



**Landlord name:** Kingdom Housing Association Ltd

**RSL Reg. No.:** 142

**Report generated date:** 14/11/2023 16:15:42

**Approval**

A1.1	Date approved	15/05/2023
A1.2	Approver	Tom Barclay
A1.3	Approver job title	Group Chief Executive
A1.4	Comments (Approval)	N/A



Comments (Submission)

None



## Social landlord contextual information

### Staff

#### Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. Thomas Barclay
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	11.00
C1.2.2	the number of office based staff	187.54
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	45.00
C1.2.6	the total number of staff	243.54
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.98%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.11%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)	
--	--

C3.1	The number of 'general needs' lets during the reporting year	669
C3.2	The number of 'supported housing' lets during the reporting year	67
Indicator C3		736



The number of lets during the reporting year by source of let (Indicator C2)
--

C2.1	The number of lets to existing tenants	42
C2.2	The number of lets to housing list applicants	365
C2.3	The number of mutual exchanges	44
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	34
C2.5.2	nominations from the local authority	13
C2.5.3	other	184
C2.6	the number of other nominations from local authorities	98
C2.7	Total number of lets excluding exchanges	736

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

Our CEO changed from 1 April 2023. Our former CEO will not be included in the senior staff turnover figure till 2023-24.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
---

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	500
1.1.2	the fieldwork dates of the survey	03/2022
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	285
	very satisfied	
1.2.2	fairly satisfied	159
1.2.3	neither satisfied nor dissatisfied	30
1.2.4	fairly dissatisfied	12
1.2.5	very dissatisfied	13
1.2.6	no opinion	1
1.2.7	Total	500

Indicator 1	88.80%
-------------	--------

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.





## The customer / landlord relationship

### Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	500
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	338
2.2.2	fairly good at keeping them informed	110
2.2.3	neither good nor poor at keeping them informed	41
2.2.4	fairly poor at keeping them informed	6
2.2.5	very poor at keeping them informed	5
2.2.6	Total	500

	Indicator 2	89.60%
--	-------------	--------



## Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	500
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	329
5.2.2	fairly satisfied	97
5.2.3	neither satisfied nor dissatisfied	62
5.2.4	fairly dissatisfied	8
5.2.5	very dissatisfied	4
5.2.6	Total	500

	Indicator 5	85.20%
--	-------------	--------

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.



## Housing quality and maintenance

### Quality of housing

#### Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	11.35
C8.3	The date of your next scheduled stock condition survey or assessment	04/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C8.5	Comments on method of assessing SHQS compliance.	

Our stock condition surveys are carried out by our in house maintenance officers. We carry out a stock condition survey during all voids where the surveys are 3 years or older. We also work on a programme where 1/5th of the stock reviewed on an annual basis and from this 1/5th of the stock we carry out a physical survey to a minimum 10% and ensure that 1 of each house type is covered in this programme. Programmes over the last few years were heavily impacted by covid.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
---

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	5,535	5,926
C9.2	Self-contained stock exempt from SHQS	110	110
C9.3	Self-contained stock in abeyance from SHQS	207	190
C9.4.1	Self-contained stock failing SHQS for one criterion	49	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	49	0
C9.5	Stock meeting the SHQS	5,169	5,626

C9.6	Total self-contained stock meeting the SHQS by local authority
------	--

	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	228	287
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	63	63
Fife	4,161	4,474
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	717	790
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	12
West Dunbartonshire	0	0
West Lothian	0	0
Totals	5,169	5,626



## Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	5,535
6.1.2	projected to the end of the next reporting year	5,926
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	5,169
6.2.2	projected to the end of the next reporting year	5,626

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.39%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	94.94%





## Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	499
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	299
7.2.2	fairly satisfied	153
7.2.3	neither satisfied nor dissatisfied	26
7.2.4	fairly dissatisfied	15
7.2.5	very dissatisfied	6
7.3	Total	499

	Indicator 7	90.58%
--	-------------	--------

**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
--	--	--

8.1	The number of emergency repairs completed in the reporting year	4,660
8.2	The total number of hours taken to complete emergency repairs	12,313

Indicator 8		2.64
-------------	--	------



## Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	12,484
9.2	The total number of working days taken to complete non-emergency repairs	104,788

Indicator 9		8.39
-------------	--	------



## Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	10,020
10.2	The total number of reactive repairs completed during the reporting year	12,430

Indicator 10		80.61%
--------------	--	--------



How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	114
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>After adopting the MOT style gas servicing there was an error last year where preserved anniversary dates weren't reset as services were carried out between 1-7 days earlier than the 2 month period. As a consequence of this error, services carried out in 2022/23 for the 114 properties were carried out later than what should have been the new preserved anniversary date. We have now been carrying out much more thorough checks on the servicing programming and are currently working on implementing a compliance system to better manage the gas servicing process per our notifiable event.</p>		

Indicator 11	114
--------------	-----



Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	1,006
12.2	Of the tenants who answered, how many said that they were:	873
12.2.1	very satisfied	
12.2.2	fairly satisfied	75
12.2.3	neither satisfied nor dissatisfied	12
12.2.4	fairly dissatisfied	8
12.2.5	very dissatisfied	38
12.2.6	Total	1,006

	Indicator 12	94.23%
--	--------------	--------

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

In relation to electrical safety we did not carry out electrical safety checks prior to the 5 year date on 630 properties. We have been carrying out a catch up exercise over the last 2 years and have been working on the basis of the electrical safety check being completed by the 31st March each year. We are now working to complete electrical safety inspections prior to the expiry date of the previous certificate however we are likely to miss this date for some properties particularly those carried out in April 23.



## Neighbourhood & community

### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	1,242	116
Complaints carried forward from previous reporting year	6	2
All complaints received and carried forward	1,248	118
Number of complaints responded to in full by the landlord in the reporting year	1,234	111
Time taken in working days to provide a full response	3,392	1,064

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.88%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	94.07%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.75
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	9.59





Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	500
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	350
13.2.2	fairly satisfied	99
13.2.3	neither satisfied nor dissatisfied	36
13.2.4	fairly dissatisfied	10
13.2.5	very dissatisfied	5
13.2.6	Total	500

	Indicator 13	89.80%
--	--------------	--------



## Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	805
14.2	The number of tenancy offers that were refused	69

Indicator 14		8.57%
--------------	--	-------



Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
--

15.1	The number of cases of anti-social behaviour reported in the last year	570
15.2	Of those at 15.1, the number of cases resolved in the last year	555

	Indicator 15	97.37%
--	--------------	--------



Abandoned homes (Indicator C4)
--------------------------------

C4.1	The number of properties abandoned during the reporting year	19
------	--	----



## Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	29
22.2.1	22.2 The number of properties recovered: because rent had not been paid	2
22.2.2	because of anti-social behaviour	4
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	6.90%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	13.79%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	20.69%

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.



## Access to housing and support

### Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
--	--

17.1	The total number of lettable self-contained stock	5,538
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	301

Indicator 17		5.44%
--------------	--	-------



## Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	261
19.2	The number of approved applications completed between the start and end of the reporting year	195
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	60
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
The numbers do not match as there are more than 1 adaptation required in a number of properties		

Indicator 19

66





## Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£0
20.2	The cost (£) that was grant funded	£277,692
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£277,692
--------------	--	----------



The average time to complete adaptations (Indicator 21)		
---	--	--

21.1	The total number of working days taken to complete all adaptations.	9,682
21.2	The total number of adaptations completed during the reporting year.	204

		Indicator 21	47.46
--	--	--------------	-------



Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	41
23.2	The total number of individual homeless households referrals received under other referral routes.	4,621
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	4,662
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	41
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	197
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	238
23.7	The total number of accepted offers.	220

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	5.11%
Indicator 23 - The percentage of those offers that result in a let	92.44%



Average length of time to re-let properties in the last year (Indicator 30)		
---	--	--

30.1	The total number of properties re-let in the reporting year	308
30.2	The total number of calendar days properties were empty	17,191

Indicator 30		55.81
--------------	--	-------

## Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	32
16.1.2	applicants who were assessed as statutory homeless by the local authority	130
16.1.3	applicants from your organisation's housing list	231
16.1.4	nominations from local authority	4
16.1.5	other	32
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	30
16.2.2	applicants who were assessed as statutory homeless by the local authority	122
16.2.3	applicants from your organisation's housing list	219
16.2.4	nominations from local authority	4
16.2.5	other	31

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	93.75%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.85%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	94.81%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	96.88%

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.



## Getting good value from rents and service charges

### Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)
---

26.1	The total amount of rent collected in the reporting year	£23,920,459
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£24,359,026

	Indicator 26	98.20%
--	--------------	--------



Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,850,687
27.2	The total rent due for the reporting year	£24,778,010

	Indicator 27	7.47%
--	--------------	-------





## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	289
28.2	The total value of management fees invoiced to factored owners in the reporting year	£12,693

Indicator 28		£43.92
--------------	--	--------



## Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£24,778,010
18.2	The total amount of rent lost through properties being empty during the reporting year	£418,985

	Indicator 18	1.69%
--	--------------	-------



Rent increase (Indicator C5)
------------------------------

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	5.00%
------	--	-------



The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	2,972
C6.2	The value of direct housing cost payments received during the reporting year	£10,951,316



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
--

C7.1	The total value of former tenant arrears at year end	£448,585
C7.2	The total value of former tenant arrears written off at year end	£31,523

	Indicator C7	7.03%
--	--------------	-------

**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
--

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	500
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	192
25.2.2	fairly good value for money	194
25.2.3	neither good nor poor value for money	78
25.2.4	fairly poor value for money	24
25.2.5	very poor value for money	12
25.3	Total	500

Indicator 25	77.20%
--------------	--------



## Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	67
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	6
29.2.2	fairly satisfied	26
29.2.3	neither satisfied nor dissatisfied	15
29.2.4	fairly dissatisfied	12
29.2.5	very dissatisfied	8
29.3	Total	67

Indicator 29	47.76%
--------------	--------

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.



**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
---

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
--	--------------	-----



For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
--------------	--

## Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

None