

2025/26



RENT CONSULTATION RESULTS



Thank You

We would like to thank all our customers who have taken the time and effort to complete the annual Rent Consultation which is a regulatory requirement for all Housing Associations in Scotland.

As you are aware, BHA is a registered social landlord, and our primary source of income comes from the rent you pay for services. This is true for all our valued BHA customers, irrespective of whether you meet the full charge independently, receive support through Universal Credit, or rely on Housing Benefit.

The funds we collect through rent play an important role in both maintaining and enhancing your homes, as well as ensuring the seamless delivery of our day-to-day services.

We are hard at work to make sure that your rent and other charges remain affordable while delivering value for money.

One of the ways we do this is by making sure we strike a balance between cost and quality when we buy services and hire contractors to carry out work for us.

As at December 2024, **74.9%** of BHA customers feel their rent is value for money.



Views on BHA's Proposed Rent Increase

Of the 467 customers who responded to the survey, 334 customers (71.4%) voted in favour of the proposed 4.5% increased being applied effective from April 2025.



Our commitment

BHA is committed to keeping rents affordable for our customers. Our focus has and will always be to support our customers wherever we can through the cost-of-living crisis. For the year 2023/24, we supported our customers to access a total of **£785,208** welfare benefits.



**BHA thanks all our customers
for their continued support.**

Our five-year business plan has been set against a backdrop of significant financial pressures, and an uncertain economic outlook. We have carefully considered what we can afford to do as a business and what our customers can afford in terms of rent increases – your feedback on priorities are important in shaping where your rent money is spent and how we continue to sustain services.

What's Next?

