

Welcome From Bill Banks, Kingdom Group Chief Executive

I am very pleased to welcome you to Kingdom Housing Association.

I was delighted at the level of support for the transfer and Kingdom has already started work on delivering the transfer commitments that were shaped by you. As a Kingdom tenant you now have access to all the additional supports and services that we offer including energy and money advice, opportunities for tenant participation, and access to our Customer Contact Team should you need to get in touch.

As part of the transfer consultation it was confirmed that local customers want to be involved in what's happening in their areas and have a strong community voice. To ensure your views are recognised we are establishing a Local Area Committee that Kingdom will consult with on local investment and improvement initiatives. The Local Area Committee will also monitor the transfer commitments to ensure they are delivered on time. If you would like to register an interest in becoming a member of this Committee now or in the future, please email us: local@kha.scot

Kingdom first started working in partnership with Fairfield back in 2005 so we know the area and the people well. We also know how dedicated and committed the staff team at the local Fairfield office is and I'm delighted that the office will remain open and that the local team will stay in place.

Bill Banks
Kingdom Group
Chief Executive



Many of you will know the local team, but for those of you who don't, I would like to introduce them:

Paul Green
Housing Manager



Helen Ross
Housing Officer



Andrew Robinson
Housing Officer



Abbie Brockie
Housing Officer



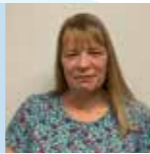
George McLeod
Maintenance Officer



Angela Robertson
Assistant Finance
Manager



Heather MacKinnon
Finance Administrator



Stephanie Joss
Corporate Administrator



Chloe McElhinney
Customer Service Advisor



Marc Moran
Caretaker



Dave Brusaglia
Caretaker



Part of **KINGDOM**
Group

Useful Information

Customer Services: 01738 630738
Email: customerservices@kha.scot

General Enquires: 01592 630922
Email: customerservices@kha.scot

Emergency Repairs: 0131 608 2009 (Logie)

Website: www.kingdomhousing.org.uk
Email: kingdom@kha.scot

The Fairfield Facebook and Twitter accounts have now closed. Please follow Kingdom's social platforms to stay up to date with the latest news.

  @kingdomhousingassociation

 @kingdom_ha

Perth Local Office in Fairfield Opening Hours:
Monday - Thursday: 9:00am - 4:30pm
Friday: 9:00am - 4:00pm

Edition 3 – December 2021

TRANSFER NEWS



THE JOINT NEWSLETTER FROM FAIRFIELD AND KINGDOM HOUSING ASSOCIATIONS

A Message From Bob McDougall

Welcome to this, the third and final edition of Transfer News.

Over the last nine months an incredible amount of work has gone into the Transfer of Engagements project with Kingdom Housing Association and I'm delighted that we had a successful ballot outcome and that the transfer is now complete.

The result of the tenant ballot showed overwhelming support for the transfer with a turnout of 74.7% and a resounding 95.4% voting 'Yes'. This gave the Board a strong mandate to proceed and confidence that tenants were in favour of becoming part of Kingdom Housing Association.

From the outset, the Fairfield Board were determined to find a solution to the challenges that Fairfield was facing as a small independent housing association. Thanks to the excellent input and feedback from tenants together with the hard work, dedication and commitment of staff and Board members, I am confident we have secured a bright future for all of our residents.

I am also pleased to let you know that Dorothy MacCloy who previously sat on the Fairfield Board will continue to represent the views of Fairfield tenants as part of her new role on the Kingdom Board.

Prior to the transfer taking place, Kingdom Housing Association made a number of commitments to Fairfield tenants based on the key priorities identified through a series of tenant consultations. These commitments are detailed later in this newsletter and I'm pleased to say that work has already begun on delivering the promises made by Kingdom earlier this year.

The Transfer of Engagements simply could not have happened without your involvement. Whether you returned a survey online, attended a focus group, or chatted with the team about the transfer on your doorstep, I'm very grateful. And your involvement doesn't have to stop now. There will be many more opportunities for you to participate in the future. A new Local Area Committee is being formed with tenants from across Perth and Kinross. This Committee will ensure a strong community voice and will help to monitor Kingdom's delivery of their promises. If you'd like to find out more about getting involved with the Local Area Committee, please speak to one of the team at the local Fairfield office which will, of course, remain open.

As we head into a new year it is also the start of a new era for all of Fairfield's tenants. I am extremely optimistic about the future and I am confident that Kingdom Housing Association will be an effective and efficient landlord that places real value on delivering customer service excellence.

On a personal note, I'd like to take this opportunity to thank all of the staff for their dedication and commitment to providing the best possible service for tenants and to my fellow Board members for their support and advice during my time as Chairperson.

Bob McDougall
Fairfield Chairperson



Welcome From Linda Leslie, Kingdom's Chair

I am delighted to welcome former Fairfield tenants to Kingdom Housing Association.

Kingdom is an organisation which I am proud to be a part of. I have been a Board member since 2015 and Joint Vice Chair for the last two years before being elected Chair in October 2021. During the last six years I have seen first hand that Kingdom is an innovative organisation with an ambitious strategic plan.

Kingdom's mission is to provide More Than A Home and that is something we all work hard to achieve. That can be seen in our groundbreaking Naumann Initiative, simultaneously tackling homelessness and unemployment, through the work of our award winning energy and money advisors, the delivery of additional community benefits at our newbuild sites and our own in-house employability project, Kingdom Works.

Additional services and benefits like these are now available to you as Kingdom tenants and I would encourage you to take advantage of them as much as you need to. There is more information on our website or you can speak to any of the local staff who will be able to help.

I am passionate about the delivery of excellent customer service and I know that the existing local staff team are too. Now that they are part of Kingdom, they will have the benefit of more resources and more support to allow them to deliver the excellent levels of service that you rightly expect from your landlord. Kingdom's customer contact team offers many ways to get in touch in addition to telephone and email and they will do their best to make sure you receive a positive outcome every time.

Information About Your New Landlord

Kingdom Housing Association (KHA) is a Registered Social Landlord and Scottish charity. They are based in Fife and provide affordable housing to meet a wide range of needs across East Central Scotland, including Perth and Kinross.

Kingdom has developed more than 5,000 affordable homes over the last 40 years, the majority being for social rent. They also provide houses for Mid-Market Rent, affordable housing for sale and factoring services. They employ just under 200 staff and have an annual turnover of around £25m per annum.

Kingdom provides a full range of enhanced advice and assistance services to tenants covering areas such as welfare assistance, money advice, energy advice, and tenant participation along with a range of sustainable tenancy services.

They have their own in-house repairs and maintenance team who carry out a full range of reactive and emergency repairs services, as well as teams who do kitchen replacements, voids repairs and adaptations in tenants homes.



I am also passionate about the development of strong local communities and I know that is important to you too. That's why the local office in Fairfield will stay open and the local staff you know and trust will continue to be available to you as they are now. In addition, you are invited to be part of the new Local Area Committee which will oversee the delivery of Kingdom's transfer promises and be an advocate for your local area.

This is an extremely exciting time for everyone involved with the transfer and I'd like to thank you for your part in making this happen. I do, however, understand that you may still have questions about how a change of landlord might affect you and we will do our best to answer some of those questions later in this edition of Transfer News. I would also encourage you to get in touch with us if you are unsure about anything at all and we will do our best to help.

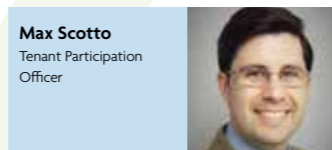
As we look to the future I hope you are as confident as I am that we will be stronger together.



In addition, Kingdom is involved in a number of community benefit initiatives in support of its mission to provide More than a Home, including:

- Kingdom Works – an employability service which provides employment and training initiatives to tenants and people living in the community.
- Care & Repair – providing procurement and adaptations services to older and disabled people living in their own homes.
- The Community Initiatives Fund providing financial support to community projects, local clubs and tenant initiatives in their community

More information is available on Kingdom's website, www.kingdomhousing.org.uk



How Does The Transfer To Kingdom Affect You?

Repairs: You'll still be able to report repairs in the same way you do now and we are looking to improve the service by introducing appointments for some repairs.

Property Allocation: Just like Fairfield was, Kingdom is a member of the Perth and Kinross Common Housing Register so the process will not change.

Tenancy Agreement: You don't need to sign a new tenancy agreement. This will transfer automatically to Kingdom and you retain all of your existing rights.

Paying Your Rent: All of your current rent payment arrangements, including if you receive Universal Credit or other benefits, will continue as they are currently. Over time changes will be made, but we will notify you at the time. Please do not cancel or amend any Direct Debits or Standing orders, or adjust any benefit applications including UC claims. We will provide clear instructions and guidance on payment methods when any change is to be applied in the future.

Transfer Commitments

Kingdom Housing Association has made and will deliver the following commitments:



An Effective Repairs Service

Provide a high-quality responsive repairs service from Kingdom's in-house maintenance team from July 2022 ensuring better value for money with local job opportunities.



More Investment In Homes

Spend £5.12 million improving homes and the local area by March 2025 including new kitchens, replacement windows, replacement doors and heating systems.



Better Estate Management And Wider Services

Introduce a range of new services for tenants such as access to energy and money advice, employability and digital support. Improve customer service through access to Kingdom's Customer Service Centre.



Affordable Rents

Ensure rents remain affordable with a rent freeze until April 2023 and restrict rent increases in years 2 and 3 to CPI inflation only.



Keep The Local Fairfield Office

Ensure services stay local and easy to access with local staff that you know and trust plus more specialist staff and management operating from the office as required to provide better customer service and support.



Keep The Local Staff

Retain Fairfield staff ensuring their terms and conditions are protected and offer staff access to enhanced learning and development and career opportunities.



Be Financially Viable

Remain financially viable in the long term with a robust new 30 year business plan allowing for major investment in homes while keeping rents affordable.



Good Governance

Ensure strong and stable governance so that the Association is well managed and complies with legal and regulatory requirements.



Create A Local Area Committee

Establish an influential new Local Area Committee with direct links to the Kingdom Board to ensure a strong tenant voice. The Committee will ensure the transfer commitments are delivered and oversee local investment and community budgets.



Greater Housing Choice

Support tenants to have more housing choices and options. Provide 288 new build social and mid market rented homes in the Perth and Kinross Council area over the coming 4 years with a mix of housing types.

