



S O U T H S I D E
housing association

Rent Increase Consultation and Information for 2026/2027

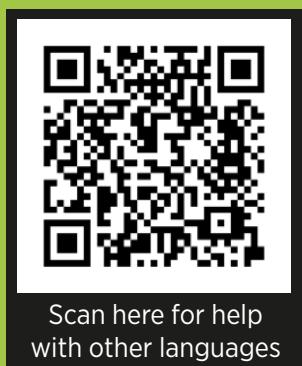


Each year we need to talk to you about the rent we are considering charging for the coming year and how we plan to continue to provide services for you and improvements to your home.

For the last few years we have all experienced difficult times in terms of the cost of living. As well as adding pressure to households this has also added pressure to Southside Housing Association and other social landlords across the country.

Continued rising costs and our commitment to providing high quality services and homes means that we need to increase the rent we charge you from 1st April 2026.

We know that rent increases are unpopular – any cost increase is, and so any proposed increase is considered carefully and your feedback helps us to do this.



We consider a number of factors when reviewing rent levels, including:

- The on-going effects of the cost of living, both on us as an organisation and on you as the tenant.** As costs increase for essential services, such as – insurance, materials, labour etc, then we need to spend more, and therefore need to increase our income.
- The affordability of any increase on you.** We always test the affordability of any proposed increase by running the figures through an affordability calculator, which takes into account things like the minimum wage and the number of people living in a property.
- The impact any increase will have on our existing services, and future improvements and investment in your homes.**

Our business plan requires that we increase the rent by **5.8%** if we are to meet this in the year 2026/2027.

How much did rents increase in previous years?

	SHA	Scottish Average	September CPI	Detail
2021/22	1%	1.2%	0.5% (As at 09/2020)	Below Scottish Average, CPI + 0.5%
2022/23	3.25%	3%	3.1% (As at 09/2021)	Below Scottish Average, below CPI increase (2.75%), however further 0.5% increase applied for introduction of Bulk Uplift service
2023/24	6%	5.1%	10.1% (As at 09/2022)	Above Scottish Average, but substantially below CPI. Increase reflects spiralling cost pressures post Pandemic and appreciation of cost-of-living crisis.
2024/25	6.2%	6%	6.7% (As at 09/2023)	Above Scottish Average, below CPI increase
2025/26	4.2%	4.7%	1.7% (as at 09/2024)	Below Scottish Average, above CPI + 2.5% to reflect recovery from previous below CPI increases.

In recent years we have been managing the economic uncertainty and trying to minimise the impact on tenants. In 23/24 and 24/25 our rent increase was similar to the Scottish average but significantly below inflation* resulting in a shortfall of 4.6%. Last year and this year, we are trying to recover the shortfall to allow us to meet our business plan and investment commitments.

Ultimately our rent increases are based on what is required as a business to keep providing our core services while at the same time ensuring that we invest and maintain our properties to ensure they are improved and meet safety and compliance standards. Every other year brings another set of regulations or standards that we must comply with, and that comes with a cost. We do try however to keep any increases aligned with inflation and over the years we have managed increases below, and above, depending on what is required.

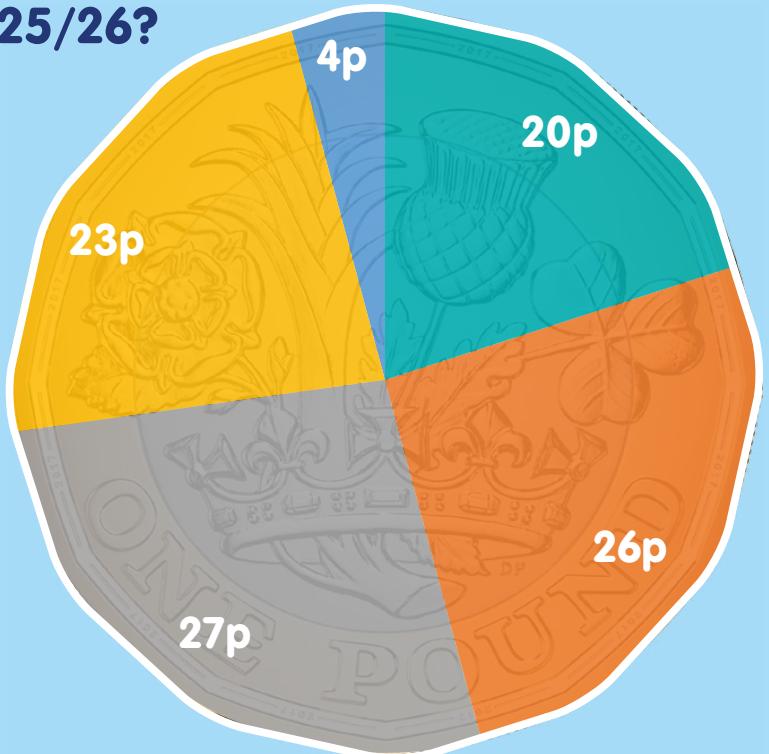
In 2025 we have continued to make real efficiencies and savings with the services we provide. We concluded our Mobile Facilities review which has resulted in fewer staff being employed directly by Southside and improved procurement practices to ensure value for money. We are also letting properties quicker, helping tenants manage their rent accounts better resulting in less rent arrears, and have implemented a new IT system which is more effective and far more efficient than the previous systems and also has resulted in cost savings. We take every opportunity to bring in grant funding or contractor benefits to improve our neighbourhoods and services at minimal or no cost to the Association, or tenants.

Rental income is our main source of income, and we do not take it for granted. We also do not increase it by any more than we need to as we do understand the impact on households who we work hard to help throughout the year.

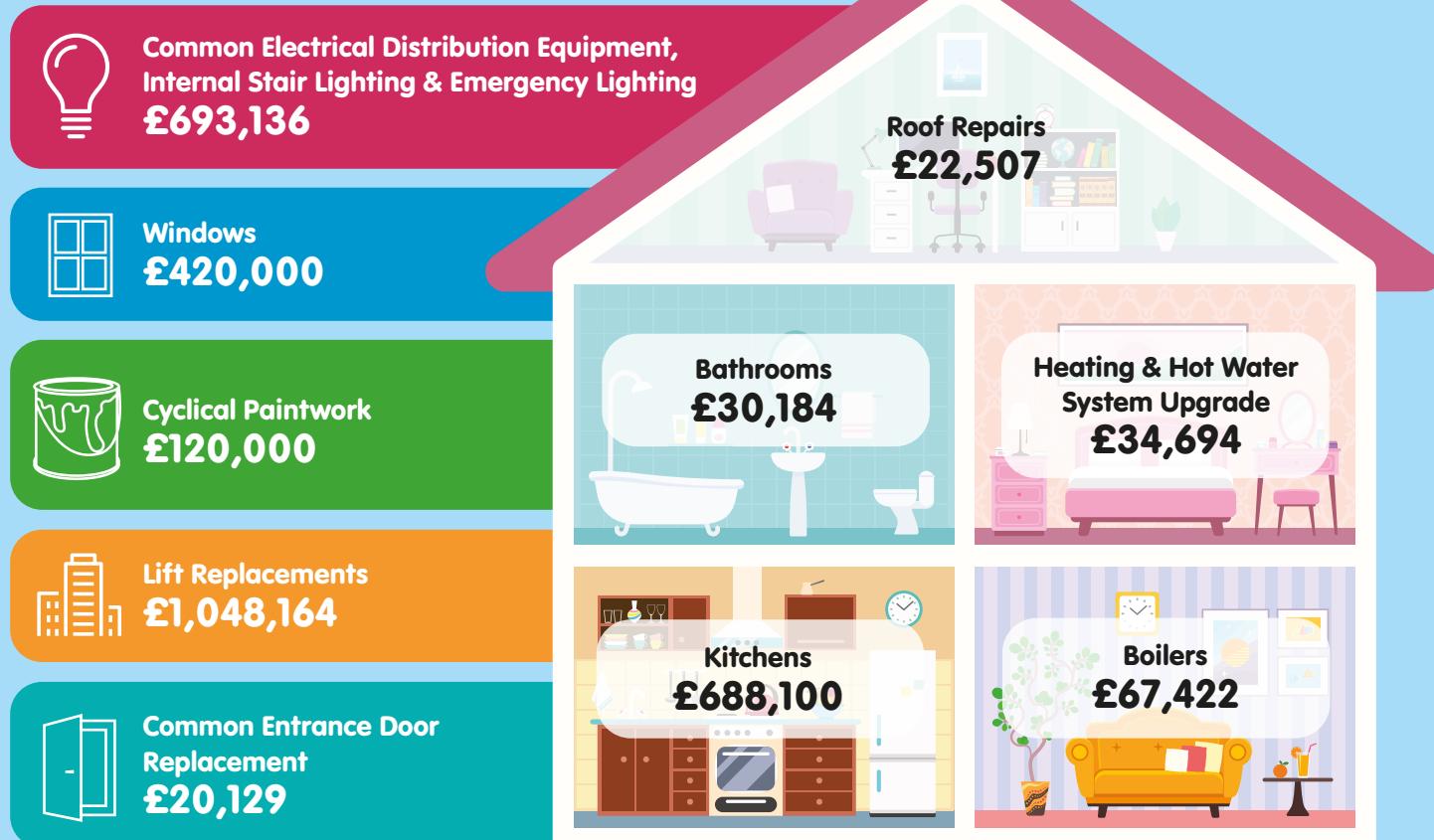
*based on the previous years' September CPI

Where did the rent go in 2025/26?

Development & Regeneration	£0.20
Operating costs & overheads	£0.26
Repairs	£0.27
Investment in stock (boiler, kitchen, heating & lift replacements/upgrades)	£0.23
Interest payable	£0.04



We carried out the following:



We have also invested in you and the community in other ways

Our Advice Team provides an accessible, high quality benefit advice and debt management service to all SHA tenants and others throughout the area. The team support tenancy sustainment and the introduction of Energy Advisers has proven very successful, providing education and advice on how to lower costs, get the best value from heating systems, selecting the most appropriate tariff and accessing grants and vouchers.

Money Advice

Support to 1449 households

= £5,425,112

Support to write off debt

= £59,602



We have completed 788 visits to Glasgow Recycling Depots on behalf of SHA customers.



Help to new tenants



44
Starter packs



61
Paint packs



21
carpet vouchers

Energy Advice



Support to 927 households
= £160,000

146 successful applications to the Scottish Welfare Fund = £46,653 for furniture, carpets & white goods.

Community Initiatives

We extended the support available to reach more of our tenants and the wider community:

Thanks to our collaboration with the Dolly Parton Imagination Library, 593 books were sent to children of tenants in the last year.



We supported the Cardonald Larder who celebrate three years of service in March 2026, providing household goods, fresh and frozen produce, pet food and toiletries to local residents at significantly reduced prices.



Over 90 Breakfast Morning sessions across Berryknowes Avenue, Queensland Gardens & Herriet Court.



Three food & activity programmes were provided during the school holidays with funding from Glasgow City Council in both Pollokshields and Cardonald. These programmes supported 1,260 children and their families to come together with their community over a healthy, nutritious meal and fun activities. The programme also enabled us to distribute free toothpaste and toothbrushes to encourage good oral health.



We worked with partners to provide employment advice, after school activities for children and a range of free activities in the community - such as easy exercise and yoga classes.



Community Hubs in Cardonald, Halfway & Pollokshields provide a safe and friendly environment with planned activities designed to tackle social isolation, loneliness and encourage community integration.



We have supported 10 Community Initiative Volunteers through training courses such as REHIS Food Hygiene and Compassionate Communication Training.

We have provided £10,000 of donations to our communities from our Community Chest Fund, supporting local organisations to deliver services and provide activities.

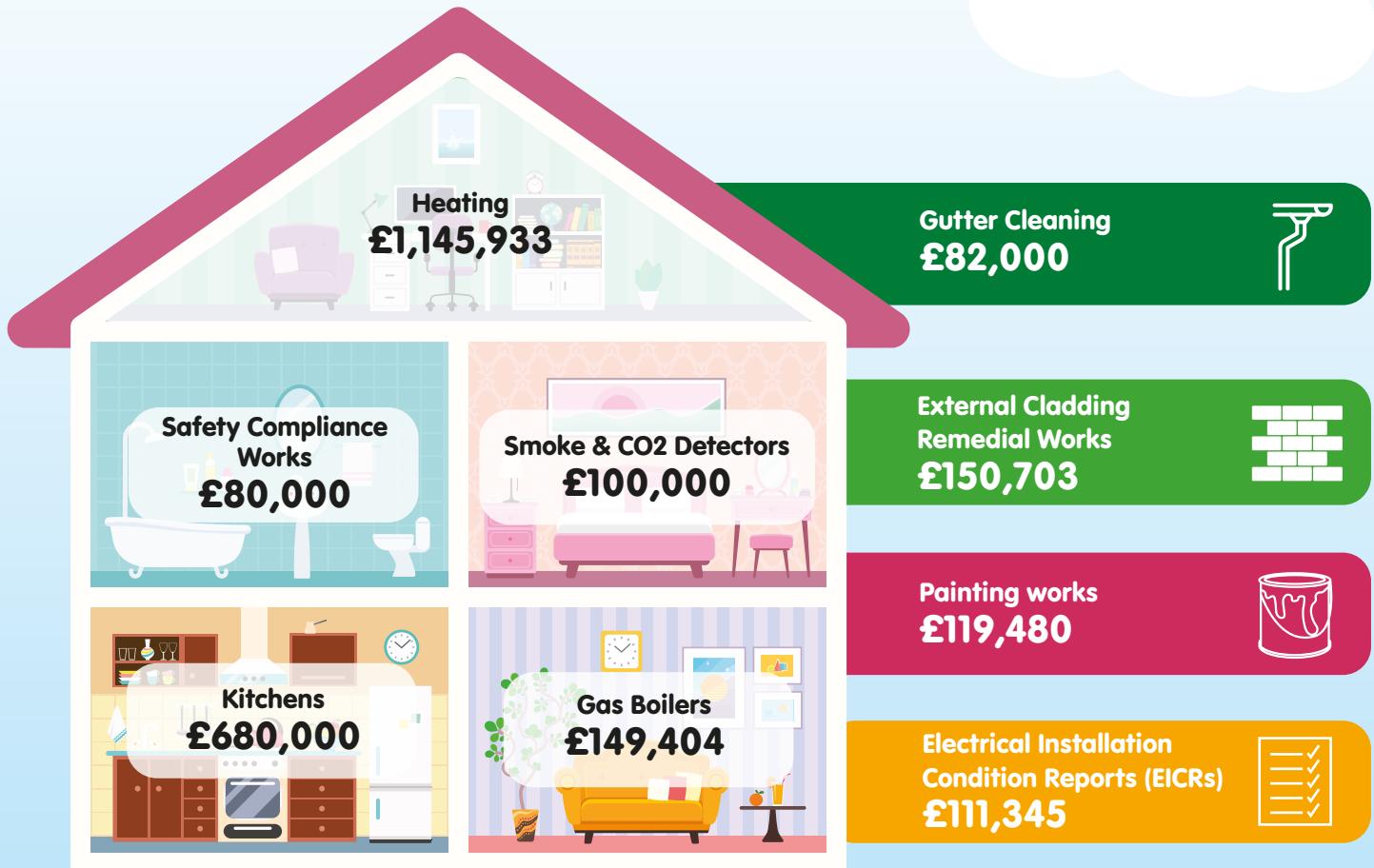
Community Involvement & Engagement Toolkit

We are ready to launch our community engagement toolkit with lots of opportunities for you to be involved. Whether it's volunteering, giving us your feedback or becoming a member of the Association. Register your interest in our survey using the link or QR code at the end of this communication.



The Year Ahead

Our investment plans for 2026/27 include:



Development activity for 2026/27

The Association continues to make steady progress across its development and investment programme as we move into 2026/27. Construction at 640 Pollokshaws Road is advancing well, with structural works underway across both blocks and ground preparation progressing at the rear of the site. Although the project is currently behind the revised schedule, the contractor remains confident that the programme can be brought back on track and is due to complete in November 2026.

At 86 Craigie Street, the former Police Station, all statutory approvals were received in September 2025, allowing conversion works to begin in October. These works are expected to complete by the end of March 2026.

Alongside these active projects, the Association continues to plan for future investment. Discussions with Glasgow City Council regarding the proposed demolition of the tower block at 150 Berryknowes Avenue and its replacement with new-build homes have highlighted challenges around the use of designated open space. Revised proposals are now being explored to ensure alignment with the Council's Open Space Strategy.

Together, these projects reflect the Association's continued commitment to improving homes and enhancing neighbourhoods.

What does all this mean for me and the rent I will pay?

We understand that the cost of living is high at present and this includes rents. We also understand that in some years you will be able to visibly recognise the investment going into your home, and in other years, this is not evident. Our rents not only pay for improvements and maintenance, but also the cost of running the business which is driven also by other costs e.g. insurance, fuel, materials etc.

In our recent Tenant Satisfaction Survey in December 2025, of those surveyed,

- 96% are satisfied with the quality of their home
- 89.64% believe their rent represents value for money
- 67% find their rent easy to afford

The survey results also confirmed that your top 3 priorities are:

- The overall quality of your home
- Repairs & maintenance
- Value for money for your rent

We believe we are addressing these and our planned investments for this coming year demonstrate a continued commitment to doing more of the same.

As a responsible landlord we forecast our financial activity so we can make sure we will have enough to be able to provide homes that meet the standards laid down by the Government, deliver improvements and help our tenants.

Our business plan requires that we increase the rent by **5.8%** if we are to meet this in the year 2026/2027.

Any less will mean we would need to reduce spending on what we plan to do. We would need to make reductions to investment in our properties and to the services we provide. This would lower the quality of our homes and mean we couldn't provide the range of services and support we currently offer to tenants. Ultimately, it would have a long-term impact on the viability of the Association and be creating problems for future years.

We understand that some tenants will find a rent increase difficult to afford. We are committed to keeping the rent increase as low as we can whilst continuing to work to improve the energy efficiency of your home and providing help and advice where it is needed. It is also important to know that the vast majority of tenants do not pay anything extra for the services you receive, for example the bulk uplift service or stair cleaning.

Example rent for now, and following the proposed rent increase:

Property size	1apt (bedsit)	2apt (1 bed)	3apt (2 bed)	4apt (3 bed)	5apt (4 bed)
Current average weekly rent	£88.18	£97.65	£113.22	£124.26	£133.67
With 5.8% increase	£4.71	£5.66	£6.57	£7.21	£7.75
New average weekly rent	£85.89	£103.31	£119.79	£131.47	£141.42





SOUTH SIDE
housing association

Southside Housing Association Advice Services

Need Help with Money, Benefits or Energy Bills?

You're Not Alone – Free, Confidential Support Is Here



Benefits Advice – Get What You're Entitled To

Our **Welfare Rights Service** can help you:

- Choose the **right benefit or grant**
- Make sure you're getting the **maximum award**
- **Fill in claim forms** correctly
- Deal with **letters and problems** about benefits
- **Challenge decisions or sanctions** and represent you at appeals

We help with **all benefits**, including:

Universal Credit • ESA • DLA • Attendance Allowance •
Scottish Adult & Child Disability Payments •
Pension Age Disability Payments •
Housing Benefit • Council Tax Reduction & Discounts •
Best Start Grants • Funeral Payments •
Carer's Support Payments & more

Struggling with Debt? Let Us Help

Don't suffer in silence. If you're worried about money, we're here to support you.

Our **Money Advice Service** offers **free, confidential, independent advice**. We can:

- Help you **get debts under control**
- In some cases, help get debts **reduced or written off**
- Review your finances and **prioritise debts**
- Prepare a **financial statement**
- Explain your options clearly so you can decide what's best
- **Contact creditors** and negotiate on your behalf

We help with:

- Energy debts
- Credit cards
- Loans
- Consumer debt



Energy Advice – Cut Costs & Stay Connected

Our **Energy Advice Service** can support you with:

Lowering Your Energy Bills

- Practical tips to **reduce energy use**
- Simple everyday changes that can make a real difference

Fuel Debt Support

- Help set up **affordable payment plans**
- Check if you're eligible for **grants or support schemes**
- **PAYG vouchers** for people at risk of going off supply

Understanding Bills & Meters

We can help you:

- Understand your **energy bills**
- Check you're on the **best tariff**
- Make sure your **meter is correct and working properly**
- Learn how to **read and use your meter**



Problems with Your Supplier?

- Help resolve **billing or meter disputes**
- Support with complaints
- Advocacy and help taking cases to the **Energy Ombudsman**



Free • Confidential • Independent

advice@southside-ha.co.uk

energyenquiries@southside-ha.co.uk

0141 422 1112

Get in touch today and take the first step towards peace of mind.

So, now it's over to you. What do you think?

You have until 15th February 2026 to share your thoughts. After this, the Board will consider your feedback and the recommended rent increase level and make a decision. We will let you know the outcome and tell you what your rent will be from 1st April 2026.

Share your feedback here, (<https://forms.cloud.microsoft/e/FedtxS5ikg>), scan the QR code or use the tear off slip and return to Southside Housing Association, 135 Fifty Pitches Road, Glasgow, G51 4EB or at 435 Shields Road, Pollokshields G41 1NP.



Scan here for survey

Please provide your name and address so that we can verify you are a tenant. This information will not be used for any purpose other than to check you are entitled to comment, unless you expressly say so.

Name

Address

Is it clear to you what your rent pays for and why it needs to be increased by the proposed 5.8%

Yes / No / Unsure

If not, can you tell us why and what else you would like to know?

What would you like to see SHA doing, or doing more of?

Would you be interested in participating in community involvement & engagement activities, finding out more about what your landlord does and why, and help us to do things better?

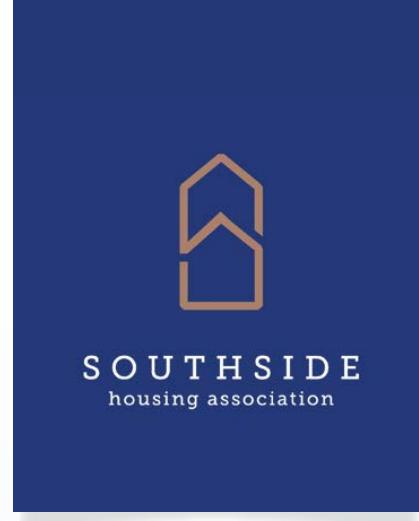
Yes / No

Can we use the details you have provided to contact you about this?

Yes / No

Do you have any other comments or feedback you would like us to consider?

All completed questionnaires will be entered into a prize draw and 5 tenants will receive a £50 supermarket gift card.



Southside Housing Association

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www.southside-ha.org

Scottish Housing Regulator No. (RSL 196),
Property Factor Registered No. PF001051.
Co-operative & Community Benefit Society Registration No. 1694R(S).
Scottish Charity No. SC036009.
VAT Registration No. 886 7830 59.



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