

Extract from financial statement 2025-26: Rent

We publish an annual financial report every year, which contains all the information about our finances. It's a long read, so we've pulled out the key points that relate to rent, arrears and increases, to make it easier to access the information you need.

Rent income

Rent is our main source of income.

We received £62.7 million in rent during 2025/26, up from £60.2 million the previous year.

Overall turnover from social housing lettings was £65.8 million.

Rent arrears

Rent arrears remain low and are a positive performance area for our organisation.

Customer rent arrears were reported at 0.9% in the annual highlights.

We continue to focus on debt prevention, working closely with customers before financial difficulties become serious.

Current tenant arrears were benchmarked at around 1.1%, which compares favourably with similar housing associations.

Rent increases

Government policy allows social rents to increase by Consumer Price Index (CPI) + 1% each year for the next ten years.

We applied the government rent formula from 1 April 2025.

Before any rent increase is proposed, we carry out an affordability review to consider the impact on customers.

Why rents increase

Additional rent income helps fund:

- Money advice services
- Employment and training support
- Tenancy sustainment support
- Digital services
- Lifeline services
- Building more homes

How rent is used

The Chief Executive states that customers' rent is reinvested into homes and services.

During 2025/26, we:

- Invested £18.8 million in improving existing homes.
- Built or acquired 188 new homes.
- Continued work on energy efficiency improvements to make homes cheaper to heat.

Rent-related risks

We recognise that a poor economic climate could lead to:

- Higher rent arrears
- Reduced income
- Pressure on budgets and services.
- Rent debt provision

At year end, rent and service charge debt owed totalled £2.1 million, with a bad debt provision of £467k set aside for amounts that may not be recovered.

Key takeaway

Rent performance is strong. Arrears are low, rent income increased during the year, and rent money is being reinvested into maintaining existing homes, improving energy efficiency and delivering new affordable housing. Rent rises follow the Government formula and are checked for affordability before approval.