



Rent Setting and affordability survey – Landlord survey

As you know tenants in Scotland enjoy the legal right to participate and to be consulted over a variety of topics, including any proposals to change rents. The Regional Networks, supported by The Scottish Government and TPAS Scotland have been researching affordability and rent setting, including rent setting in different countries.

The Networks fully supported by Patrick Harvie, Minister for Zero Carbon Buildings, Active Travel and Tenants rights. ‘

‘This is a very important piece of work which is being led by the Rent Affordability working group of the Regional Networks of Tenants and Residents, who work in partnership with the Scottish Government. The group, supported by TPAS, have been researching rents and affordability within the social rented sector for the past year, including research into how other countries approach rent setting. I would encourage you to take part in this research, both the survey and the follow up focus groups’.

This survey of landlords & tenants is to identify for example:

- ✓ Best practice in setting rents - the process
 - Tenant involvement in the process of agreeing what potential rise tenants are to be consulted on & on the information & methods used to consult
 - Affordability tools used if any
- ✓ Rent consultation exercise
 - Quality of information for tenants
 - Methods used to consult tenants
 - Outcomes of the consultation

The research will be followed by focus groups.

If you are interested in taking part in follow-up focus groups please tick this box
There is concurrent research being carried out with tenants.

The survey is open for **4 weeks from 31st August – 28th September 2022**

The report on the research will be published later this year.
Thank you for agreeing to take part in this survey.

Name of organisation:

Name of the person who has completed this form, position & contact details (email)

.....
.....

How many social rented properties do you currently have(excluding MMR)?

.....

Section 1 – How is rent calculated

Q1. Do you use an affordability tool in your calculations? **Yes/No**

If **Yes**, what affordability tool do you use?

.....

Q2. Do you use CPI or RPI to calculate any rent increase? **Yes/No**

If **Yes**, which one do you use?

.....

Q3. What factors do you use to set the rent?

.....

Q4. Do you use CPI or RPI what month do you use to calculate rent increases?

Yes (please state which one)

.....

No

If **Yes**, What month do you use to calculate rent?

Can you briefly explain why you use this rate?

.....

Its common practice to increase rents by 1% on top of CPI or RPI – do you do this and if so, please explain why?

.....

Q4. Do you consult on % rise options using.

- . Percentage
- . Average monetary value
- . Both
- . Neither
- . Other (please state what)

What options did you give for 22/23?

.....

Q5. Are the services/investments detailed for each option – i.e., does the tenant get information on what additional services or investment are linked to each option? **Yes/No**
If Yes, please give examples.....

.....

Q6. Do you calculate your rents on whole house costs - i.e to include heat, service charges?
Yes/No

If not, what factors do you consider?

Q7. Do you include local amenities or location in your rent calculation? **Yes/No**

Are your rents different for eg rural properties, urban **Yes/No**

If **Yes**, what is the criteria for differentials?

.....

Q8. Are all service charges included in rent? **Yes/No**

If **No**, can you tell us what is itemised?

Please list.....

.....

.....

Q9. Are your rents cheaper on average than local private sector rents?

Yes/No/don't know

Q10. Do you think Scotland's RSLs and Councils should have rent controls/rent cap?

Yes/No

If **Yes**, do you think this should apply to all of Scotland or broken down into local authority areas?

- National
- Locally
- Other – Please explain

.....

Can you tell us why you have answered this way?

Q11. Can you define what affordability means to you as a landlord?

Q12. Housing to 2040 is suggesting an agreed statement and shared understanding of affordability, do you agree with this proposal? **Yes/No**

What should a shared understanding take into account?

Q13. Do you still increase rents if you have high reserves?

Yes/No

If **Yes** why?

Q14. How do you calculate new build rents?

Q15. Would (for example) a new 3-bed semi be different from an older house of the type and same size?

Yes/No.

If **Yes** why?

Section 2 – Tenant Involvement

Q16. What staff are involved in setting?.....

Q17. At what stage of preparing for rent setting are tenants involved? (tick appropriate)

- all year round,
- when preparing for the rent consultation process
- or other (please describe).....

Q18. What form does your tenant involvement take in the actual rent levels which tenants will be consulted on?

- Working group
- Tenant scrutiny panel/Tenant group/Tenant and resident group/Registered tenants organisation
- Focus group
- Meetings/open days
- Survey
- other – please give a short explanation space for answer

Q19. Have you carried out a rent harmonisation programme in the past 5 years? **Yes/No**

If Yes

Were tenants involved in developing the harmonisation proposals before consultation?

Yes/No

If Yes. How were tenants involved?

.....

What methods did you use to consult tenants over the proposals? (please tick all that apply)

- Letter
- Text
- Online e.g., email/website
- Survey
- Drop-in sessions or other face to face meetings
- Phone
- other

What % of tenants responded to your rent harmonisation?%

Did you take the tenants preferred opinions into account? **Yes/No**

If no, please explain

Did your consultation have an upper limit cap on increases and decreases? **Yes/No**

If Yes, what was the cap?

.....

Did you phase in increases/decreases **Yes/No**

If Yes over how many?

Q20. What information do your tenants get and in what formats? (tick all that apply)

- an information booklet check same as tenants, keep same, put in tick boxes
- A letter
- Newsletter
- Meetings
- Survey
- Text
- Other

Please tell us all the methods you used.....

Q21. Other European countries have controls/caps in place for rent setting. Do you think a similar system would work in Scotland? **Yes/No**

If Yes, What do you think this Board could do?

.....

Q22. Have you changed your involvement methods to try to increase tenant involvement/responses? **Yes/No**

If Yes. Please describe what you

did?.....
.....

Was this new approach more successful? **Yes/No**

Section 3 – The consultation process

Q23. How often do you consult tenants on rents? (please tick which applies)

- Every year
- Every 2 years
- Every 3 years
- Other – please state

Q24. Do you ensure you include ALL your tenants, for example options to provide information in different formats, languages? **Yes/No**

Do you offer support for tenants to take part? **Yes/No**

Q25. Landlords often suggest that the majority of tenants views will set the rent. Do you use the majority view of tenants to set rents?

- Always
- Sometimes
- Never
- Don't know

Does it depend on number of respondents? **Yes/No**

Has the governing body ever overturned the tenants majority? **Yes/No**

If **Yes** why?.....

What percentage of times (over the last 5 years) have you used tenants preferred option?
.....%

Q26. What percentage of your tenants responded to the consultation in 22/23?%

Q27. Were tenants able to vote on options **Yes/No**

How was the voting conducted? (tick all that apply)

- Letter
- Text
- Online e.g. email or website
- Survey
- Drop-in sessions or other face to face meetings
- Phone
- Don't know
- Other (please specify)

Q28. Did you offer an incentive for tenants to take part? **Yes/No**

If **Yes**, what did you offer?.....

Q29. Is the information on the rent rise proposals in percentages or actual example figures?

- Percentage
- Figures
- Both
- Other (please specify)

Q30. Do you give information on how rent money is spent in chart forms or other means?

- Charts
- Other methods
- Both
- Neither

Please share with us the information you have sent to tenants in the year 21/22 - send to Leza.lafferty@tpasscotland.org.uk

Please return your survey to:

TPAS SCOTLAND
Erskine House
Room 2, 3rd Floor
1 North Avenue
Clydebank
G81 2DR

Or email it to Leza.lafferty@tpasscotland.org.uk

This survey was conducted on behalf of the Tenants Regional Network Group

The Regional Networks were established to enable tenants and residents to engage and work practically with the Scottish Government on development of national housing policy.

There are 4 Regional Networks which cover the whole of Scotland. Each Network covers a number of local authority areas, and their membership is drawn from representatives of Registered Tenants Organisations (RTOs) and recognised landlord Scrutiny groups.

You can find out more about who we are and what we do on our website at:

<https://www.regionalnetworks.org.uk/>

We also have some vacant spaces on some of our committees at present. If you are interested in becoming a Regional Network member or would like to know more about the Regional Networks, please contact the Tenant Priorities Team at: TPAdminsupport@gov.scot.

THANK YOU FOR COMPLETING THIS SURVEY

Please ensure you have completed your contact details