



## Rent Setting and affordability survey – TENANT 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 the 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’.***

The group wish to undertake a survey of landlords & tenants 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 landlord focus groups.  
There is concurrent research being carried out with tenants.

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

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

**Name & Address:**

**Contact details:**

**Email address:**

**Landlord name:**

**Section 1 – How is your rent calculated**

**Q1.** Do you know if your landlord uses an affordability tool in their calculations?

**Yes/No/Don't Know**

**Q2.** Do you think your rent is affordable?

**Yes/No/Don't Know**

**Q3.** Do you know if your landlords uses CPI rate or RPI\* rate?

**Yes/No/Don't know**

\*CPI is consumer price index and is used to **measure the price levels in an economy**

RPI is retail price index and is does the same as CPI but it takes into **consideration housing costs**

If **Yes**, Does your landlord explain to you what this means?

**Yes/No/Don't Know**

**Q4.** Does your landlord calculate your rents on whole house costs - i.e. includes heating costs, service charges?

**Yes/No/Don't Know**

**Q5.** What service charges are incorporated in your rent and what is itemised?

Incorporated in rent	Itemised

**Or Don't Know** .....

**Q6.** Do you think your landlord should take local amenities or location into your rent calculation?

**Yes/No/Don't know**

Explain why you think that?.....  
.....  
.....

Are your rents different for eg. rural properties, urban.

**Yes/No/Don't know**

Do you agree with this?

**Yes/No/Don't know**

**Q7.** Do you know if your rents are cheaper than local private sector rents?

- My rents are cheaper than a similar property in the private sector
- Some private sector rents are cheaper than my rent for a similar property
- My rent is more expensive for a similar property in the private sector
- Don't know

**Q8.** Do you think Scotland should have rent controls or a rent cap? **Yes/No/Don't know**  
Should this be applied nationally (throughout Scotland) or locally (your area only)?

- Nationally
- Locally
- Don't know

Can you tell us why you have answered this way?.....  
.....  
.....

**Q9.** Can you define what affordability means to you?

.....  
.....

**Q10.** Do you think rents for newbuilds should be calculated differently?

**Yes/No/Don't Know**

Can you explain your answer please .....  
.....

**Section 2 – Tenant Involvement**

**Q11.** Have you ever been involved in the rent setting process with your landlord?

**Yes/No/Don't Know**

**Q12.** At what stage of preparing for rent setting were you involved?

- all year round,
- when preparing for the rent consultation process
- not involved at all
- or other (please describe)

.....

**Q13.** How did you receive information on the rent proposals? (Tick all that apply)

- a working group
  - Tenant scrutiny panel/tenant group/tenant and resident group
  - Focus groups/meetings/open days
  - Survey
  - Other
- .....

**Q14. How were you involved with the rent setting? (Tick all that apply)**

- Working group
- Tenant scrutiny panel/tenant group/Tenant and resident group/Registered tenants organisation
- Focus group
- Meetings/open days
- Survey
- other – please explain what

- .....
- .....
- .....

**Q15. Do you think your landlord could use different methods to involve tenants in rent setting? **Yes/No/Don't know****

If so, what?.....  
 .....

**Q16. Other European countries involve national boards in rent setting. Do you think a similar system would work in Scotland? **Yes/No/Don't Know****

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

.....  
 .....

**Section 3 – The consultation process**

**Q17. How often are you consulted on rents? (please tick)**

- Every year
- Every 2 years
- Every 3 years
- Other – please state .....
- Don't know

**Q18.** Does your landlord consult in a way you can understand? **Yes/No/Don't Know**

**Q19.** Does your landlord offer information in various formats, languages etc? **Yes/No/Don't Know**

**Q20.** Thinking about your rent consultation, were you given a choice of increase? **Yes/No/Don't Know**

**Q21.** Do you, the tenant, receive information on what additional services or investment are linked to each option?  
For example, 2.5% increase would get you a new kitchen, 1% services would stay the same. **Yes/No/Don't know**

**Q22.** Do you feel your views are taken into account?

- Always
- Sometimes
- Never
- Don't know

Has your landlord ever overturned the tenant's majority views? **Yes/No/Don't know**  
If **Yes**, has it been explained to you why they did this?

.....

**Q23.** Have you ever **not** voted in the rent consultation **Yes/No**  
If **Yes** why did you chose not to vote?

.....  
.....

**Q24.** How was the voting conducted? **(Tick all that apply)**

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

.....

**Q26.** Were you offered an incentive to take part? **Yes/No/Don't know**

If Yes,  
what was it?.....

Please tick the box if you wish to take part in a focus group which will look at all aspects of this survey, rent and affordability in detail.

Please return your survey to:

TPAS SCOTLAND  
Erskine House  
Room 2, 3<sup>rd</sup> Floor  
1 North Avenue  
Clydebank  
G81 2DR or email [Leza.lafferty@tpasscotland.org.uk](mailto: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](mailto:TPAdminsupport@gov.scot).

**THANK YOU FOR COMPLETING THIS SURVEY**

**Please ensure you have completed your contact details**