



Bridgewater Housing Association Rent Consultation 2024 Survey Results



200

INTERVIEWS

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Background to the survey

Research Resource were commissioned by Bridgewater to undertake a survey with their tenants to gain feedback on the proposed rent increase for 2024/25. This newsletter presents an overview of the key findings to emerge from the survey.

Rent consultation

87%



recalled receiving the Association's letter which included information on the rent review.

62%

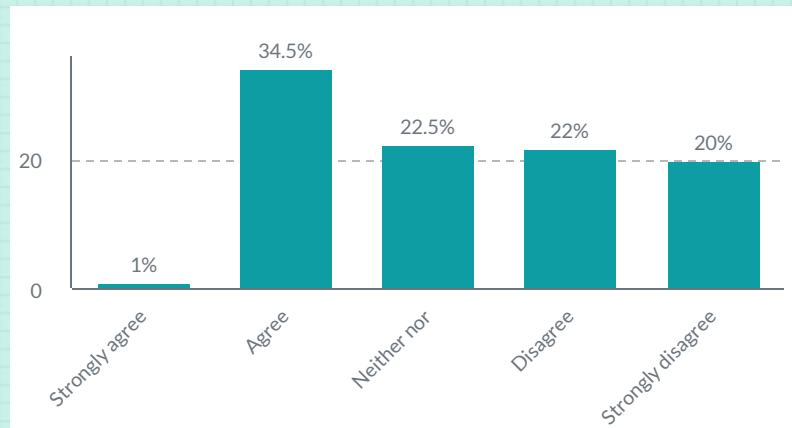


gave the level of consultation and information they received on the rent review a score of 7 or more out of 10.

Views on proposed rent increase

The Association has a legal obligation to consult tenants on rent. They considered what they need to keep rents affordable, the cost of services and delivering tenants priorities. With this in mind, they proposed an increased rent of 6%.

The majority of tenants (42%) disagreed with the 6% rent increase proposal.



Rents and affordability

42%



find their rent payments very or fairly easy to afford.

24%



find the cost of heating their home very or fairly easy to afford

69%



would like support from BHA's Social Housing Fuel Support Fund

Priorities for Bridgewater services



1 Good quality repairs



2 Improving homes



3 Affordable rents



4 Improving energy efficiency of homes



5 Good customer service

Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**