

ACHA Group

Rent Consultation 2027/28

Delivering quality housing and more homes in great places to live and work



Each year we ask you, our tenants, for your views on the rent we are considering for the following year. Your feedback is important to us and helps shape the decisions we make. We are committed to being open and transparent, and this consultation is part of that commitment. All responses to the consultation will be considered by the Association's Board of Management who will use your views to inform their decision on the rent increase for April 2027 at their meeting in February 2027. Last year ACHA received 395 consultation responses and all comments received were presented to our Board for their consideration.

As part of our budget planning for 2027/28, we are proposing a 4.75% rent increase to take effect from the start of April 2027. We understand that any rent increase can be concerning and we want to reassure you that every effort has been made to keep the proposed increase as low as possible, whilst ensuring that we can continue to invest in your home, meet our commitments to you and maintain the essential services you rely upon.

Like many businesses and households, ACHA continues to experience significant increases in the cost of delivering services. The Consumer Prices Index (CPI) measures

how much the cost of everyday goods and services increased over a 12-month period, but it does not fully reflect the specific cost increases that the ACHA Group faces, such as repairs, maintenance, and building materials, as well as the continued increase in energy and fuel costs either directly to ACHA or passed on through the supply chain. While we try to absorb as much as we can, we need to ensure we continue to have enough income to then spend on keeping your home safe, warm, and well maintained.

Around 60% of our gross budget continues to be spent on repairs, maintenance and capital investment works. The cost of building materials and construction has risen faster than general inflation.

Specific Maintenance & Repairs CPI was 8.3% in April 2026, 5.7% in June 2026 and 3.7% in September 2026, compared with the 'standard' CPI increases of between 2.8% - 3.5% for the same periods, showing repairs and maintenance related inflation was consistently proportionately higher.

Rental income directly impacts on our ability to continue to spend on the services to you, our tenants. This includes delivering on repairs and maintenance and to invest in upgrading your homes.

Looking at how ACHA spent your rent over the period of April 2025 to March 2026, based on an average monthly rent in the year of £483.82 (including service charges), we spent:

- £275.78 on the housing stock - this covers all general repairs and planned maintenance to your homes. This also allowed us to deliver 42 new kitchens and bathrooms, 60 window and door replacements, 90 heating and rewire elements, 6 roof and roughcast elements and 429 improvements relating to energy efficiency.
- £159.66 to deliver the service to you - this covers staff and other costs for tenancy support, welfare rights, managing rent arrears, re-letting houses and all other general running costs.
- £48.38 on loan interest costs.

How to submit your feedback:

We want to hear from you! Take part in our consultation for a chance to win one of five £100 vouchers. There are several ways you can share your feedback on this consultation as shown below. Please ensure that we receive your response by **Wednesday 16th December 2026.**

Online Survey

- Go to Survey Monkey and instantly submit your response electronically at <https://www.surveymonkey.com/r/MBXLTYB>
- Scan the QR Code and be taken directly to our Survey Monkey. This code can be scanned on various smart phones and tablets



Contact Us Directly

- Email your response to rentconsultation@acha.co.uk
- Call 0800 028 2755 and share your thoughts.

Write to Us

- Complete the form below by hand and post it directly to us at: Director of Group Services, Argyll Community Housing Association, Dalriada House, Lochgilphead PA31 8JL or hand into any of our offices: <https://www.acha.co.uk/contact/>

Worried about Paying Your Rent?

- If you are worried about paying your rent, please contact us as soon as possible. Our friendly team can provide free confidential advice and support.

Free Prize Draw

WIN ONE OF FIVE

£100

SHOPPING VOUCHERS

Please ensure that we receive your response by
Wednesday 16th December 2026.



Rent Consultation Response 2027/28

Please complete the form below and then follow the instructions on how to submit your feedback to return the consultation. Your views do count so please take the time to complete the questionnaire.

All responses will be entered into a free prize draw for a chance to win one of five £100 vouchers.

Thank You!

Name: Tel:

Address:

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Email: H/T Ref: (if known)

1 From the information contained within the consultation document, do you think the proposed increase of 4.75% is reasonable?

Yes No

☐☐

2 Please provide any comments you have in relation to the rent consultation in the free text below. All comments will be passed to our Board of Management for review

3 If you are struggling to pay your rent or other bills, our Welfare Rights Team can help. There are benefits and grants available that you may not be aware of, and our team can support you to access these services. We also work with ALLenergy who can provide advice regarding your energy bills and energy saving tips. Please tick the box below to be contacted (remember to include your contact details at the top of the survey).

Yes, I would like to be contacted

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Thank you for taking the time to complete this survey.

Please return your response by Wednesday 16th December 2026.

Get Involved

There are lots of ways to get involved and influence what happens in your neighbourhood and in the Association. If you would like to know more, call **0800 0282755** or visit **<https://www.acha.co.uk/get-involved/>**

Annual Landlord Report

Every October we publish our Landlord report, which measures our performance against the Scottish Social Housing Charter, in terms of the standards and outcomes we should achieve. Copies of this can be found at

<https://www.acha.co.uk/news-landlord-report/>

Financial Statements

Our most recent Financial Statements, covering April 2025 to March 2026, as well as those from 2005/06 onwards, can be found at **<https://www.acha.co.uk/news-financial-statements/>**

