



# Rent Consultation 2026/27

**Thank you** to everyone who took part in our annual Rent Consultation which took place between December 2025 – January 2026. Your feedback is really important to us, and taking part helps us meet our responsibilities as a housing association in Scotland. It is also important in supporting our Board to decide on annual rent increases.

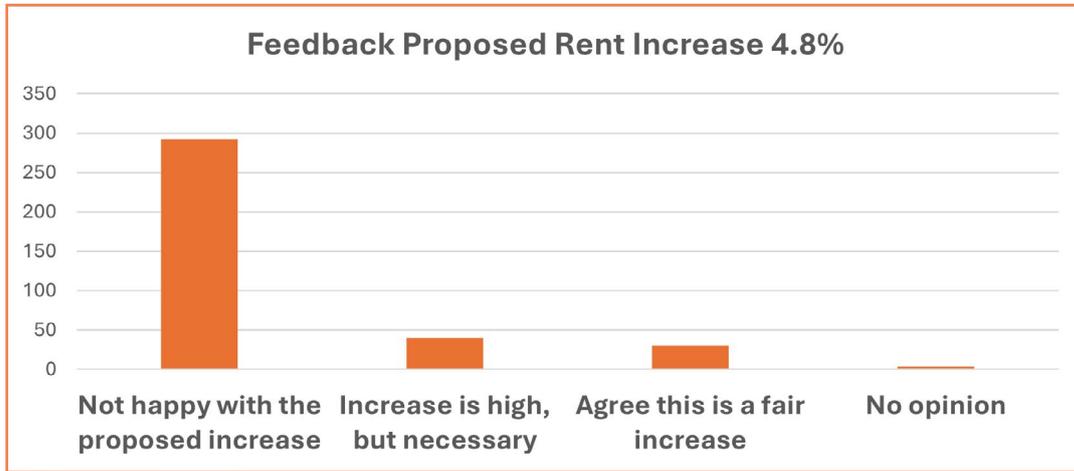
We are a registered social landlord and the rent you pay is our main source of income. As a not for profit organisation, this funding allows us to invest and improve our homes, and continue providing the services you rely on. We work hard to keep rents affordable while still delivering good value for money. One of the ways we do this is by carefully balancing cost and quality when buying services and appointing contractors.

## **366 tenants responded to our consultation survey.**

This represents around 12% of Eildon's social housing tenancies. In addition 82 tenants and family members attended Let's Talk meetings held in our supported housing developments.

**Supporting and Strengthening our Communities**

Of the 366 customers who responded to the survey, 81% of tenants said they were “not happy” with the proposed rent increase of 4.8%.



The Board carefully considered all tenant feedback, alongside the financial information under consideration ahead of the Board agreeing our 2026/27 budget in March 2026.

Balancing this with our commitment to invest in new and existing homes and maintaining strong frontline services, the Board concluded that we are not in a position to set a lower rent increase without it having an impact on services and approved the rent increase 4.8%. However, your feedback on priorities is important in shaping where your rent money is spent and how we continue to sustain our services for you. Rent increase letters are now being prepared and will be issued from week commencing 23 February 2026.



## What you said

Within the responses we received, tenants shared their concerns about experiences relating to the areas below.

- Affordability & cost of living pressure
- Heating, energy costs & inefficient heating system
- Windows, doors, and building condition
- Repairs & maintenance service quality
- Anti-social behaviour & neighbourhood Issues
- Grounds maintenance & communal services

We are following up on some of these concerns where tenants provided more information such as locations. For others we are considering as part of our service plans for the coming year. We will provide more information on these through Connect, our website and social media, and communications with you.

A reminder our **Tenancy Sustainment Officers** can provide information and advise on the following:

- eligibility and applications for benefits
- settling into your new home
- budget planning to help you manage paying rent and other bills
- applications for grant funding for household items (furnishings, carpets)
- accessing other services, including Social Work, Citizens' Advice Bureau, and other support agencies
- managing the condition of your property
- communicating positively with neighbours



## Contact us

All matters are treated confidentially. You can contact us by email [tenancysustainment@eildon.org.uk](mailto:tenancysustainment@eildon.org.uk) or by phone us on **03000 200 217**.

**Supporting and Strengthening our Communities**