



## Rent Harmonisation – Question & Answer Sheet

Following the most recent engagement events we have pulled together a list of the most frequently asked questions and we would welcome any additional comments or feedback in relation to the proposal.

1. Will the rent harmonisation exercise introduce an additional income for Osprey?
  - a. Yes. Over the course of the five year roll out of the rent harmonisation, Osprey will see an increase in rental income 1.8% higher than it is currently.
2. Have I been overcharged? Can I ask for a refund?
  - a. No Tenants have not been overcharged; the current rental charges are based on the existing rent point system which has been used until now. The proposal to use the new simplified pointing system creates a fairer way for us to apply rental charges in the future. This proposal is due to take effect from 1<sup>st</sup> April 2025, therefore all rents are charged on the current pointing system until that date.

Where a tenants rent is to be frozen there will not be a refund issued, the rent will remain the same until the revised charge catches up with new charge.

3. What is the timescale for the roll out of the rent harmonisation?

### **Project timeline**

- Data verification project – completed June
- Newsletter article – issued July
- Individual tenant letters – issued 31<sup>st</sup> July
- Staff training – completed July/August
- Series of tenant events – September
- Online events - September
- OTRA meeting – 24<sup>th</sup> October
- Final approval sought from board – 27<sup>th</sup> November
- Proposed date of implementation – April 2025

4. What about affordability & access to support?
  - a. Osprey have created the new pointing system whilst utilising a range of affordability measures to ensure that rent levels remain affordable, in line with the size of property and household composition.

5. Will there be any impact upon service delivery if this doesn't happen?
  - a. There would be no impact on service delivery, but rents would need to increase at a higher rate than inflation. The rent pointing system would continue to be unfair and inconsistent.
  
6. Why is this being done now and why wasn't it not done before?
  - a. It is now possible to harmonise our rents following the successful transfer of engagements into a single organisation. In addition to this the Scottish Government no longer apply different rents to new build schemes which would have continued to create inconsistencies.
  
7. What do I do if I disagree with the data on my file or the project as a whole?
  - a. You need to contact us to raise any concerns you may have in relation to the information that we hold about your property. We will then visit your home to verify the data.
  - b. If you object to the project as a whole then we would ask that you attend one of our consultation events to raise your concerns or engage in the various challenge to share your views.
  
8. What constitutes a single or a double bedroom?
  - a. When determining the number of single/double bedrooms in your property, we have elected to follow the new build specification for bedroom size. This means that:
    - For a single bedroom, the minimum floor space must be 3.6m<sup>2</sup>, with a width of at least 2.25m

For a double bedroom, the minimum floor space must be 6.44m<sup>2</sup>, with a width of at least 2.55m

If you disagree with the bedroom classifications for your property, we will undertake to carry out an inspection to ensure that we hold an accurate record, this could include measuring rooms to determine size or to inspect other aspects of the property.