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Your Rent, Your Say 2024

Results October 2023



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Background



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As part of the Rent Setting process, Cardiff Council consult with our tenants regarding the proposals.

As there is now a legal requirement to give tenants **2 months' notice** when their rent is changed, it is necessary for this consultation to take place **before the decision of the Minister is received** on the maximum rent increase.

This means that consultation with tenants is carried out without advising them what the proposed increased rent will be.

Given the significant impacts of a below inflation increase in rent, tenants were consulted on:

- Whether they consider their rents to be **good value for money**
- A proposal to set rents at the **full amount allowed** by Welsh Government, as long as this is demonstrated to be good value for money and is affordable.

Affordability issues are also considered using the Joseph Rowntree Foundation Living Rents Model.



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The consultation comprised of:

- **An Online survey** promoted on the Cardiff Tenants website
- **15 face to face events** including focus groups across the city in community Hubs to encourage responses
- Front facing staff including Finance, Welfare Liaison and Housing Helpline officers promoted the survey with tenants and offered help to complete the survey on line, whilst assisting with other enquiries
- **Social Media** promotion
- Promotion on the Tenant Participation **website**
- **Paper survey** sent to 2,774 (20%) of tenants - selected randomly.



The survey ran from 25th September to 22nd October 2023.

210 responses were received – a **289% increase** on the number of responses received last year.



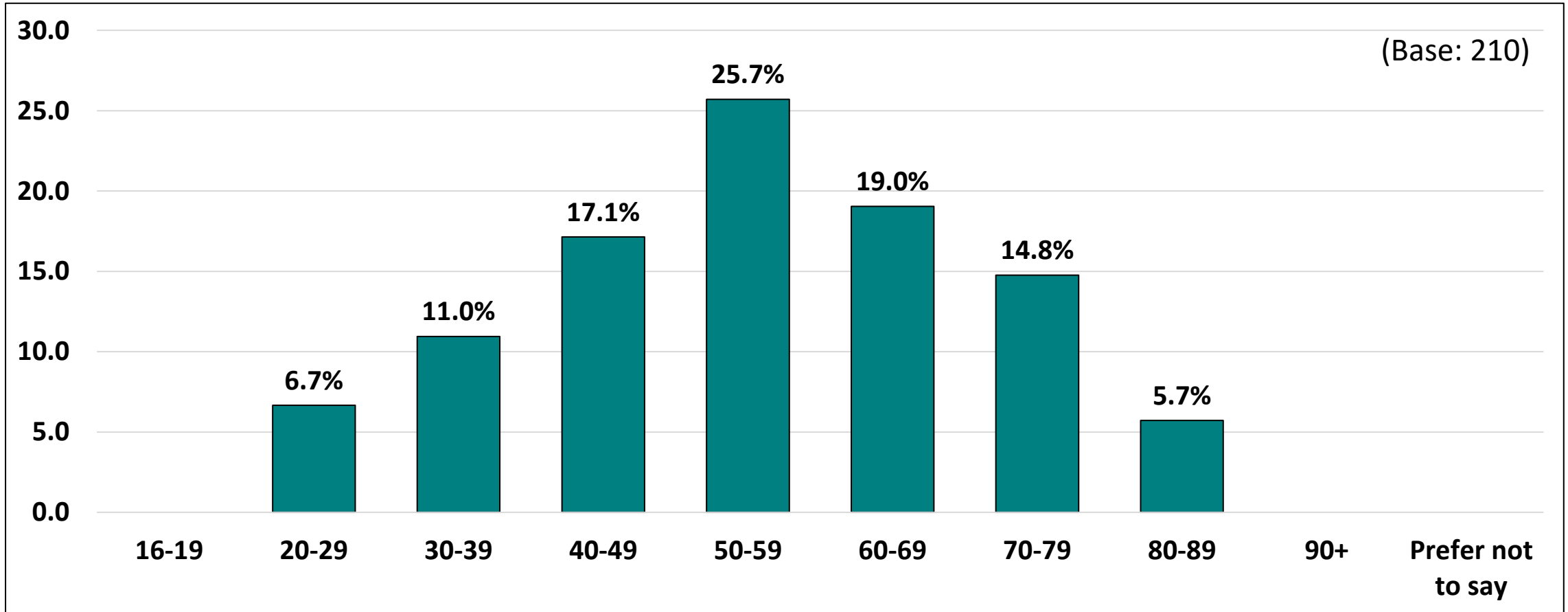
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Age band of Respondents



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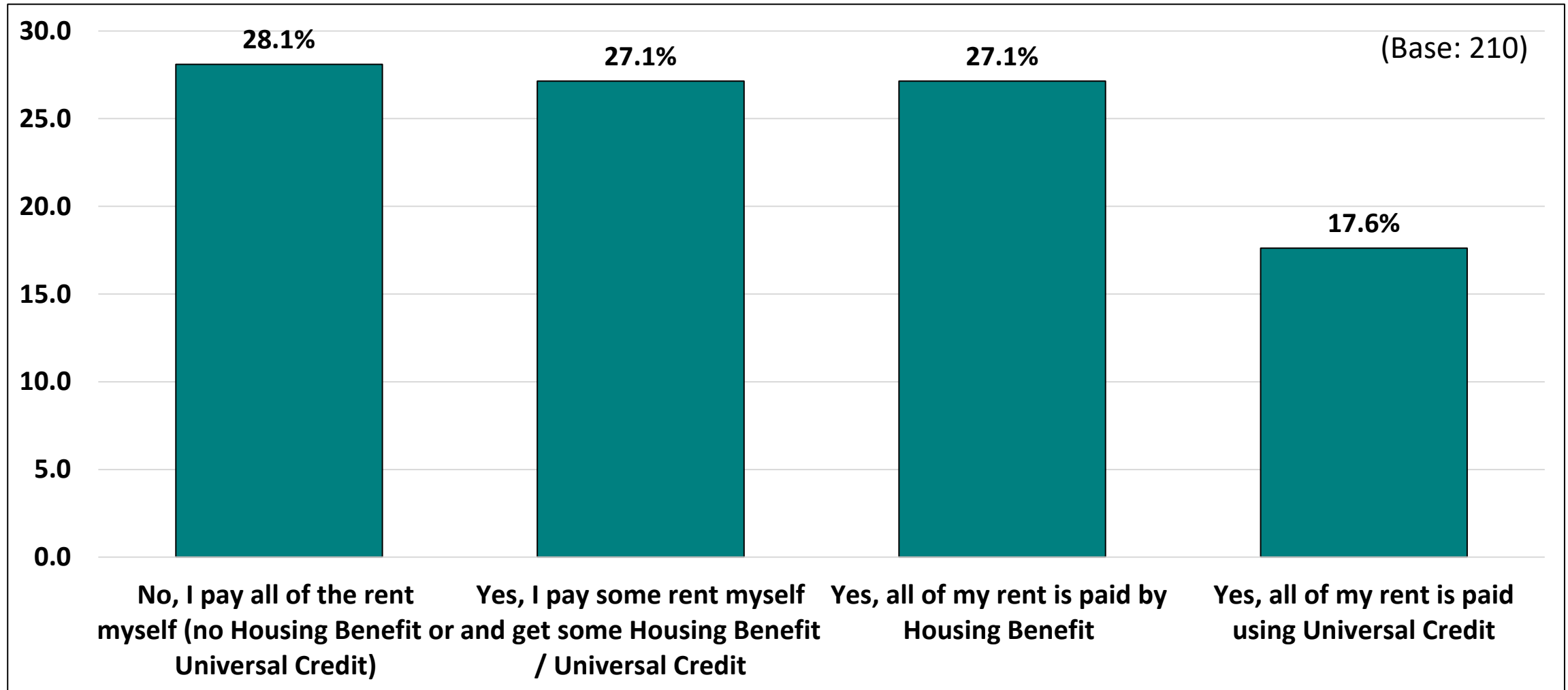
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Do you receive Housing Benefit or Universal Credit to help pay your rent?



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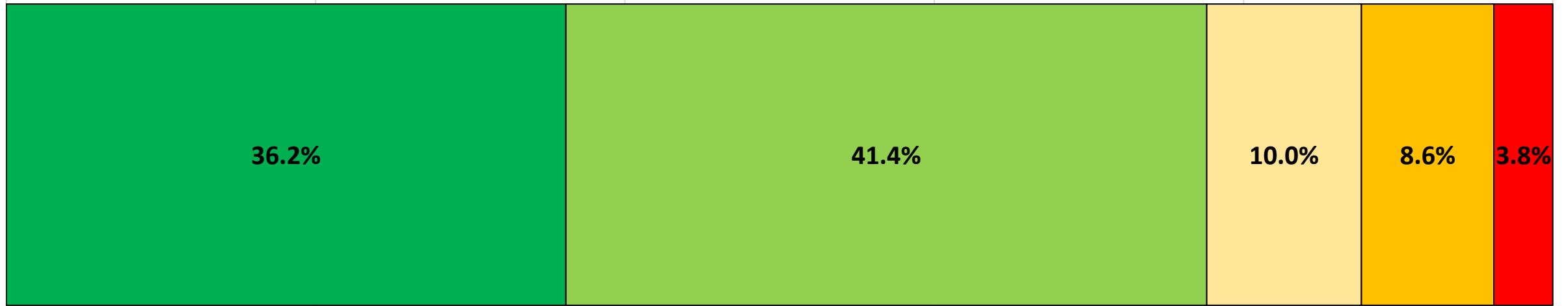
Taking into account the accommodation and the services we provide, do you think that the proposed rent for your property represents good value for money?



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(Base: 210)



0%

20%

40%

60%

80%

100%

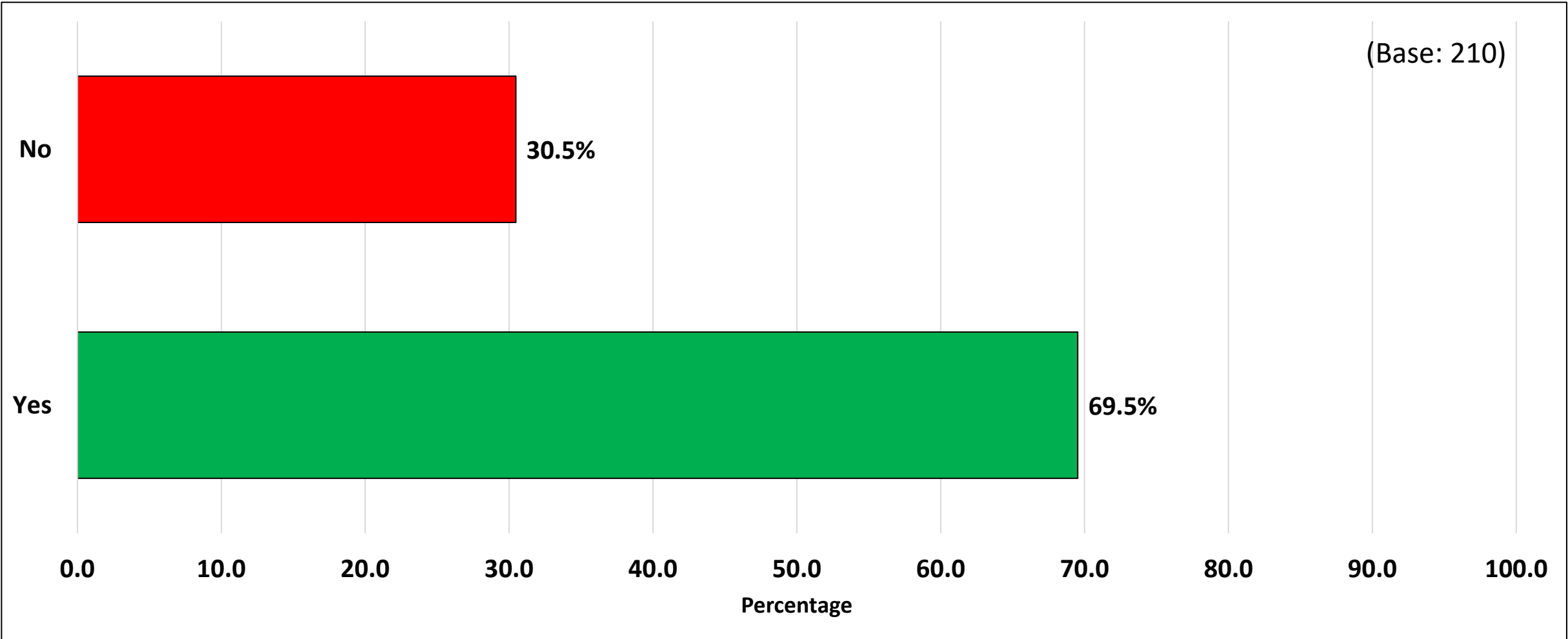
Very good Fairly good Neither Fairly poor Very poor

77.6% of respondents thought their rent offered good value for money.

Do you agree with the proposal to set rents in line with the full amount allowed by the Welsh Government, as long as this is affordable?



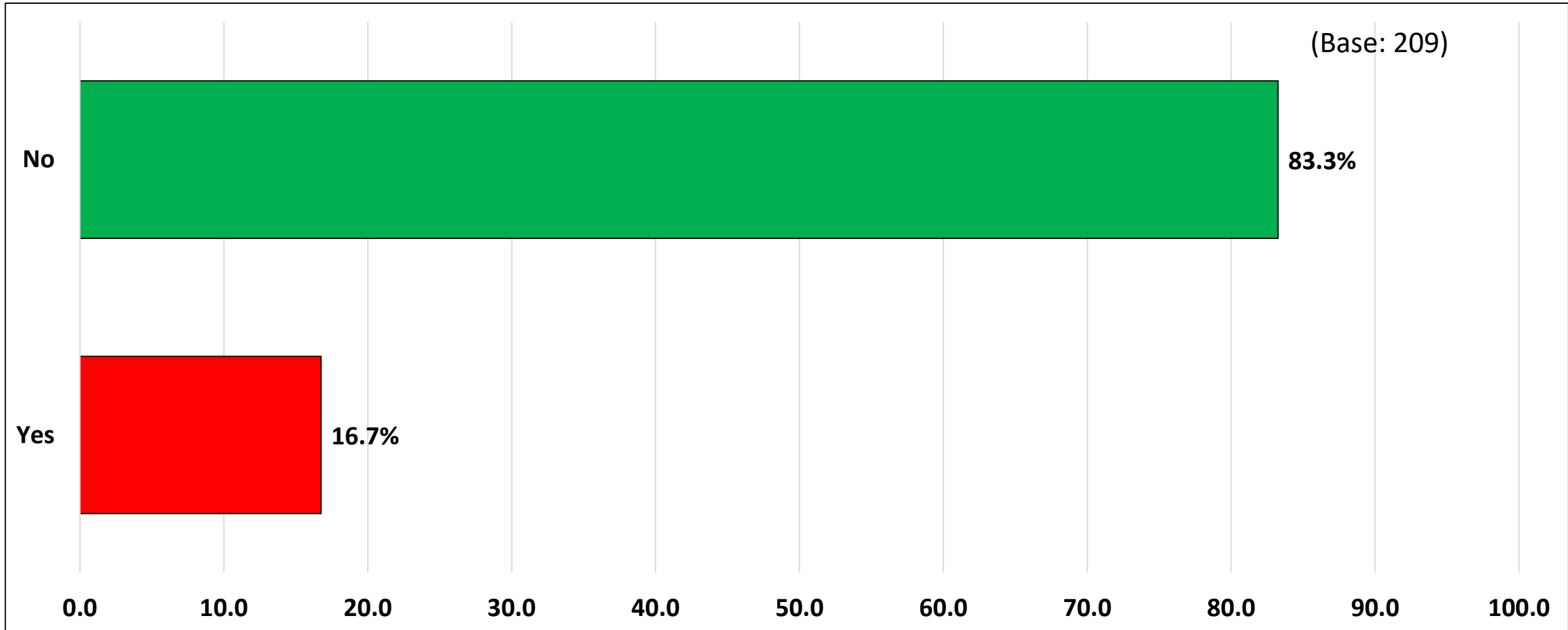
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Are you currently experiencing any difficulties in paying your rent?



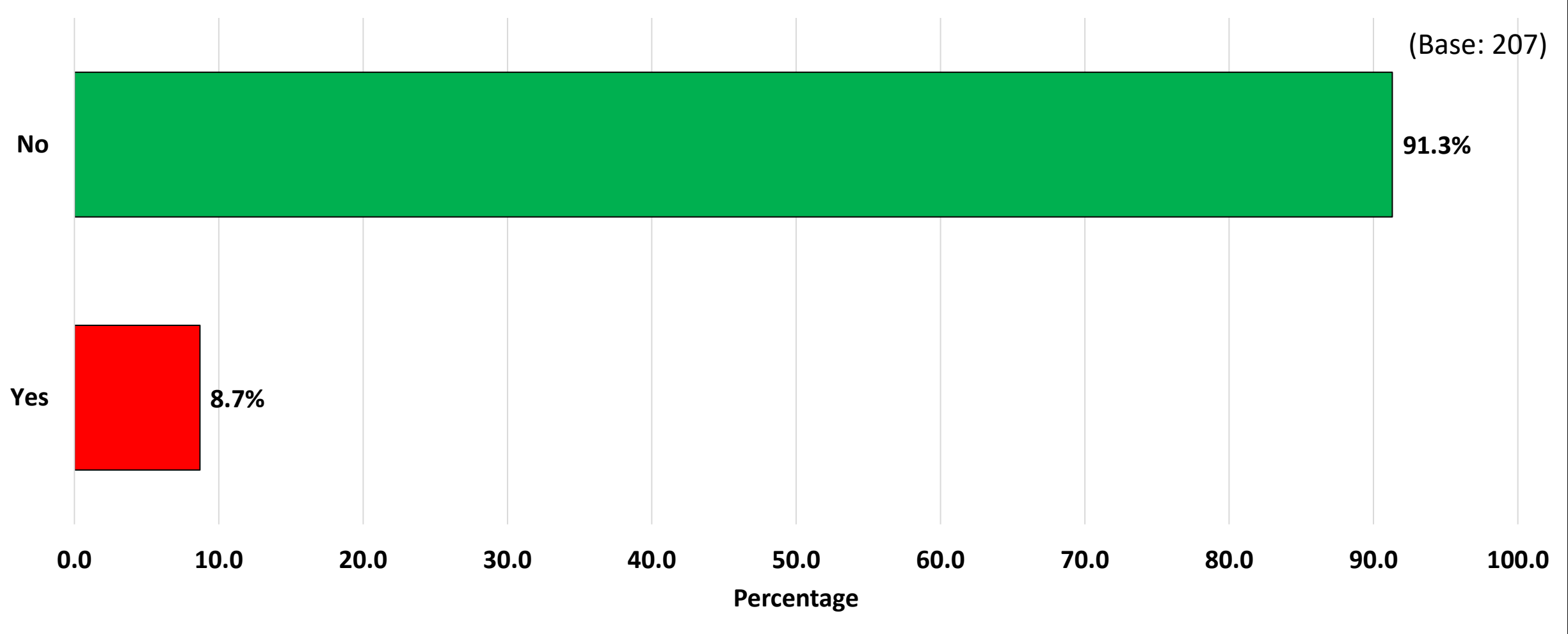
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Would you like us to contact you so we can discuss how we might be able to help you to pay your rent and with any other money issues you may have?



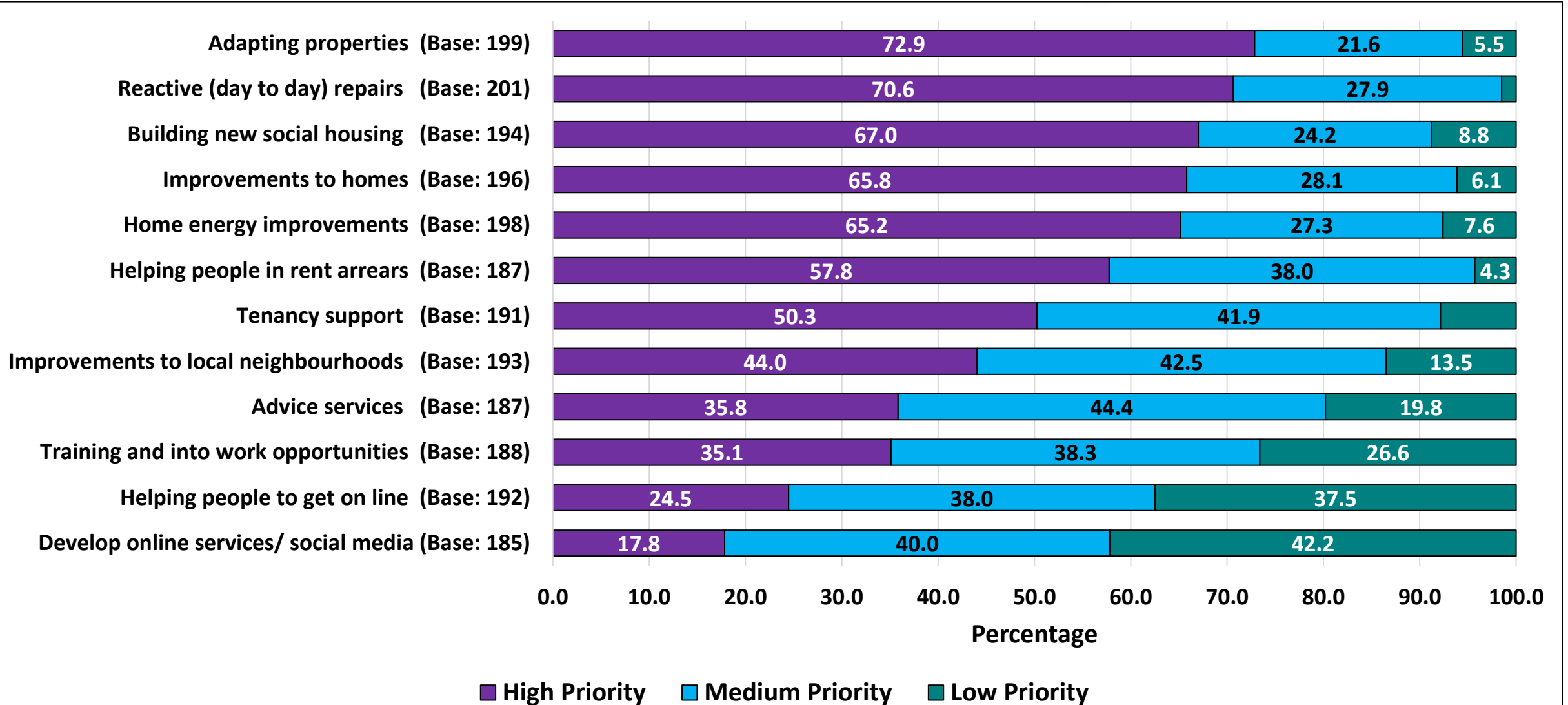
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What do you think our priorities should be over the next 5 years?



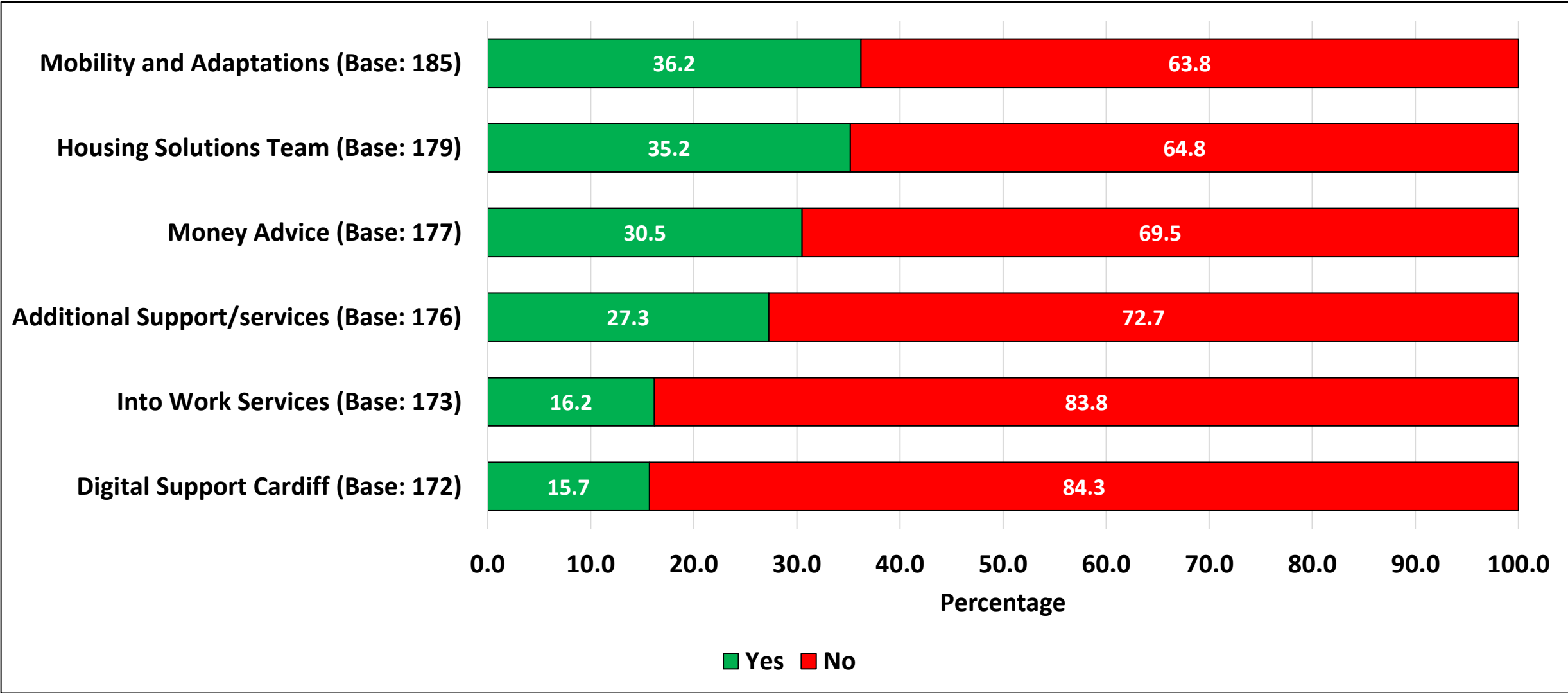
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Other Services - Would you like to receive information on the following help and support services?



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If following the Welsh Government decision, the forecasted rent income is below the level needed to maintain our current level of service, which areas do you think should be scaled back?



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