



Annual Report on the Charter 2024/25

Facts and Figures
About Your Landlord



KINGDOM
Housing Association

Introduction

Our Annual Report on the Charter gives you information on how we are performing as a landlord. The information in this report is from 1 April 2024 to 31 March 2025 and covers the main areas of our work.

This report lets you know how we compare to the average of all Scottish social landlords and how we are meeting the standards of the Scottish Social Housing Charter.

In the charts, when we are making comparisons, we've used arrows to show our performance. We will also say what we are comparing our performance to. A green arrow shows where we are performing well, an amber arrow shows no change, and a red arrow shows where we can do better.

This year, we've focused on strengthening customer experience, tackling damp and mould, improving repairs, and embedding Rent+ principles across our Communities teams.

Overall Satisfaction

We're listening to what matters most to you, and acting on it.

Our latest satisfaction survey shows progress in key areas like communication, involvement, and the quality of homes and neighbourhoods.

These improvements reflect targeted action plans, stronger support from our frontline teams, and a renewed focus on getting things right the first time.

We know there's more to do. We want to improve how we keep you informed and involve you in decisions about our services.

Satisfaction with repairs has gone down, so this will be a key focus as we review how the service works.

Customer Satisfaction Survey Results	2023/24	2024/25	How We Compared To The Scottish Average	Scottish Average 2024/25
Percentage of tenants surveyed who were satisfied with the overall services we provided	86%	87.9%	1.1% higher 	86.8%
Percentage of tenants surveyed who feel we are good at keeping them informed about our services	87.2%	90%	Equal to 	90%
Percentage of tenants surveyed who were satisfied with the opportunities to participate in decision making	71.7%	84.9%	1.4% below 	86.3%
Percentage of tenants surveyed who were satisfied with the quality of their home	77.6%	78.7%	6% below 	84.7%
Percentage of tenants surveyed who were satisfied with the way we manage their neighbourhood	75.5%	80.1%	4.1% below 	84.2%

Repairs and Maintenance

In 2024/25, our programme of upgrades and improvements to our customers' homes continued.

Our in-house maintenance and technical teams worked on maintaining these to the highest standards. We invested over £3.5 million in our planned maintenance programme, completing upgrades to homes including:

- 135 kitchens
- 283 boilers
- 35 bathrooms
- 147 windows and doors

These upgrades were carried out alongside our 24/7 repairs service.

Percentage of tenants surveyed who were satisfied with the repairs service

2022/23	2023/24	2024/25	How We Compared to the Scottish Average	Scottish Average 2024/25
94.2%	93.2%	82.1%	4.6% below 	86.7%

Satisfaction with our repair service has decreased and levels are below the Scottish average. We are using your feedback to make improvements as a matter of top priority.

We have changed how we gather feedback to make sure we truly listen to what matters to you. We want to understand what's working well and where we need to do better, and we've got clear plans in place to make those improvements.

Average time taken to complete repairs

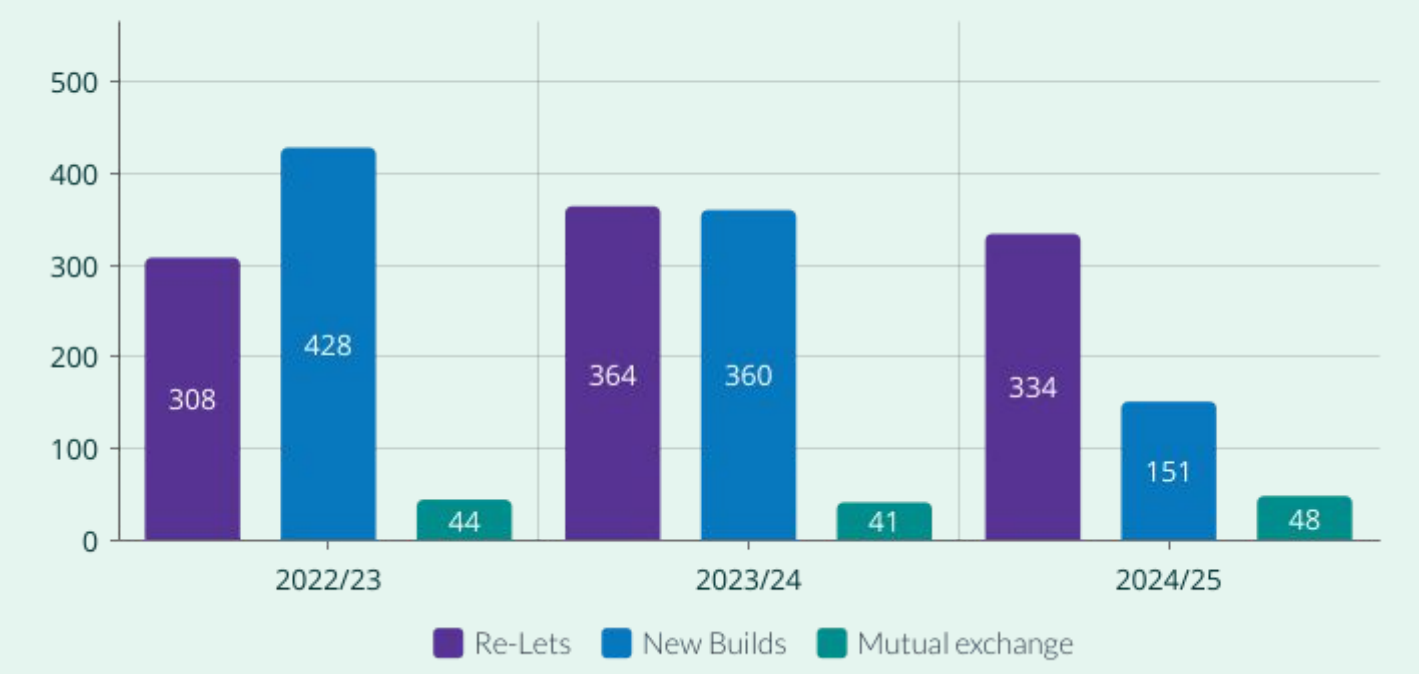
Repair Category	2022/23	2023/24	2024/25	How We Compared to the Scottish Average	Scottish Average 2024/25
Emergency	2.64 Hours	2.21 Hours	2.36 hours	1.53 hours faster 	3.89 hours
Non-emergency	8.4 Days	7.9 Days	9.17 days	Equal to 	9.13 days

We have maintained a completion time for emergency repairs that's faster than the Scottish average. Non-emergency repairs and the time taken to complete them is below the Scottish average.

We will continue to fix the issues in your home as quickly as we can and work to drive down the completion times. We will make sure you continue to have choice, convenience and control over when we book your appointment and carry out non-emergency repairs.

Access to Housing

The graph below shows the total number of social rented properties that were allocated in each of the last three years. This information includes whether the properties were let after somebody moved out or as part of our new build programme. Also included is the number of customers who moved into their homes after a mutual exchange. A mutual exchange is when one social housing customer swaps homes with another, often because their housing needs have changed.



In 2024/25, we had a steady year allocating properties. Among these allocations, we gave homes to 206 homeless households and we were able to help more people find a home that met their needs.

Helping You Keep Your Tenancy

Percentage of new tenants who stayed with us over a year

2022/23	2023/24	2024/25	How We Compared to the Scottish Average	Scottish Average 2024/25
93.8%%	88.4%%	96.4%	1.8% higher 	94.6%

We are pleased to see an increase in the number of new customers who stayed with us for more than a year and we continue to be above the Scottish average.

As part of Kingdom’s mission to provide **more than a home**, we are continuing to deliver services to support you during challenging times, with our expert Tenancy Support Service team opening over 1,462 new cases during 2024/25. Some highlights from our Tenancy Support Service are:

- £892,536 of estimated financial gains for customers
- £2,448 was the average financial gain for customers who received our support
- £805.536 of benefit claims made for customers, including £102,235 of Housing benefit and £155,672 of Universal Credit claims
- 415 customers accessed Home Energy Efficiency Advice and were given free draft excluders, pressure cookers, energy-efficient light bulbs, and dehumidifiers where needed

Kingdom Works, our employability project, had another successful and busy year supporting unemployed people. Over the 2024/25 year, their outcomes were:

- 743 people supported by Kingdom Works
- 518 training courses delivered
- 384 people were supported into employment
- 62% of jobs were sustained for more than 6 months
- 97.6% of customers are satisfied with the service

Value For Money

Rent collection and time to re-let empty homes

	2022/23	2023/24	2024/25	How We Compared to the Scottish Average	Scottish Average 2024/25
Percentage of Tenants who Thought their Rent was Good Value for Money	77.2%	72.3%	73.9%	7.8% below 	81.7%
Percentage of Rent Collected	98.2%	99.2%	100%	Equal to 	100.2%
Rent Money Lost due to Homes Being Empty	1.69%	1.02%	0.7%	0.6% better 	1.3%
Average Time Taken to Re-let Properties	55.8 days	46.2 days	41.6 days	18.99 days faster 	60.59 days

We've improved rent collection, reduced void loss, and shortened re-let times. While the value for money statistic is improving, we recognise the need to continue balancing affordability with service quality. Our rent approach supports transparency and fairness in how rent is spent.

We are undertaking a detailed rent and service charge review that will provide greater transparency and simplify our rent setting approach

Annual Rent Review

We recognise any increase to rent will have an impact on your household which is why we try to keep our rent increases as low as possible, while still being able to offer the services that are important to you. We base our rent increase on what it costs us to deliver services.

Annual Rent Increase	2022/23	2023/24	2024/25	2025/26
Kingdom Housing Association	2%	5%	7%	6%
Scottish Average	3%	5.1%	6.0%	4.7%

Nearly a quarter of our customers responded to our most recent rent consultation, with 1,126 responses. Our Board of Management agreed to implement the option chosen by 85% of respondents, a 6% increase by 1 April 2025. The feedback from this annual consultation is essential in helping our Board of Management make decisions about rent levels for the following year.

Participation

As part of Kingdom’s mission to provide **more than a home**, we want our customers to be at the heart of everything we do. We want to deliver an **exceptional customer experience** and we use your feedback to do this. Our recent Customer Satisfaction Survey told us there is a decline in the number of people who are satisfied with the opportunities to participate. We are already working hard to improve this by finding out how you want to participate and delivering on this.

During 2024/25, the participation opportunities available included:

- Community engagement events
- Door-to-door engagement
- Community visits
- Summer and Autumn Gathering events
- Newsletter surveys and targeted feedback collection

Our roadshows allow us to meet you face-to-face to discuss your home and community. Staff from across Kingdom attend roadshows in many of our communities to allow us to immediately deal with any enquiries you might have. That could be anything from repairs to money advice.

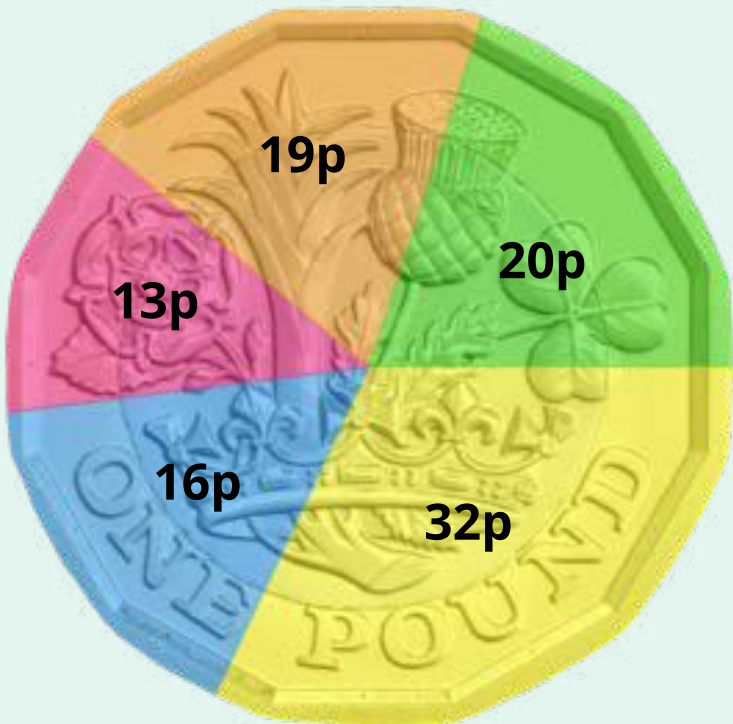
We hosted our **Summer Gathering** at The Scottish Deer Centre and our **Autumn Gathering** at The Adam Smith Theatre in Kirkcaldy. These events were a great success with over 350 customers attending across both. Our Gatherings are free family-friendly days out held at popular visitor attractions and give families a great day out at no cost to them.

Choices is our participatory budgeting scheme with a £20,000 fund every year to support ideas that customers have to improve their communities. During 2024/25, Choices funded several projects including providing 12 private gardens created through new fencing, bike storage, benches, 4 noticeboards, and 5 outdoor lights for Christmas decorations.

Our award-winning **Scrutiny Panel** continued to work closely in partnership with our Board of Management to review our performance and make recommendations for improvements. During 2024/25, we had new members join the panel. The panel is made up of a range of customers with experience of different services Kingdom offers. We always welcome new members to our panel and would love to hear your views. If you are interested, please get in touch.

How Each £1 Of Rent Is Spent

- 13p spent on investing in existing homes
- 19p spent on repairs and service charges
- 20p kept for future investment and debt repayments
- 32p spent on management costs
- 16p spent on interest on loans





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