

What our residents are saying

We identified an action from our recent assurance statement survey, where tenants asked us to develop a dedicated feedback and improvements web page, so we've made a commitment to update this page with monthly feedback and information you share with us.

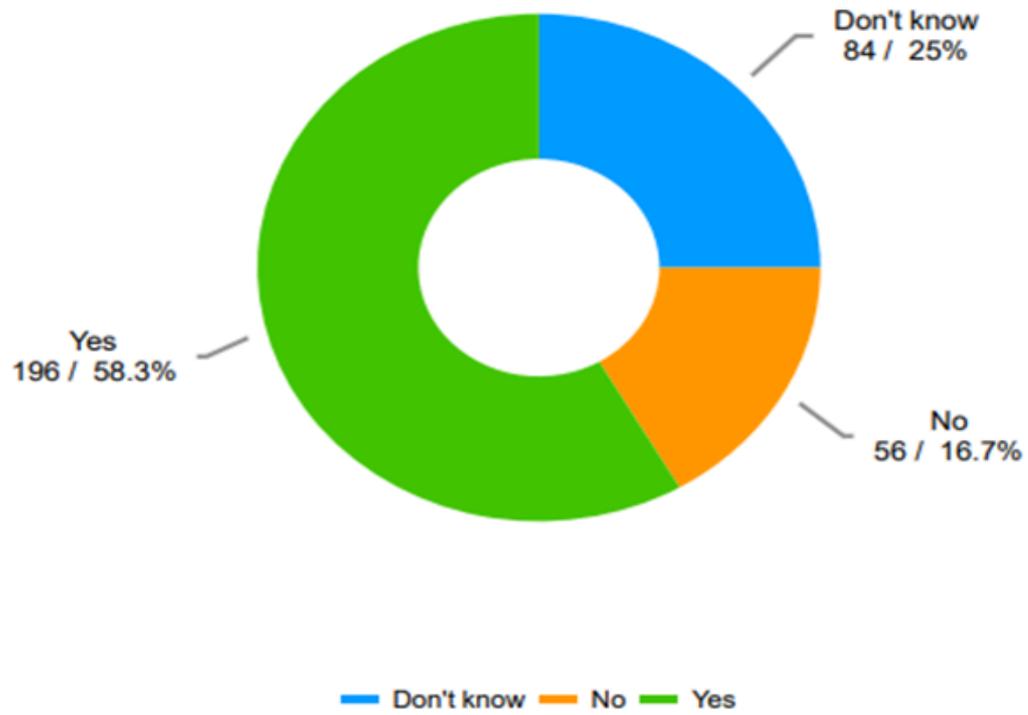
First up.... Feedback from our recent rent increase consultation.

This year we consulted on an increase of 4.8% or 5.3%. The majority of tenants (58.3% of who responded), agreed with our approach to reviewing rents. 308 of tenants preferred the lower increase option of 4.8%, with 28 tenants opting for the higher increase of 5.3%. We received 336 returns this year, which represents 38.3% of our tenant base. Here's what you said:

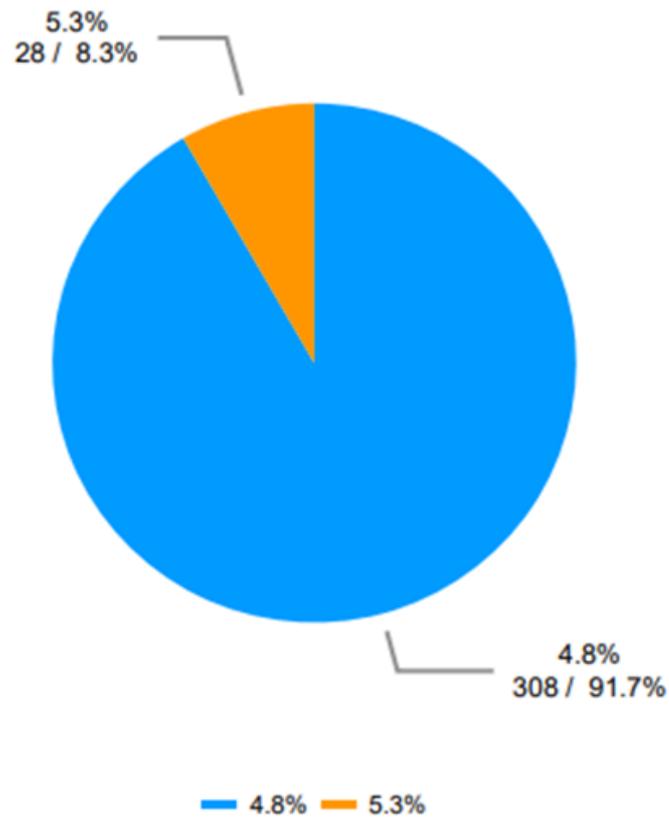
- *"We think Cernach's rents are affordable"*
- *"If it helps to improve our house's it's worth it."*
- *"I don't want the rent to go up again"*
- *"Not really sure"*
- *"Not read pack yet but was delivered this morning. You need to do what's right for tenants and to offer services".*
- *"Costs have went up, so you have to put rent up. But it should be as low as possible."*
- *"People are struggling with all the gas and Electric hikes . Also food shopping. I feel the lower increase would be better".*

Your feedback was considered by the Management Committee at their meeting on 29th January 2026, and they approved a rent increase of 4.8% from 1 April 2026. All tenants will receive a letter confirming this. If you have any questions on the rent increase or want to chat about your rent account, please contact the office on 0141 944 3860 to speak to your housing officer.

Our approach to the rent increase



% of increase preferred



Got a idea, suggestion or feedback- submit it to us below and we'll publish your question and our response. Please note we will not be able to publish comments that identify you our your neighbours!

Name

Email address (required)

Phone number (required)

Ideas, feedback or suggestion (required)

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