

**SANCTUARY SCOTLAND HOUSING ASSOCIATION LTD****Individual Comments on Proposed Rent Increases for 2019-20****1. [REDACTED] Ardler, Dundee**

Putting the rents up by 3.2% is a joke. I have been waiting for repairs to this property for months and complaints have fallen on deaf ears. Been here for [REDACTED] years and haven't had a new boiler or kitchen and damp issues have remained unresolved. Provided by the Tenant.

20/02/2019 Letter sent to acknowledge comments  
Email sent to Asset Team regarding renewal request.

**2. [REDACTED], Ardler, Dundee**

Am quite happy with the rent increase in order to maintain services etc.

**3. [REDACTED], Dundee**

I totally agree with the fact you need to implement a rent increase with inflation each year, then if so, the house I am in needs a new kitchen I've lost count the times I've had to tighten the screws in drawers etc and some side panels on drawers etc are off, I moved to this house [REDACTED] ago with [REDACTED] but kitchen has been here since house was built probably about 15 to 17 years ago, so as you stated in your letter you are upgrading kitchens etc, can I please get one.

20/02/2019  
Letter sent to acknowledge comments  
Comment 1 – inspection raised with CSC Scotland Requests to inspect kitchen cupboards and to contact tenant to arrange a suitable appointment  
Comment 2 – email sent to Asset Team, regarding renewal request

**4. [REDACTED] Carbrain, Cumbernauld G67 2[REDACTED]**

I do not agree with proposed rent increase. I am not happy with repairs service of Sanctuary Scotland. I am waiting second year for fixing my sky window which is not insulated. This problem already increased my gas bills because the loss of heat. I have been waiting 4 months for fixing water leakage in kitchen which resulted very bad damp on the wall and floor. [REDACTED]

[REDACTED]. I [REDACTED].  
[REDACTED]. I would like to assure that I was calling so many times with complaints but nothing work.

Called tenant and arranged for maintenance surveyor to inspect issues she mentions in comments. Tenant happy with this outcome

**5. [REDACTED], Carbrain, Cumbernauld G67 2[REDACTED]**

Rent going up too much. Wait for repairs is ridiculous.

Attempted contact with tenant, letter sent to acknowledge and request visit to discuss further.

**6. [REDACTED], Aberdeen**

This is outrageous. We pay a very high rent as it is, it'll soon be the same as private rent, and the services we receive are definitely not worth the increase every year since we moved in [REDACTED] ago. Even simple things like clean landings or repair services are non existing. Not a single repair has been done to our satisfaction; (landing) windows are always dirty. You put unnecessary burden on people in social housing, and I don't see how this increase will benefit services we receive from Sanctuary.

22/03/19 – phoned tenant but no answer. Left a message to phone back. Acknowledged the comments.

**7. [REDACTED], Dundee**

Everything fine.

**8. ██████████ Fraserburgh**

I'm writing about the letter I got about the rent increasing once again, I've moved up to the Aberdeenshire area from ██████████ and this will now be the 2nd rent increase I'll have had since ██████████ I'm on ██████████ and as there was no pre-paid envelope in the letter I got as you want this sent back to you with comments on the rent increase I've had to email my comments due to not being able to afford an envelope and stamp at this moment in time.

I'm extremely unhappy with the rent being increased for a 2nd time in less than a year as especially as no repairs are ever done in my property at the least they have been minor fixes that break within a few weeks and you're constantly having to get repair men out all the time for the same things.

There seems to be a lot of unhappy sanctuary workers up here and I'll not name names but they all say the same thing that I'd have been better staying in my old sanctuary house ██████████ as that's where ██████████ is and houses actually get repaired. which I agree with as my old sanctuary property had repairs done no problem no matter what was wrong with it.

There seems to be a consensus between a lot of the repair people that come to the house that Aberdeenshire and Aberdeen aren't well funded by Sanctuary and that they have a lack of staff for the amount of properties and mileage to and from other properties up here to fix properties properly.

The repeated word is that they're told only to make minor fixes as they aren't given the budget up here to repair things properly so they're having to repair the same repairs over and over again which in their words they say would have cost a lot less to be fixed properly than to keep doing minor repairs over and over again.

Since I moved into this property there is a lot of major fixes needing done which I keep getting told there's no budget to fix properly and they've known about the faults for a number of years and that all the sanctuary houses in this street all have the same major faults and need fixed with the properties. The houses are only about 8-9 years that I've been told and houses that new shouldn't have these faults in my opinion.

Due to a lot of the repairs needing done in my property this is causing severe health problems between ██████████ ██████████. I've been at the doctors constantly due to my asthma due to the house being so cold all the time and ██████████

██████████ My Doctor is in the middle of writing a letter to Sanctuary about how this is affecting me and my 3 year olds health.

I'd like to put an official complaint into a manager at Sanctuary but not sure who to email about these problems as you get the same speel about budget and not being able to fix the property off everyone else that comes to the house. I'd be more than happy to pay extra in rent if repairs were actually being done and money was being used appropriately to fix things that need

fixed and not being constantly fobbed off with the same excuses all the time that they can't fix it due to budget problems. If these repairs as I keep getting told have been needed done for several years in every house in this street then why are they not being done.

Thank you for your time and I look forward to hearing back from you.

25.2.19 – Phoned and spoke to tenant. Acknowledging their comments and that these will be passed to the Board of Management.

██████ has been out to visit the family and check the leaking roof at their conservatory, also the front and back doors. She understand the back door will not be replaced until we have budgets in place but the front door should be re-sealed. Repair to the conservatory requires scaffolding and is also dependant on the weather. They have a new kitchen fan and this is working well, however the fan in both bathrooms is open in poor weather and as a result their home is freezing. They also have a big problem with seagulls swooping. I will report these issues to maintenance. We also received a letter ████████████████████, regarding the repairs and how they are affecting the ████████████████████. I will pass this to maintenance also.

## 9. ██████████, Renfrew

“They are also unhappy that they have received a letter from yourselves about the £13.00 increase in rent and this increase will be a struggle for Ms as she only works per week.”  
(response received via an email from local MSP)

### Letter to tenant –

‘Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.’

**10. [REDACTED], Glasgow –**

I have had the above tenant call regarding the rent increase, his issue is that he believes 3.7% is too high for families with low income and people will struggle to make the payments.

Tenant's concerns acknowledged during the telephone call and confirmation given that his comments would be included in the response to the board of management at their meeting on 12 February 2019.

**11. [REDACTED] Glasgow –**

I am responding to Sanctuary's letter dated 4 January 2019.

I would appreciate clarification re: my weekly rent increase for July 2019. My current weekly rent is £86.50. The proposed increase of 3.7% would bring my weekly rent to £89.70? Hence monthly rent would be £388.70.

I look forward to hearing from you.

**Letter to tenant –**

'Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.'

**12. [REDACTED], Glasgow –**

It doesn't matter what comments we give as it will go ahead regardless. Still waiting for what is to happen with window cleaning. In handbook tells you housing with clean windows as not safe to do yourself. You get told someone will call back – no one does, still waiting from Nov/Dec to get call about 3 repairs, jobs getting signed off when you are told someone else will come to fix what you asked for, front door lying open for 12 days, cleaning services terrible. Skylight which was leaking last

year and plaster had to come away. Still the same (not leaking now). The air vent system no one knows anything about them – how they work, serviced. The filters in system should be replaced every 6 months and serviced once a year. No change of filters - no service in 3 years. Windows or stairs in back stairs not cleaned in 3 years.

**Letter to tenant –**

'Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.'

Email sent to [REDACTED] regarding outstanding matter asking for them to respond to tenant

**13. [REDACTED] [REDACTED]**

The increase is exceptionally high and potentially unaffordable for a large number of tenants, particularly those in receipt of partial benefit or no benefit at all. This is compounded by the continuing increase in inflation without a commensurate increase in income. The comparative rents for a Foamslag house in Priesthill is disproportionately high compared to other properties in Priesthill, particularly those in the ex-Orlit houses. This means that the Foamslags are already paying higher rents for older properties than their counterparts in new build houses.

The Association has known for years about the disparity in rents in an area such as Greater Pollok and rent harmonisation has been promised to address this. Either this exercise or something like taking an average of RPI for every month of the calendar year is a fairer approach to rent setting/increases than the current position. It was also highlighted that the rent harmonisation process continues in areas such as Cumbernauld and Aberdeen causing further disparity in the rents charged in Priesthill.

**Letter to tenant –**

'Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.'

14. [REDACTED] **Cumbernauld**

As I am now [REDACTED] who gets no help and no benefits any increase in rent does make a big difference to me. I appreciate the way buildings is maintained but cant understand why we have no number [REDACTED] outside it causes quite a bit of bother when people I am waiting on cant find it. I feel when rents are going up quite a bit we could have that problem sorted out.

Housing officer has inspected the outside of the property and has visited with tenant to try and come up with solution. Line with CSC for number to be put up outside building.

15. [REDACTED], **Cumbernauld**

I am not happy about the increase I have only been a tenant since [REDACTED] I had to spend a lot of money on my house before I could move in on the end of [REDACTED]. The heating system is grossly out of date and does not work properly. The annoying thing is that because the previous tenant didn't want it I have to suffer. Very disappointed. The house is cold.

Tenant has recently had new storage heaters fitted after HOs had raised it on wish list for reinvestment and faulty heaters were chased with day to day repairs. Tenant has thanked HO for assistance.

## 16. [REDACTED], Glasgow

To keep my standard of living I know there has to be inflation every year but hopefully at a minimum increase.

Letter to tenant –

'Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.'

## 17. [REDACTED], Paisley

3.7% increased that's really **a lot** compare to other housing associations like for example our last landlord [REDACTED] – only 2.5%. For the above increase mean £15 a month (£407 rent) and your core aim to providing affordable houses is going to be inconsistent with assumptions very soon. Assuming above increase, my rent will reach £500 in couple of years making my life harder to pay rent like it.

Letter to tenant –

'Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.'

**18. [REDACTED], Lenzie**

I find the rent increase to be within inflation as acceptable, although I object to paying weekly cleaning and maintenance which is not very good standard regarding bin sheds are always dirty and used by fly tippers, streets are not swept and closes not always cleaned on a weekly basis

**Letter to tenant –**

‘Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.’

**Email sent to estates regarding cleaning****19. [REDACTED], Glasgow**

My rent is paid [REDACTED] but this year we have had a roof fire, front door has been broken constantly, also back door to stairs and bricks falling off front wall above front entrance, very dangerous. I vote no rent increase, in fact some good will towards residents would be much appreciated.

**Letter to tenant –**

‘Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.’

**20. [REDACTED] Dundee**

Rent increase is higher than some wages. Repairs being carried out are a nightmare e.g. having to take day off work and losing wages, repairs lines will not give you a call or text 30 minutes or an hour before workforce is due at house, some jobs have to be done more than once due to bad workmanship or unable to get parts which means another day off work.

20/02/2019

Letter sent to acknowledge comments

Email sent to CSC Scotland request to raise complaint

**21. [REDACTED] Renfrew**

The rent on the property goes up every single year which I think is terrible especially when you work and have to for fit the increase. Repairs take forever to get done if they get don at all and at Braille Drive we have asked for parking restrictions to be put in place and have been told no because that would cost money so it is a joke to increase rent each year but cant put a few signs up to stop people that don't live here from parking. Thanks.

Letter to tenant –

‘Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.’

**22. [REDACTED], Dundee**

I think this is ridiculous; my house hasn't had anything done to it yet. My bathroom and kitchen is a disgrace, its all needing replacement done. The rent increases so far have went to nothing done to my house. About time our kitchens and bathrooms were done then wouldn't mind paying rent increases.

20/02/2019

Letter sent to acknowledge comments

Email sent to Asset Team, regarding renewal requests

**23. [REDACTED], Glasgow**

I feels it's far too soon for increase as I've been in property [REDACTED] I'm self employed and barley make a living.

Letter to tenant –

'Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.'

**24. [REDACTED], Paisley**

I am against the rent proposal for increase as I am a working [REDACTED] who finds it hard enough not only rent but gas, electricity etc. The money that I pay for rent could cover a mortgage. I was led to believe that the housing here is meant to be affordable living, this is not. I also have had numerous problems with my boiler which I am still waiting on getting fixed.

Letter to tenant –

'Thank you for your response to our recent consultation. We are writing to confirm that your comments have been passed to our Board of Management for consideration at their next meeting. Following the meeting a decision will be made in respect of the rent increase for 2019/20.

Sanctuary Scotland is an organisation with more than 6,000 tenancies stretching from Glasgow to Peterhead, therefore the decision was taken to consult on average rents across our stock, which is how we report on rents annually to the Scottish Housing Regulator. The average rent table provides tenants with an illustration of how rents would increase, but does not reflect local area average rents.'

18.02.19 Phoned CSC. Boiler repaired 11.01.19 – no outstanding works

**25. [REDACTED], Paisley**

In answer to your letter increase in rent is a bit much as there is nothing getting done to upgrade the houses. Three times we have had problems with heating. Window frames have never been varnished , they are a disgrace. We pay full rent and council tax, we should be getting better service. Kitchens need upgraded and bathrooms. As many tenants would agree, we paint the fences, try and keep it decent so we should be getting something back.

28/02/2019

Letter sent to acknowledge comments

Email sent to Asset Team, regarding renewal requests

**26. [REDACTED], Paisley**

Rent increase in no way reflects services provided by Sanctuary Scotland, with continuously lengthy wait times for repairs and false information often told by customer service. Given information passed is different from staff manager to staff member. Furthermore, no action is taken against neighbours with messy or unkempt gardens despite being told this would not be tolerated by Sanctuary Scotland.

28/02/2019

Letter sent to acknowledge comments

Visit to investigate neighbours gardens 29/2/19

27. [REDACTED] Arbroath

Please see attachment. (repairs issues)

20/02/2019

Letter sent to acknowledge comments

Email sent to CSC Scotland requests regarding on-going repair issues to investigate and to liaise with tenant

28. [REDACTED], Inverurie

Rent increase time again but as I said last year understand need for increases. What you have done to my residence (nothing). Windows and doors draughty, winds blowing through house. Maintenance – no painting, gutter cleaning, only maintenance was boiler service. Surely about time INVERURIE got some upgrades! Tenant address [REDACTED], 1 new boiler is all to date.

22/03/19 – Phoned tenant to acknowledge the comments to rent increase letter. Tenant doesn't mind the increase but would like Sanctuary to change his windows as they are really old and drafty. Tnt also said that the gutters haven't been cleaned for couple of years since the houses were painted. One outstanding repair to front gate post - email sent to check if job raised. Inspection with surveyor arranged to inspect windows and gutters - email sent to CSC Inspections Scotland on 22/3/19.

Email rec'd from CSC:

The tenant had and inspection for the window issue on 27.02.2018 , the surveyors report showed :

Townhead Drive Inverurie – 1000509349 – Slight draught but windows are in good condition regardless of age (no replacement required in the near future)  
318125 x 4 – replace seals on lounge, kitchen and bedroom windows. Replace handles and keepers on lounge, kitchen and bathroom windows.

These works were completed on 19.04.2018, the tenant also has an outstanding repair for the gate on 05.04.2019. I have raised a job for he guttering on reference 1001093784 – this has a target for completion of 22.04.2019 and the tenant will be contacted by our contractors to book this appointment.

**29. [REDACTED], Aberdeen**

As long as you let Aberdeen District Council no, that way the rent is paid in full. Thank you.

21/03/19 – phoned tenant and acknowledge comments. Tenant is happy with the increase as long as we let Aberdeen City Council know about the increase.

**30. [REDACTED] Aberdeen**

I don't really mind the rent increase. I would like to bring to your attention that I have been a tenant at the above address for [REDACTED] [REDACTED] My house has not had windows for 28 years and there's drafts in winter and also I've been getting rain coming in due to stormy weather.

21/03/19 – phoned tenant and acknowledge comments. Tenant doesn't mind the increase but would like Sanctuary to change her windows as they are really old and draughty and the rain is coming in when it's heavy rain. Inspection with surveyor arranged to look at windows. Works reference JL 1001091062 smcl will attend Friday 5 April.

**31. [REDACTED], Aberdeen**

Rent increase is natural and expected considering all the improvements made to the properties!

21/03/19 – phoned tenant and acknowledge comments. They are happy with the increase and all the improvements made to the property.

**32. [REDACTED], Aberdeen**

I do not believe the proposed rent increase should be above the rate of inflation. I think you should re-examine the way repairs are conducted as I believe following our experiences a substantial saving could be made by having a SMARTER process in place.

21/03/19 phoned tenant and acknowledge their feedback. Tenant said that she feels that Sanctuary wastes money when carrying out repairs. She said that she has never had a repair completed the first time with only one trades person attending. She said that costs could be saved with a more efficient repairs service, where a repair is completed in the first visit opposed to a number of people attending multiple times.

**33. [REDACTED] Aberdeen**

I don't agree to a rent increase, in last [REDACTED] flat I have got 2 rent increases already, I'm not happy to be another rent increase. I think for one bedroom flat my rent is good inuf to be pay.

22/03/19 went to call there is no telephone number on SAP to contact her. HO will contact tenant.

**34. [REDACTED] Aberdeen**

Re rent increase, as I said last year I don't mind the rent increase if my house was up to standard which it is not. It is so frustrating seeing other [REDACTED] houses being fitted with new doors and windows and the [REDACTED] in our street left out. I had a surveyor round on 29<sup>th</sup> Oct, and have had no letter about the outcome. I would appreciate it if I could get a date when they will be doing mine as my heating bills have gone up due to the fact my heating escapes through the faulty doors and windows.

21/03/19 called both numbers no answer left a message.

22/03/19 called both numbers no answer again.

**35. [REDACTED], Banchory**

Wondered if doing any new windows D glazing What?!

Yes understand everything goes up every year. Have noted about repairs to outside of house. I'd like my fence to remain same colour (brown). Whats fascia/soffits? No doubt will see when they come in.

When I called the above tenant she queried when she would be getting new windows and doors. She advised that when the property was built in 1978 they were fitted with what would be classed as double glazing then but would not be now.

Her neighbour [REDACTED] received new windows and doors recently) why did she get them and not her as her house is as old as hers.

I have emailed ASSET team on 21/3 for an update so I can call her back or for them to call back and update me.

**36. [REDACTED] Peterhead**

Totally disagree! Been waiting years for new windows after numerous amounts of repairs, visits and promises. Talked to head office, managers etc and still waiting. Empty promises. Easy to put letters out regarding rent but never regarding our windows!!!

200319 – phoned and left a voice message on the mobile number [REDACTED] there was no response on the landline [REDACTED]. I advised I was calling in response to the feedback they gave on the rent increase. I would be in the Aberdeen office today until 5 pm on [REDACTED] however they could call back this number tomorrow and speak to someone else if they wished.

**37. [REDACTED], Aberdeen**

My tenancy commenced [REDACTED]. I arranged to pay by direct debit and was astonished to see that the first payment deducted in this way was £598. No one at sanctuary could explain how this error was made. On 29/5/18 the rent was increased to £436.09. On 5<sup>th</sup> September 2018 company “Everwarm” advised me that from 24/9/18 they would be working on all Sanctuary properties in Slains Street improving insulation for 5/6 weeks. I prepared accordingly but although all other homes have been completed, my home has not been started because Everwarm say my neighbour will not allow them to erect their scaffolding. Up to date Sanctuary have not contacted me to clarify the situation. If the rent is to increase I hope a solution can be found before then.

Called tenant in response to his rent increase feedback. When he mentioned about Everwarm he had not received the letter from Asset Team confirming reasons for withdrawing at this moment. Had a long chat with tenant who was pleased to know he is on next coming financial years programme

**38. [REDACTED], Peterhead**

Me personally I disagree, not happy at all with maintenance work. Since [REDACTED] I have been phoning non stop about boiler and water coming in through my windows and door. Had loads of call outs to both. Boiler still makes a racket, showed workmen videos of the noise and they still aren't sure. 27<sup>th</sup> Dec 2018 [REDACTED] had to show your joiner what to do to stop water coming. Since you have taken over from Tenants First, I have yet to see any windows painted or guttering done. Maybe if this is kept up with and workmen do job properly I would not have a problem. Also work came in for 5 mins and then decides to sit out in van for an hour before they go to next job.

210319 - Called tenant on both home and mobile but no reply, left msgs asking her to call me back to discuss her comments. Spoke to tenant 250319 – advised I would report her boiler and emailed CSC. Also will speak to Planning team as she has been advised she is getting windows and doors and should have them by end of March, she is still waiting. Told her I would make enquiries and get back to her re this.

**39. [REDACTED], Aberdeen**

I think that it is ridiculous that there is another increase in the rent. There has been 2 recent increases this making it the 3<sup>rd</sup> in the last 18 months. I do appreciate what the increase have been spent on, but I wish you could spend some of it on my property. We have had the same radiators for [REDACTED] resulting in really high energy bills. Our new boiler was fitted [REDACTED] which was fixed but bedroom still not repaired. Bedroom had a temp repair with the promise of it being fixed. Still not fixed, have let on several occasions. Hence you can see the reason why I'm not happy with increase.

Called tenant regarding feedback on the rent increase.

Her feedback concerned repairs that were outstanding. I have checked CIC and can see there has been a complaint logged already regarding one of the things she mention so that is fine as they have been in contact. After speaking to her I have raised 2 further repair issues. There is a shower unit for [REDACTED] and advised it has been becoming less secure which is concerning for her. Could she request someone goes out to look at this. They were fitted with new windows (last year I think) A window in the one of the bedrooms has some issues which they think is because the window is not sealed properly on the outside.

**40. [REDACTED], Peterhead**

The rent increase would be more acceptable if the condition of the property which I live in was improved.

200319 - I did visit tenant with [REDACTED], Maintenance Surveyor 25 Feb and was given advice re keeping property warm. Tenant received new insulation in loft which should help also. When speaking to tenant today (200319) she said that she will get humidifier for her cupboard as advised by [REDACTED] and her living room is cosy but rest of the house is still cold. I asked if she has her heating on all the time and she said it is on a timer and she uses a halogen heater also. I told her that I would visit again in a month or so to see how she is getting on.

**41. [REDACTED] Peterhead**

You continue to increase rent but I have been waiting on an updated kitchen for years also a secure front door, double glazed windows, lots of repairs required and none get done.

200319 - Called tenant re rent increase comments. I advised her that she was due to get a kitchen a couple of years ago but she asked for this to be delayed as [REDACTED] I told her that I would speak to the Assets team to see if they could add this onto list. She also advised of a few repairs o/s and I will email CSC with this. She said that the front door is very draughty, I told her that I know Roanheads complex needs new windows and doors and aware that they all got new bathroom windows as it was very draughty. I advised that I would try to visit in next few months to follow up repairs.

**42. [REDACTED] Aberdeen**

We find it is a disgrace that you are putting up the rents when repairs are non existent. We are both [REDACTED] and recently it took ages for a heating engineer to come we are [REDACTED] and I was ill at the time there is also mould in the bathroom and has never been repaired you are allowing your property by neglecting it to become to a state of disrepair.

22/03/19 called the tenant to discuss the feedback. Tenant said he felt that complaints are not listened to and no one takes responsibility. He feels that [REDACTED] are treated poorly by Sanctuary and talked down to. He then said that he has spoken enough and hung up on me.

**43. [REDACTED] Aberdeen**

Is it not time that Sanctuary adhered by their contract to repair water and draughts instead of putting up the rent I have stood by my side of the contact and paid my rent, had I stopped it (You would have soon taken steps to get my rent) may I point out it has [REDACTED] to get my bathroom and kitchen velux windows replaced even at this point in time are still not working?

The living room door and windows are now rotting and unfit for purpose they are leaking water and also the cold air is Baltic and is costing a fortune to keep the living room warm [REDACTED] and feels the cold all the time and when the boiler goes off they tell us it is a six hour time scale even on an emergency but that is not to be, as yet it has taken anything from 9 to 12 hours for an engineer it is obvious that you do not cater for [REDACTED] [REDACTED] recently we had a plumber to fit a check valve because of disintegrating pipe but he informed me that it would only clog up the filter it seems you are willing to let the houses deteriorate to a level of disrepair. (pictures have been provided of WC bowl, WHB and windows)

█ called to arrange appt to visit with █, Area Manager. Message left but no reply by next day or response to further call. Scheme Manager advised tenants are away all day. Letter sent suggesting appt for 29 March at 10am to discuss this response

**44. █ Cumbernauld**

Rent increase is acceptable & fair.

Letter sent acknowledging comments

**45. █, Cumbernauld**

I feel an increase of 3.2% is a reasonable increase.

Letter sent acknowledging comments

**46. █ Cumbernauld**

The rent increase is not too high but hopefully the repairs in painting and replacing the wooden panelling at the flats in Marmion Road will happen during 2019 as it is very depressing to look at.

Tenant regularly calls to report issues with the common areas at Marmion Road. Ho has spoken to her twice in recent weeks and explained that an Asset Management strategy has been drafted to improve Greenfaulds blocks in the next financial year, and that it is very much dependent on owners agreeing to pay their share. However, HO has raised a number of day to day repairs in the last six weeks to keep the blocks in as good a state of repair as possible.

**47. █ Cumbernauld**

2018/2019 House Rent £335.17 PM X12		= £4022.04 PA
Increase £335.17 X 3.7%	= £12.40PM	
New Rent £347.57 X12	=£4170.84PA	=£4170.84PA
Garage Rent £36.14 X12	= £433.68PA	=£433.68PA
		£4604.52PA
Total Rentage =£4604.52 PA	=£383.71PM	

Letter sent acknowledging comments

48. [REDACTED], Cumbernauld

Yes to rent increase.

No response required.

49. [REDACTED] Cumbernauld

RPI above rate of inflation (currently 2.1%). Tenant not being informed of what planned maintenance work is to be done. Tenants complaints not being addressed timeously.

HO visit to discuss issues in detail.

50. [REDACTED], Cumbernauld

I don't agree with the rent increase as I personnel thing. We pay enough at the moment. There is too much dampness and repairs required in these flats and treating them is not the answer and affects people health and mental health. The rent should remain the same. Personnel I think it should be less then what it is a present.

Possible damp issues had already been identified during a review of CHR application form, HO had already asked surveyor to inspect and report back. Awaiting outcome, however works have been carried out previously and the tenant had been advised that it's condensation and not damp.

51. [REDACTED] Paisley, [REDACTED]

Can I ask Sanctuary to please reconsider the proposed increases, benefits no longer pay full rent due to being higher than universal credits allow many are falling into debt. Using Food Banks. I'm sure like all other housing bodies sanctuary must be

seeing increases in those with arrears. We understand the loans you have on these new homes. Please don't push us out of these homes by making it impossible. You have made a massive contribution to the area and its improvement can be a credit to your organisation this is one of the poorest Wards in the area and the families currently facing the move to universal credit will be hit hardest. We are all pulling together to try to persuade you guys to be thoughtful and compassionate to those who want to pay there way but cant

28/02/2019

Letter sent to acknowledge comments

52. [REDACTED] Dundee, [REDACTED]

I have little objectives to a small rent increase if the money is to be spent on the upkeep of the complex which has deteriorated since we moved into our home. We also feel that safety is paramount and very little appears to be done. New windows require looking at

20/02/2019

Letter sent to acknowledge comments

Email sent to Asset Team

53. Petition from MP on behalf of tenants in [REDACTED]

"We the undersigned object to the proposed 3% increase by Sanctuary Scotland Housing Association.

The increase proposed by the housing association is above any increase in average wages nor does it reflect the changes to benefits which is impacting on many people.

We request that Sanctuary Scotland Housing Association look again at the proposed rent increase, taking into account the financial difficulties faced by their tenants and come back with a more realistic option."

Full report to Group and reply to MP by Director.

It would appear that two petitions were circulated and this has resulted in a number of people signing twice and in some cases more than one household member signed, all duplicates have been discounted. The signatures were gathered in the [REDACTED] [REDACTED] in Paisley where we currently have 279 tenancies.

- 171 households are represented on the petition.
- 151 are Sanctuary Scotland tenants
- This represents 54% of our tenants in this area
- 11 signatories are not Sanctuary tenants, 8 signatories are owner occupiers and one signatory is from [REDACTED]
- Of the 151 SSHA tenants, 79 are in receipt of housing benefit, this equates to 52% of our tenants who signed the petition.