell us.

We aim to:

- **Be open and transparent** about how decisions are made, including how rent is set and how your money is invested back into homes and communities.
- **Provide good quality services** that meet your needs, from repairs and maintenance to estate management and support services.
- **Invest in your homes and neighbourhoods**, ensuring they remain safe, comfortable, and well looked after.
- **Support tenants facing financial pressures**, offering advice, guidance, and access to services that can help with budgeting, energy costs, and wider wellbeing.
- **Treat every tenant with fairness, dignity, and respect**, recognising the diverse communities we serve.
- **Make it easy for you to get in touch**, report issues, and receive clear, timely updates.
- **Work in partnership with tenants**, involving you in shaping services and making sure your voice influences our priorities.

Our commitment is to continue improving, to be accountable for the services we deliver, and to ensure that every tenant feels heard, valued, and supported.



How our Rent compares

We regularly review our rent levels alongside other Housing Associations in the FLAIR group to make sure our rents remain fair, competitive, and sustainable. This helps us understand the wider picture across the sector and ensures we continue to offer good value for money.

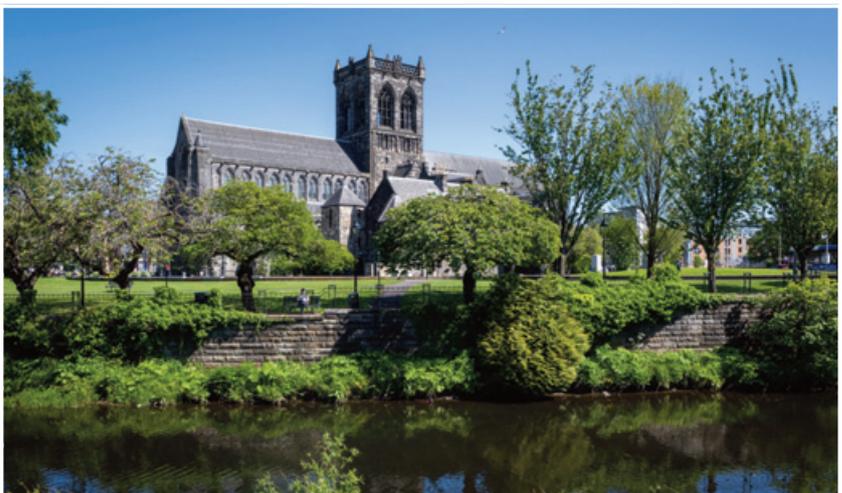
For 2026/27, rent increases across local Housing Associations vary, with some applying lower increases and others applying higher ones. This range shows that different landlords are facing different cost pressures and investment needs.

Despite these differences, demand for our homes remains strong. Our properties continue to let quickly, and our void rent loss remains low, which tells us that tenants value our homes and the services we provide.

We will continue to monitor local rent levels, listen to tenant feedback, and make sure our rents remain competitive while allowing us to maintain and improve homes and services.

Comparison Table – How other local Housing Associations are increasing Rent in 2026/27

Housing Association	Rent Increase
Williamsburgh	8.5%
Renfrewshire Council	7.5%
Linstone	7.5%
Bridgewater	5.8%
Paisley	5.5%
Ferguslie Park	5.0%
Barrhead	4.8%



What Tenants told us – Rent Consultation 2026-2027

Your feedback is incredibly important to us, and it helps shape the decisions we make about rents, services, and future investment. Hearing directly from you ensures that our plans reflect the real experiences and priorities of the people who live in our homes.

Alongside the main consultation responses, 38 tenants contacted us with specific questions about their own circumstances. We appreciate the time taken to raise these queries. These questions covered a range of topics, such as concerns about affordability, close cleaning, and planned works for individual properties. Every tenant who raised a personal query is contacted individually by a member of staff so we can discuss their concerns directly and make sure they receive the support or information they need.

To keep all tenants informed, we have listed some feedback information below. This summarises what we heard, what we are doing in response, and how your feedback continues to influence our decisions.

**211 Tenants
opted for a
5.5% increase**

**31 Tenants
opted for a
6% increase**

**12 Tenants
responded they
did not support
either option**

21% of our tenants responded to our rent consultation. Your voice matters, and we remain committed to listening, responding, and improving the services you rely on.



What Tenants told us – Service Charge Consultation 2026-2027

How Tenants responded

Number in favour of Service Charge	Number not in favour of Service Charge	Number of no Response
118	70	66

What we heard

Among those who were not in favour of the service charges, the main concerns raised were:

- Paying for services they don't use regularly, such as bulk uplift
- The quality of some services, particularly where tenants felt standards could be improved

As part of this year's consultation, we explained that our garden maintenance service charge would remain at 2024 -26 prices while we pilot our Estates Team delivering this service during 2026/27. This approach allows us to review quality, value for money, and tenant satisfaction before making any longer term decisions.

How we are responding

Where tenants raised concerns about the standard of service, we have:

- Opened an Estate Management Case for each issue
- Asked our Housing Management staff to contact tenants directly
- Arranged for staff to inspect the quality of work carried out by our contractors

This ensures every concern is followed up properly and that tenants receive a clear response.

Your Comments – Our Response

"You are comparing rent to private renting which is not a real comparison".

We have included a comparison table in this document and we are the 5th lowest rent increase from 6 local landlords.

"Things are generally expensive and maintenance likewise. The increase is reasonable".

We appreciate this feedback and understand the pressures that rising costs place on households. We continue to face increasing costs in materials, labour, and essential maintenance, and we are committed to keeping rent increases as fair and proportionate as possible.

"The cost of living is getting expensive every day and now rent."

We understand how challenging the rising cost of living continues to be for many households, and we know that any increase in rent can add to that pressure. When setting rents, we carefully balance affordability for tenants with the need to maintain homes, meet safety requirements, and deliver essential services.

"Both increases still keep costs well below private rates, and if the higher option of 6% further supports PHA in providing services to all tenants and protects against steeper cost increases in the future then we support the 0.5% difference".

Thank you for this thoughtful feedback. We appreciate your recognition that our rents remain significantly lower than private sector rates and your understanding of the pressures we face in maintaining homes and delivering essential services.

Our Rent Consultation Outcome 2026-2027

Thank you to everyone who took part in our recent rent consultation. Your feedback is a vital part of our decision-making process, and every response was read, recorded, and discussed in detail.

Following the consultation, our Board met on **16 February 2026** to consider the results and agree the rent level for the year ahead. The Board took tenants' views extremely seriously and spent time reviewing the themes, concerns, and priorities raised through the consultation.

These views were considered alongside a range of other important factors, including:

- the rising costs of repairs, maintenance, and essential services
- the investment needed to keep homes safe, warm, and well-maintained
- long-term financial planning to protect the organisation's stability
- legal and regulatory requirements we must meet

By looking at all of these circumstances together, the Board aimed to strike a careful balance between affordability for tenants and the need to continue delivering high-quality homes and services. After considering all of this information, the Board approved a **5.5% rent increase** for 2026–2027. We will write to all tenants by **26 February 2026** to confirm your new rent and service charge for the year. This ensures everyone has plenty of notice before the new amount becomes payable from **28 March 2026**.

Once again, thank you to every tenant who took the time to share their views. Your feedback directly shapes our decisions and helps us plan responsibly for the year ahead.



Our Planned Investment Priorities for 2026-2027

We remain fully committed to investing in our homes and ensuring they are safe, comfortable, and well maintained for all tenants. Looking ahead to 2026-2027, our focus continues to be on delivering essential improvements, carrying out planned maintenance, and meeting all health and safety requirements to the highest standard.

We will continue to:

- Invest in our properties through planned programmes such as kitchen and bathroom upgrades, heating improvements, and external works
- Carry out regular safety checks including gas servicing, electrical testing, fire safety inspections, and legionella monitoring
- Respond to repairs promptly and ensure work is completed to a high standard
- Prioritise works that protect tenant health and wellbeing, including damp and mould prevention, ventilation improvements, and building fabric repairs
- Plan long term investment so that our homes remain safe, energy efficient, and fit for the future

Your safety is at the heart of everything we do. By continuing to invest in our homes and estates, we aim to provide a high quality living environment and ensure every property meets all legal and regulatory standards.

Below is a snapshot of the investment works we are carrying out across our homes. These programmes reflect our ongoing commitment to maintaining safe, high quality properties and ensuring that all health and safety requirements are fully met. We continue to invest in our homes every year so that tenants can feel confident, comfortable, and secure where they live.

Oliphant Court Lift upgrade



All works complete and included the installation of seats to support infirm residents.

Extractor Fan Installation Programme



Over 120 flats within Foxbar have benefitted from the installation of humidistat extractor fans, improving ventilation and air quality and a further 80 installations are planned to end of March.

Boiler Replacement Programme



90 installations of high efficiency condensing boilers have been carried out to date, improving energy efficiency and a further 98 installs are planned to the end of March 2026.

Environmental Improvements



7 back court improvements have been completed to select properties in Braids Road, Castle Street, Johnstone Street, Stock Street and Neilston Road enhancing environments and access for residents.

Kitchen Replacement Programme



Over 170 installations have been completed this year with a further 60 planned to the end of March 2026.

Oliphant Court Heating Pilots



2 pilot air source heat pump installations have been completed, and 2 additional pilots are in development, to establish the most efficient heating solution for this multi-storey block.

Improving our Estates and Landscaping Service – New Pilot for 2026/27

We're pleased to let you know that our Board has approved a new pilot project to improve the landscaping service across our communities. From 2025/26, Paisley Housing Association will trial bringing this service in house, delivered directly by our own Estates Team rather than an external contractor.

Over the past year, our landscaping contractor faced challenges in delivering the service on time and with the expectations of high delivery we expected. We know how important well maintained outdoor areas are to our tenants, and we believe that moving this work to our Estates Team, who already provide a high quality, reliable service, will lead to real improvements.

Expanding our Estates Team

To support this pilot, we are expanding the team from four to eight members.

- Two new team members have already joined us on a temporary basis through the Invest in Renfrewshire employability scheme.
- We are currently recruiting two more team members to complete the pilot team.

This approach not only helps us improve the service we provide but also creates valuable job opportunities for local people.

Keeping Costs Affordable

We know that affordability matters. By bringing the service in house, we are able to freeze the current service charge for another year, instead of applying the 7% increase proposed by the contractor. If the pilot is successful, we hope to make further savings in the future, helping to keep costs down for tenants and improving the overall service tenants receive.

What this means for you

- A more reliable and responsive landscaping service
- A team that knows our communities and takes pride in their work
- Better value for money
- Support for local employment and skills development

This pilot is an important step in strengthening our Estate Management service and ensuring our outdoor spaces are well cared for. We'll keep tenants updated throughout the year and will share the results of the pilot once it's complete.



Bulk Uplift Service – what Tenants told us

Some tenants shared comments about how the Bulk Uplift service is delivered. This service has been in place for many years because many areas were being affected by dumped items, and not all tenants were reporting their own bulk waste for collection. Unfortunately, this continues to be an issue today.

Without our Bulk Uplift service, we would not be able to manage this problem effectively. The service helps us keep our neighbourhoods clean, safe, and free from unsightly waste.



Why our service offers good value

To help tenants understand the cost, here is what Renfrewshire Council currently charges for bulk uplifts:

General items or bags

- 1–5 items: £42
- 6–10 items: £73.50
- 11–20 items: £126
- Over 20 items: £8.40 per additional item

Upholstered furniture

- £47.25 per item

White goods

- £47.25 per item

Based on these prices, our annual service charge is roughly equal to one council uplift of up to 20 bags per year. However, our service provides several additional benefits:

- **No limit** on the number of uplifts tenants can request each year
- **Faster collection times** – we aim to collect within 7 days (when reported by 12pm on Wednesday), compared with the council's 21 day timescale
- **Proactive checks** – our staff regularly check for unreported bulk waste and arrange uplift at no extra cost

Helping keep costs down – recycle where possible

We encourage tenants to recycle items wherever possible before requesting a bulk uplift. This helps the environment and keeps service costs down. Many items can be reused or passed on through local groups such as **Renfrewshire Helping Those in Need** or **Freecycle**, where items can be given away for free.

For 2026-27, we want to explore a range of new recycling projects to help reduce the amount of bulk waste being produced across our communities. Our aim is to find more innovative, sustainable ways for tenants to reuse, recycle, or repurpose items before they become bulk uplift. By working with local partners, community groups, and recycling organisations, we hope to introduce new options that make it easier for tenants to dispose of items responsibly while helping to keep costs down. These future focused projects will reflect our commitment to cleaner neighbourhoods, environmental responsibility, and providing services that support tenants and the wider community.

Our Advice and Energy Services

Our Advice and Energy Service continues to play an important role in supporting tenants with their financial wellbeing. The team provides personalised guidance on Welfare Benefits, helping tenants understand what they may be entitled to and assisting with applications, appeals, and ongoing claims. This support ensures that tenants are not missing out on vital financial help.

Alongside benefits advice, the service also offers energy and budgeting support, helping tenants manage rising household costs, reduce energy use where possible, and improve long term financial stability. Many tenants have already benefited from this service, with the financial gains achieved making a real difference to household budgets.

By offering practical, confidential, and accessible support, our Advice and Energy Service continues to help tenants feel more secure, informed, and confident in managing their finances.

Below is the difference our Advice Team made for tenants last year!

Advice Team - Performance in 2024/25

Our Advice Team delivered a massive amount of support to our tenants this year, supporting **687 tenants with 1670 separate issues**. This was an increase from 472 tenants with 1217 issues in 2023/24.

A large focus since summer 2024 has been on the final stages of the migration from legacy benefits (like Housing Benefit, Tax Credits, ESA, JSA and Income Support) to Universal Credit. By March 2026 this should be complete, and all **Working Age** tenants will have migrated to the new Universal Credit.

The final group to migrate are tenants receiving ESA, who have needed extra support to transfer which we have been happy to provide.

We have also increased the provision of Energy Advice in the last year by having a dedicated Home Energy Adviser, Susan McKenna, who has provided detailed and in-depth support around matters relating to Energy usage. Susan has helped a lot of our tenants, in particular assisting tenants to complain to their energy provider and the Energy Ombudsman, when providers have not been fulfilling their responsibilities.

The number of cases for each advice area are highlighted below:

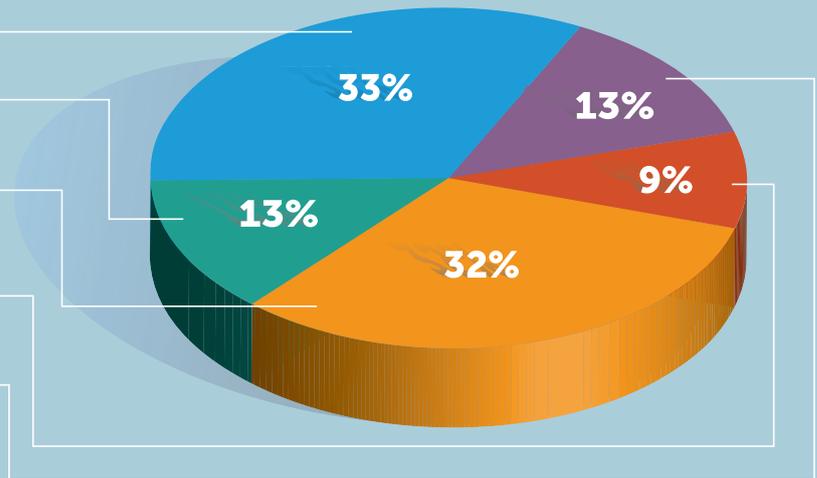
Case Details Matter Category	Number of cases 2024-2025	Number of cases 2023-2024
Welfare Rights	1113	817
Energy Advice	420	229
Money Guidance	137	171
Report Total	1,670	1,217



The breakdown of the type of Welfare Benefits cases are as follows:

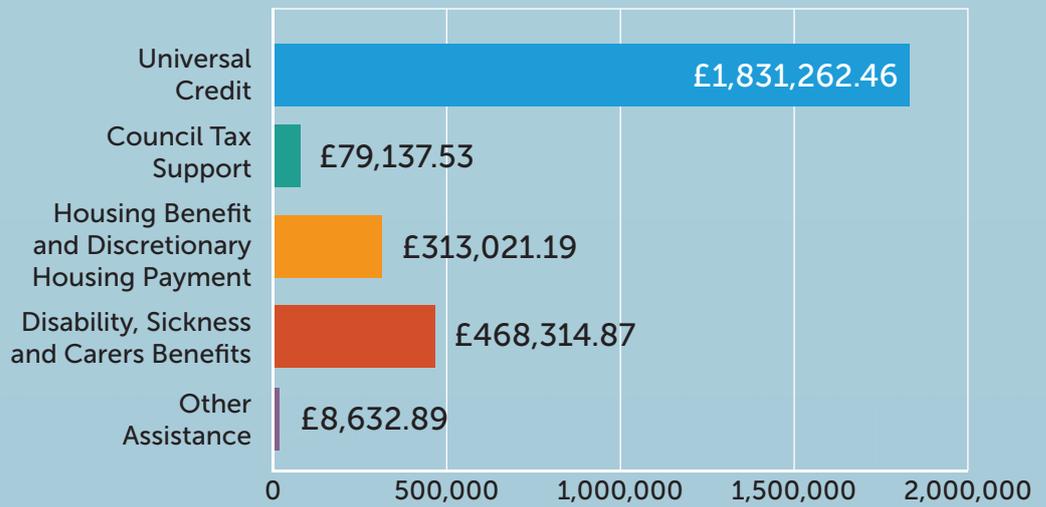
Universal Credit	365 Cases
Council Tax Benefits	150 Cases
Help with Housing Costs	351 Cases
Disability, Sickness and Carers Benefits	106 Cases
Other Benefits	141 Cases

Welfare Benefits Cases by Benefit Type



Through this support the service delivered massive gains for Paisley HA tenants, helping them claim nearly £2.7million in extra benefits, and saving £86,000 on their Energy Bills.

Value of Welfare Benefits Gains by Type



This is an incredible amount of money and has involved a lot of hard work particularly in relation to the new

Universal Credit dealing with 362 enquiries for this, 100 of which involved a new claim or a tenant migrating from existing benefits.

In addition, and thanks to **£90,000** of additional funding, we have been able to offer an expanded advice offering, which has included a partnership supporting the advice service at Williamsburgh Housing Association.

We know how important our Advice and Energy Service is in helping tenants stay financially secure, and we are committed to making sure this support continues. Our Housing Association will keep actively seeking external funding and partnership opportunities so we can maintain and grow this service in the years ahead. By securing additional resources, we can ensure tenants continue to receive high quality welfare benefit advice, energy support, and financial guidance that makes a real difference to household stability and wellbeing.



Connecting our Communities & Customer Involvement

This year, we want to strengthen the ways we connect with our communities and create more opportunities for tenants to be involved in shaping our services. We know that the best ideas come from the people who live in our homes, and we are committed to working more closely with tenants to make sure your voices influence what we do.

We plan to:

- **Increase our presence in neighbourhoods**, with more face to face engagement from staff so tenants can speak to us directly.
- **Create more opportunities for tenants to get involved**, whether through local meetings, estate walkabouts, focus groups, or digital engagement.
- **Work alongside tenants to improve services**, using your feedback to guide decisions on repairs, estate management, and investment priorities.
- **Support community activities and partnerships** that bring people together and help build stronger, more connected neighbourhoods.
- **Make it easier for tenants to share ideas and concerns**, ensuring everyone has a voice, whether they prefer speaking in person, online, or through surveys.

Our aim is simple, to build stronger relationships, listen more closely, and work in partnership with our customers to shape services that truly reflect the needs of our communities.





Launching our Hub

We are excited to be launching Our Hub at Paisley Housing Association, a new space designed to bring tenants, local residents, and partner organisations together.

The Hub will become a focal point for community activity, support, and connection, a place where people can come for advice, take part in events, and get involved in shaping local services.



Our aim is to develop a community programme that offers something for everyone. We plan to work closely with local partner organisations to provide access to services such as wellbeing support, digital inclusion, employability help, financial advice, and community activities. By creating a welcoming and accessible space, we hope to strengthen relationships, build confidence, and support a more connected community.

The Hub represents our commitment to working alongside our customers, listening to what matters to you, and creating opportunities for involvement. We look forward to developing this space with you and ensuring it becomes a valuable resource for tenants and the wider community.



Scottish Housing Regulator

SPSO

Scottish Public Services Ombudsman

DIGITAL PARTICIPATION SIGNATORY



Scottish Housing Connections
Member of Scottish Housing Connections

MAKE A STAND

Our homes, our people, our problem.

We've signed the **Make a Stand** pledge to support people experiencing domestic abuse, have you?

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered Institute of Housing



Paisley
Housing Association

Paisley Housing Association
Assurance House • 2 Lawn Street • Paisley PA1 1HA



admin@paisleyha.org.uk



0141 889 7105



www.paisleyha.org.uk



<https://www.facebook.com/paisleyha/>