

# Rent Consultation Feedback

February 2026

[www.paragonha.org.uk](http://www.paragonha.org.uk)

## Rent Increase 2026/27 Consultation Feedback

During December 2025 and January 2026, we consulted with all tenants on rent increase options inviting everyone to make their views known through a wide range of consultation methods. Thank you to everyone who took part, your views were appreciated and valued.

### Rent Increase % Options

3.6%

4.3%

4.6%

The above options were considered against the background of RPI and CPI

2025	RPI	CPI
Oct	4.3%	3.6%
Nov	3.8%	3.2%
Dec	4.2%	3.4%

***If you would like to get involved in other consultation activities or any other aspect of Tenant Participation then please contact us on 01324 664966 or email [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk) or message us on Facebook and we will contact you to let you know when the next meetings are.***

### Feedback

Consultation was carried out in a number of ways.

- Paper survey by post
- Online Web Page / Email survey
- Telephone Surveys
- Online and in person Rent Focus Groups / Tenant Scrutiny Panel
- Call back telephone calls on request



Information was provided in the format of a newsletter to all tenants with the postal survey enclosed, an "Easy Read" version with audio option, Rent Focus Group presentation, web site resources and Facebook posts to encourage feedback.

87.03% of those responding reported that they were satisfied with the level of consultation and information provided in relation to this annual rent consultation.

There were 383 responses through the various routes by the deadline date. There were no returns of online survey from our web site but email forms were fairly common.

The in person Rent Focus Group was lively and well attended. We also met a couple of you at drop ins held in all three local authority areas.

Method (and number received)	Option 1 3.6%	Option 2 4.3%	Option 3 4.6%	None of the options selected
Postal (73)	63.01%	20.55%	5.48%	10.96%
Phone / Email (310)	72.9%	15.8%	7.7%	3.5%

## Priorities From Survey Returns

-  Affordability of rents (21.7%)
-  Day-to-day repairs (18.6%)
-  Improving housing stock (15.3%)

### Decision: 4.0% increase

**As the Association moves towards rent harmonisation some tenants will find the increase capped at £20 per month**

#### Why this decision?

This decision was taken after careful consideration of the following:

- Listening to feedback on affordability and priorities
- Considering the need for ongoing investment and meeting standards such as the Scottish Housing Quality Standard
- Investment in areas such as new kitchens and bathrooms as well as essential works such as safety works
- Recognising the impact of the current cost of living crisis
- Recognising the Association's financial status is currently healthy and the need to maintain this going forward
- When the consultation options were issued, inflation had fallen and was predicted to be on a downward trend however when the December 2025 figure was released it had started to increase again
- We believe that there are uncertainties on inflation rates going forward and the 2% government target is still not met
- This represents an increased risk as operational costs are likely to continue to rise as a result of inflation therefore a compromise increase of 4% was considered and agreed
- Our need to meet our financial obligations to lenders

## Impact

We think it is important that we are clear with you and tell you that there are still challenges and risks ahead but we want to assure you that the Association is committed to supporting you wherever we can and we are planning for the long term.

From independent research, we know that our rents are generally affordable with most households having to spend less than 25% (and in many cases less than 20%) of their income on rent. We understand that this is a general statement and please contact us as we may be able to help on an individual level if you are struggling to pay the rent.

We have looked at planned increases by other housing associations and councils for the coming year and the proposed increase is at the lower end in the housing sector.

## Support & Involvement

We appreciate that in the current cost of living crisis it might not just be rent that tenants are struggling to pay. Even if you are not in arrears with your rent but are struggling with rent or other costs it is worth contacting us to discuss your situation and the help that might be available.

If you need any further information or want to get involved with our Tenant Participation and Scrutiny Activities, please get in touch with us.

If you are currently in receipt of Housing Benefit then we will as usual be advising local authorities of the new rent levels. However if you receive any assistance from Universal Credit, even if this is paid directly to us, you will need to update them, through your portal of your new rent. If you need any help with this or would like to talk to us for any other reason then please contact us:

**Phone: 01324 664966**

**Email: [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)**

## Rent Harmonisation

In the Autumn of 2024, we consulted with you about the rent harmonisation exercise. A new Rent Setting Policy then was approved and the decision was made, with a limited number of exceptions, to begin phasing in the new rents from April 2026.

As part of this consultation process, we issued all tenants with a projected rent level to show the impact of harmonisation on rents. We offered to have an individual discussion with anyone affected as we understand that is very complex. The proposal is to bring in these changes over 3 to 5 years. The response through the various surveys to this plan was very positive and this is the approach being adopted.