



KINGDOM Group

MORE THAN A HOME

Fairfield Transfer Commitments: Year 3 Report



1 April 2024 -
31 March 2025

Transfer Commitments Reporting 2021-2025

Year 1: 1/12/2021 - 31/03/2023
Year 2: 1/04/2023 - 31/03/2024
Year 3: 1/04/2024 - 31/03/2025



May 2025

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Welcome from Tom Barclay, Kingdom Group Chief Executive

A little over three years ago, Fairfield tenants voted overwhelmingly in favour of a transfer of engagements to Kingdom Housing Association. More than 95% of voters in the independent ballot supported the move, with residents playing a significant role in shaping the priorities during a major campaign of tenant engagement. That decision marked the beginning of a new chapter for 514 Fairfield tenants, one rooted in trust, shared values and a belief that together we could do more.

From day one, our focus has been on you, our customers and the communities you live in. We promised to provide **more than a home**; we committed to real improvements in homes, neighbourhoods and lives. That promise was built on listening to what mattered most to you: affordable rents, a strong local presence, investment in homes, and support that goes beyond bricks and mortar.

We are proud to have delivered on the promises we made to you. We have kept the local Fairfield office open, retained the dedicated staff team that you know and trust and added a new locality team to strengthen local services further. We have invested significantly in improving homes and outdoor spaces, and we have delivered a wide range of wraparound support services including energy and money advice.

Throughout the last three years, we've considered you and your community at the heart of everything we do. Your views shaped the commitments we made, and your feedback continues to guide how we deliver them. The Local Area Committee, made up of tenants just like you, has played a vital role in helping us stay true to the spirit of the transfer. I want to thank everyone who has been part of this journey – tenants, staff, and committee members – for your hard work, dedication, and commitment. You have helped make this partnership what it is today, and your involvement has made a real and lasting difference.

This report marks the final update against the original transfer commitments, but it's far from the end of the journey. In this report you'll find a summary of what we have achieved together, where we have made progress, and how we have delivered on the promises we made. You'll also hear directly from tenants themselves about the difference these changes have made in their daily lives.

And we're not done. The new murals, our strengthened locality approach, and our community development plans are all signs of the exciting road ahead. Fairfield is part of the Kingdom community now and always will be.

We're proud of what we have achieved so far and even more excited about the future we're building together.



Tom Barclay
Kingdom Group Chief Executive



Our Promises to You

The Fairfield Transfer of Engagements took place on 1 December 2021.

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 Fairfield Board a strong mandate to proceed and confidence that tenants were in favour of becoming part of Kingdom Housing Association.

Prior to the transfer taking place, we made a number of commitments to Fairfield tenants based on the key priorities identified through a series of tenant consultations. These commitments were:

1. 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.

2. 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.

3. New Support Services For Tenants

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 and 24-hour online access to the tenant portal.

4. 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.

5. Keep The Local Fairfield Office

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

6. 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.

7. 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.

8. Good Governance

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

9. 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 will oversee local investment and community budgets.

10. 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.

This report set out our performance and progress against the transfer commitments as at 31 March 2025 following the completion of Year 3 of our plan.



What You Told Us

Since the transfer to Kingdom Housing Association, Fairfield tenants have shared their experiences and reflections. Here's what you told us about what's changed, what's improved and how you feel now.

What's Improved

Many tenants told us they've seen noticeable improvements in the quality and reliability of services since the transfer.

"The services are really good, especially the grass cutting. We would only get this 2 or 3 times a year before."

"Everything runs much smoother. Getting through to speak to someone at Kingdom is much easier. I feel we are now actually listened to and Kingdom always try to be as fair as possible."

"The landscaping is much nicer now. When something hasn't worked, Kingdom are quick to note the problem and do something about it."

It's been much better with Kingdom. A lot more gets done. We've had new windows and a new kitchen. The grounds in the area are slowly improving too. Kingdom staff have been brilliant."

How the Transfer Went

We asked how tenants felt about the process of becoming part of Kingdom. The feedback was overwhelmingly positive.

"The change of landlord was done respectfully and seamlessly. I am very, very happy with Kingdom as a landlord. Local residents are much happier and the staff are excellent."

"I think they have delivered on the commitments. It's been very professional but still caring towards residents."

Feelings About Kingdom Now

Three years on, many tenants told us they feel the transfer was the right decision and Kingdom has made a real positive difference.

"It's been much better with Kingdom. A lot more gets done. We've had new windows and a new kitchen. Kingdom staff have been brilliant."

"The change to Kingdom has been really good. I have been in my home 33 years and only since Kingdom has become the landlord have we had new windows, doors and a kitchen."

"We know you can't do everything at once. The community garden and community hub would make a big difference to the community but we are making progress with this."



How We've Performed: 1. An Effective Repairs Service

Transfer Commitment

1.1 Using Kingdom's contract, compliance, and asset management expertise, ensure all contracts are procured and managed to deliver high-quality responsive services to tenants, comply with all health and safety requirements and demonstrate value for money.

Outcome: All reactive repairs and related maintenance work contracts now have formal contracts in place, setting performance standards to be met.

Three contracts were required to be set up:

- Reactive Maintenance - Started 1 September 2021
- Stair Cleaning - Started 1 September 2021
- Void Cleaning - Started 1 September 2021

The cleaning work was set up as a combined contract and both areas of cleaning were incorporated into the wider Kingdom Housing Association (KHA) contracts in September 2022.

All contracts and work are included within the current Asset Management contracts or programmes of works.

1.2 Commitment to completing repairs in the following timescales:

Category	Target
Emergency	Within 4 hours
Urgent	Within 3 days
Routine	Within 10 days

Outcome: These targets are now set in the reactive repairs contract and are also applied by the new Perth area in-house maintenance team established in July 2022. Performance during 2024/25 is noted below:

Category	KHA Target	Performance
Emergency Day	97%	90.68% (515)
Emergency Night	97%	97.08% (137)
Urgent	92%	93.56% (264)
Routine	92%	80% (1499)

Percentages shown are for the number of jobs completed in the target timescales for each category, the total job numbers are also shown.

Our Emergency Night and Urgent repairs are performing ahead of target. Emergency Day repairs are below target based on completion percentage, but average completion times remain acceptable. Routine repairs are below target due to external contractor performance, the condition of properties at time of repair, and frequent asbestos surveys delaying job starts.



1.3 Introduce an appointment system for repairs from July 2022 to improve flexibility for tenants.

Outcome: Appointments were already routinely given for gas-related repairs so this applies to other building repairs.

We now offer appointments for all in-house works in all categories. The only jobs that do not provide an appointment is for subcontractor works.

All work is incorporated into the Kingdom repair appointment system with the exception of work that is being undertaken by our external partner contractors.

1.4 Increase the methods that tenants can use to report and track repairs progress (local office, access to Kingdom's Customer Contact Centre and online).

Outcome: Repairs can now be reported via the Customer Contact team and online as well as via the local office.

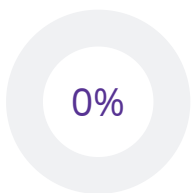
All customers are able to report repairs via our customer portal and this allows them to see the status of the repair.



Increase methods of reporting repairs – central phone line to Customer Service team and online portal



Ability to track status of repair via Customer Portal



Ability to track repairs in real time

We have developed our systems through the transfer period however we have been unable to deliver the ability to track repairs in real time. We will continue to explore the feasibility of this as part of our Digital Transformation Programme, working with local residents and our tenant participation group.

Customers currently have access to the My Kingdom portal and we have offered tutorials on self-service.



1.5 Introduce Kingdom's in-house maintenance service to Fairfield from July 2022. This will substantially improve the quality of the service as well as reducing costs and improving value for money.

Outcome: This is now fully in place.

Phase 1



Initial Team set up to carry out small day-to-day repairs and daytime emergency repairs. This was 100% complete and fully in place by July 2022.

Phase 2



Team expansion to take on all day-to-day repairs, emergency day repairs and out-of-hours emergency repairs. Recruitment is 100% complete and the team is now fully in place carrying out all aspects of the repairs service.

1.6 Expand employment and apprenticeship opportunities within the in-house maintenance service to offer employment opportunities to local residents.

Outcome: We recognise the value that comes from local people working in their local area. When we set up the in-house maintenance team for the area, we made sure we focused on recruiting locally.

We remain committed to creating close ties with local secondary schools and further education establishments and with DYW, Developing the Young Workforce, in the area.

This includes supporting 15 new jobs, sustaining 9 existing apprenticeships and creating 3 new apprenticeships through all phases of the development at Bertha Park.



How We've Performed: 2. More Investment In Homes And The Environment

Transfer Commitment

2.1 Over the first 3 years from transfer, Kingdom will deliver a major accelerated investment programme that will see over £5.12m spent in the area by the end of March 2025, compared to £2.21m that Fairfield planned to spend.

Outcome:

Expenditure commitments – total spend			
Period	Planned £,000	Actual £,000	% complete
1 Dec 21 - 31 Mar 23	1,524	1,266	83%
1 Apr 23 - 31 Mar 24	1,879	2,648	141%
1 Apr 24 - 31 Mar 25	1,785	1,700	95%
Total to date	5,188	5,614	108%

Our spend as detailed above includes an energy improvement programme of around £900,000. Our investment was £450,000 for this programme with the remaining funding coming from the Scottish Government.

2.2 From the total of over £5.12m, Kingdom will spend £860,845 to improve the environment. This is over £300,000 more than Fairfield would spend over the same period. The environmental improvements will cover the Fairfield estate plus the Muirton and City Centre developments.

Outcome:

Expenditure commitments – Environmental work			
Period	Planned £,000	Actual £,000	% complete
1 Dec 21 - 31 Mar 23	104	231	222%
1 Apr 23 - 31 Mar 24	288	248	86%
1 Apr 24 - 31 Mar 25	469	477	102%
Total to date	861	912	106%

Our investment was guided through discussion and agreement with the Local Area Committee. Improvements include landscaping at Muirton, hedging and tree cutting in Fairfield, the creation of additional parking spaces, new street signs, and the installation of EV charging points.



2.3 The actual works to be carried out will be identified through consultation with tenants to ensure the improvements reflect their preferences. These could include works such as remodelling of back courts, power washing, replacement paths, fencing, planting, and maintaining open spaces.

Outcome: The environmental improvement works which were identified through consultation for 2024/25 have been completed.

Work carried out during Year 3:

Description	Cost
External fencing	£65,481
Door Entry Systems	£22,660
Stair Vinyl at Morris Court	£9,138
Removal of shrubbed area and creation of parking	£65,340
New street signage	£11,982
External painterwork	£246,925
Infill shrub beds	£2,907
Bike storage & undercover smoking shelter at Canal Street	£8,485
Garden Ground works	£43,854
Total investment	£476,772

In Year 1 of the transfer we invested £223,024. In Year 2 we invested £212,054. All of the work identified and completed was through consultation with customers.

2.4 By the end of March 2025, Kingdom will have provided significantly more investment than proposed by Fairfield, summarised as follows:

Install 221 New Doors

Year 1 Goal (Dec 2021 - March 2023): 121 new doors installed

Year 2 Goal: 72 new doors installed

Year 3 Goal: 28 new doors installed

Outcome: The programme to fit 221 doors has been exceeded. In total 226 doors have been installed.

Due to access challenges during the programme we had windows and doors manufactured but not fitted. This means we have a stock of windows and doors which can be fitted around the Fairfield area as required.



All UPVC Doors have been installed



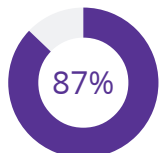
Outcome: 230 windows have been installed, meaning the window replacement programme is fully complete and we installed more windows than we had programmed. We also have some in store where we have had access difficulties in the past. We will continue to try to seek consent to fit outstanding windows.

2.6 Install 376 Replacement Kitchens

Year 1 Goal (Dec 2021 - March 2023): 93 kitchens installed

Year 2 Goal: 161 kitchens installed

Year 3 Goal: 122 kitchens installed



Outcome: Work 87% Complete (301 kitchens installed)

We have carried out a small number of kitchen replacements using our in-house operatives and we also worked with Bell Group to install the remainder of the programme. We were able to install a total of 101 Kitchens this year and have 15 refusals. We have kitchens in storage for some of these refusals and we will work to reuse the units or install them in the original property if our customers change their minds or we have a change of tenancy.

In total, we have installed 301 kitchens.

Description	Number
Fully complete	101
Tenant refusal due to previous installation and upheaval (Refusal form signed)	13
Tenant refusal does not want kitchen (Refusal form not signed)	2

2.7 Install 36 Replacement Bathrooms

Year 1 Goal (Dec 2021 - March 2023): 0 bathrooms installed

Year 2 Goal: 21 bathrooms installed

Year 3 Goal: 15 bathrooms installed



Outcome: The programme is complete and we installed one more bathroom than was originally planned.

2.8 Complete 258 Heating upgrades / replacement systems

Year 1 Goal (Dec 2021 - March 2023): complete 14 upgrades / replacement systems

Year 2 Goal: complete 154 upgrades / replacement systems

Year 3 Goal: complete 90 upgrades / replacement systems



Outcome: We have installed 93 boilers during the final year which completed this programme of work.



2.9 Complete 9 Smoke Detector Upgrades

Year 1 Goal (Dec 2021 - March 2023): 9 upgrades

Year 2 Goal: 0 upgrades

Year 3 Goal: 0 upgrades

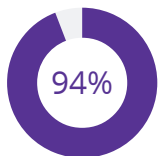
Outcome: No Smoke detectors were installed as part of a planned programme in year 2 or 3. Our work in Year 1 made us 100% compliant with fire and smoke detector standards.

2.10 Replace 261 Consumer Units

Year 1 Goal (Dec 2021 - March 2023): 85 replacement consumer units

Year 2 Goal: 88 replacement consumer units

Year 3 Goal: 88 replacement consumer units



Outcome: Works have progressed well with the support of an external contractor. In Year 3, we completed 127 consumer unit changes which included a programme of forced entry visits.

Forcing entry is always our last resort and we work hard to engage directly with our customers explaining why we do the work we do. The safety of our customers and our homes is always our priority.

There were some properties where we were unable to carry out the consumer unit replacements, however, we continue to collaborate with our new Neighbourhood teams and our customers to carry out this work.

In addition to customer safety, we are required to complete works like this to remain compliant.

Our Building Safety Team work proactively with customers to offer flexible, hassle free appointments and always try to be as accommodating as possible.

In total, we have installed 245 consumer units.



2.11 Complete Rewiring of 160 homes

Year 1 Goal (Dec 2021 - March 2023): 0 wiring upgrades

Year 2 Goal: 0 wiring upgrades

Year 3 Goal: 160 wiring upgrades

Outcome: There were no wiring upgrades completed for Year 3, 2024/25.

From the feedback we have received from the contractor carrying out our Electrical Installation Condition Reports (EICR) we do not feel that full rewires are required in the properties at this stage. We have committed to carrying out rewires should any properties in the list become void. We used the money set aside for this programme in other areas, specifically additional window and door replacements as well as painter work in flat common areas.

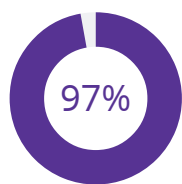


2.12 Total Number of installations: 1,541

Year 1 Goal (Dec 2021 - March 2023): 442 installations

Year 2 Goal: 568 installations

Year 3 Goal: 531 installations



Outcome: 97% of work complete. We attempted to do all of the work we committed to. A small proportion of customers did not want work undertaken which is why we did not reach 100%.

The completion detail for Year 3 is noted in the table below:

Item	Planned	Complete	Outstanding
New Doors	86	91	0
New Windows	28	38	0
Kitchen	116	101	15
Bathroom	15	16	0
Heating Upgrade	93	93	0
Smoke Detectors	0	0	0
Consumer Units	143	127	16
Rewiring	0	0	0
Total	481	466	31

2.13 Additional improvement works

In addition to the improvement works highlighted on the above table, we have carried out energy improvement works on a number of the properties. This energy improvement work includes the following:

Measure	Number complete
External wall Insulation	1
Internal wall insulation	39
Loft insulation	4

We have also carried out a number of door entry replacements as well as numerous fencing improvements across the estate.

We have carried out a large volume of paintwork in the Fairfield estate over all 3 years of the commitments. This has involved improving the appearance of external areas as well as internal communal stairwells.



Transfer Commitment

3.1 Kingdom will retain and expand tenant services from Fairfield's current offices, so it acts as a busy and vibrant Kingdom local services centre.

Outcome: Staff from across the organisation continue to work from the local office at Fairfield. Our recent organisational restructure means we now have a broader range of colleagues working from the office at Fairfield and it remains an accessible hub for customers.

In addition, we have collaborated with external partners to support Kingdom customers to access a wider range of local services. Examples of these included a programme of weekly drop-in sessions that were run by Perth and Kinross Council surrounding employability and learning opportunities.

Police Scotland, Environmental Services, Safer Communities and Perth and Kinross Council also attended the Community Clean Up hosted from the Perth Office in August 2024.

3.2 Kingdom will introduce and embed its customer-focused culture to Fairfield to ensure that the customer is at the heart of everything staff do.

Outcome: Delivering exceptional customer experience is a strategic goal for Kingdom. Our CARES values (Customer, Accountable, Respect, Efficient, Supportive) are well embedded across the Kingdom Group and help us focus on the customer to deliver brilliant outcomes.

We have developed and implemented a new locality-based operating model that co-locates teams who work together in the same physical spaces. This joined up approach allows us to work together as One Kingdom and puts the customer at the heart of all we do.

3.3 Kingdom will develop a local strategy and action plan with the new Local Area Committee to ensure services meet the needs of the local community and standards are set and monitored with tenants.

Outcome: Our Customer Experience Team are visible and active in the community, designing and delivering local initiatives and community events. Our relationship with the Local Area Committee remains strong and productive and we will continue that relationship going forward. The membership of the Local Area Committee is diverse and represents the communities where we work. Their involvement and input have allowed us to deliver a number of improvements locally, including a community garden space and plans for a mural that celebrates the local area.

3.4 In addition to locally-based services, customers will be able to call Kingdom's Customer Contact Centre or access the tenant portal and web-based services 24 hours a day.

Outcome: Customers in Perth can now access services through a wider range of options and hours. This means customers can contact us and access services on their own terms.

Perth Office: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 4.00pm

Phone Lines: Monday 9.00am to 5.00pm, Tuesday 10.00am to 7.00pm, Wednesday to Friday 9.00am to 5.00pm

Customer Portal: Available 24 hours a day

Web-based Services: Available 24 hours a day



3.5 Kingdom will introduce a range of new support services for Fairfield tenants, namely access to energy and money advice, tenancy sustainment, tenant participation, digital access, and employability.

Outcome: We are proud of the wraparound services we offer that help our customers and their wider family connections reach their potential. Throughout Tenancy Support Services we continue to deliver core support services including money and energy advice and short-term housing support.

Our Customer Engagement Team has been active with our Fairfield customers with events such as the Community Clean Up and Community Open Days. Events such as these are a great opportunity to build social networks and give us the opportunity to promote more of our services to customers.

3.6 Access to the CHOICES budget that will be increased by £5,000 to allow bids for funding to deliver local projects from Fairfield communities.

Outcome: Fairfield customers have access to Choices, the funding scheme that's entirely customer-driven and designed to improve local communities. Choices gives customers the power to make positive changes in the areas where they live.

Choices funding can be used for a range of projects that have been put forward by local people. Examples of completed projects across our areas of operation include creating a community garden, help with litter picking and increasing access to communal areas.

3.7 Access to the Covid-19 assistance fund to help tenants who are struggling as a result of the coronavirus pandemic.

Outcome: The Covid-19 assistance fund closed as the pandemic was declared over. However we remain acutely aware of the ongoing cost of living crisis and the challenges our customers face because of it.

We continue to offer a wide range of wraparound advice and support services to help customers make the most of their income and can signpost additional funding sources where appropriate and support customers with their application forms.



How We've Performed: 4. Ensure Rents Remain Affordable

Transfer Commitment

4.1 A rent freeze for the first year post transfer (2022/23) while priority investment proposals are undertaken, and new services are introduced.

Outcome: Approved and implemented from 1 April 2022.

4.2 Restrict rent increases in years 2 and 3 following the transfer to inflation (Consumer Price Index, CPI) only.



Outcome: Increase at CPI only – all social rent stock transferred to KHA from Fairfield Housing Association, and an increase in rent of 6.7% is applied from 1 April 2024, consistent with all social tenancies in Kingdom.

4.3 Future business plan assumptions are based on inflation + 0.5% for years 4 to 15 post transfer, subject to economic conditions and annual consultation with tenants.

Outcome: Fairfield was fully incorporated into Kingdom's Business Plan from 1 December 2021 and transfer commitments reflected in the cash flow projections. The assumption on rent for ex-Fairfield Housing Association properties is CPI-only for 2024/25 and no more than CPI + 0.5% for all future years.

4.4 Undertake a rent structure review after 3 years from the transfer, in full consultation with tenants to address the perceived inequalities with the current rent structure.

Outcome: The latest rent consultation and an affordability study took place in the latter part of Year 2. The responses were:

- Rent consultation: 19% response rate
- Affordability: 76% satisfied

Tendering for rent structure got underway early in 2025, to be implemented from April 2026.

4.5 Review the service charges across all properties and introduce a revised service charge structure from April 2023 that is fair and transparent.

Outcome: We completed this commitment in the agreed timescale. Our former Fairfield customers were kept informed at every stage of the process and the new services charges are well embedded. We were transparent with customers and explained clearly that their service charge reflects the costs of the services being delivered and this was well received.

Kingdom has now moved on to tendering which starts early 2025. This will then be effective for customers from April 2026.



How We've Performed: 5. Keep the Local Office

Transfer Commitment

5.1 Kingdom recognises the local and strategic benefits associated with having a local base and will retain the current office with no plans to review this unless alternative arrangements are identified and agreed with the local community.

Outcome: The local office has been retained, with all former Fairfield staff still working from this office.

We continue to retain the current office and have recently carried out a number of improvement works to enhance the working conditions for our Perth team and to add improved shared spaces to allow for community and stakeholder events.

5.2 Fairfield's transferring staff will be retained and operate from the local office.

Outcome: A new locality team joined the retained staff at the local office on 1 April 2025, allowing for more agile customer service.

5.3 Their local knowledge and good relations with the community will be supplemented with Kingdom's leadership structures, asset and wider role services who will operate from the local office as required.

Outcome: Kingdom's employees based in the local office are part of our broader departmental structures so have access to the support staff elsewhere. Members of our Senior Management Team regularly spend time working from the local office.



How We've Performed: 6. Retain Existing Staff

Transfer Commitment

6.1 No compulsory redundancies will take place as part of the transfer.

Outcome: No redundancies were made as part of the transfer. Only one of the transferred employees has left Kingdom – that was on a voluntary basis to take up a promoted role with another registered social landlord (RSL).

6.2 Fairfield terms and conditions will be protected through Transfer of Undertaking Protection of Employment Rights (TUPE).

Outcome: Fairfield staff's terms and conditions were protected through TUPE. In addition, Kingdom preserved the transferred employees' pension arrangements which is not required under TUPE.

6.3 Fairfield staff will be able to apply for vacancies and other employment opportunities open to current Kingdom staff. Where former Fairfield staff are successful in securing a post within Kingdom that they apply for, they will be engaged on a new Kingdom contract and terms and conditions.

Outcome: Transferred staff are made aware of and can apply for vacancies in line with all other Kingdom staff. Since transfer, two employees have made successful applications to promoted internal posts.

6.4 Current Fairfield staff will remain in place, with no mandatory changes to current terms and conditions, for at least 5 years after transfer. This won't change unless these are requested by staff and agreed by Kingdom through negotiation, or if Fairfield staff apply and are successful in moving to a new post within Kingdom.

Outcome: Staff have transferred over on existing contractual terms. Staff were offered the opportunity to change to KHA terms on a purely voluntary basis and were provided individual comparative documents to inform that decision. Two employees asked to change to KHA terms. The offer to move to KHA terms remains open to other staff.

6.5 Continuity of service with transfer to Kingdom with the transferring employee.

Outcome: Staff have transferred over with continuity of service on both statutory and contractual terms.

6.6 The highly experienced management team within Kingdom will provide support and lead the local Fairfield team to deliver excellent services.

Outcome: Transferred staff have undertaken both departmental and organisational inductions along with participation in Kingdom's performance management process to understand their objectives/expected behaviours and are supported to achieve both.

The transferred employees are fully embedded into Kingdom's structure, systems and supports. Performance is measured in line with the broader KHA customer base.

6.7 Kingdom's culture change programme will be introduced and embedded to ensure a customer-focused culture.

Outcome: How our people feel about working at Kingdom is really important to us. We work hard to embed a supportive culture, guided by our values, that allows colleagues to thrive and deliver an exceptional customer experience. All staff who transferred to Kingdom benefit from the same supportive performance framework.



6.8 Staff will be provided with significant learning and development opportunities through Kingdom's in-house Kingdom Academy.

Outcome: Transferred staff have full access to the Kingdom Academy and have their personal development discussed monthly as part of the performance management process. They have the same opportunities/expectations as other staff to participate in both departmental and organisational learning activities and initiatives.

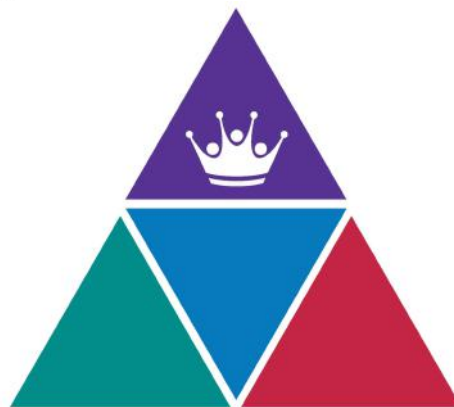
Transferred staff will also benefit from our new Learning & Development team, which will offer a range of opportunities for all colleagues across Kingdom Group. These include support with compliance, onboarding, general upskilling and leadership development, ultimately enhancing job performance and enriching the employee experience.

6.9 Additional benefits will be available through Kingdom's reward programme and staff awards to create a customer-focused culture and an array of support mechanisms to ensure staff wellbeing.

Outcome: Transferred staff have access to all Kingdom Benefits including our Vivup employee discount platform, various health and wellbeing initiatives, a salary sacrifice pension offering, and our Employee Assistance Programme.

6.10 Staff will be given greater say in how the organisation is run through representation on the Employee Forum and other employee participative activities and mechanisms.

Outcome: A Perth and Kinross area Employee Forum Representative is in place and other employees are able to participate in other groups such as our Women at Work forum, LGBT+ Network, and Wellbeing Ambassadors.



**Kingdom
ACADEMY**

Achieve Your Potential



How We've Performed: 7. Be Financially Viable

Transfer Commitment

7.1 A new post-transfer 30-year business plan has been created that addresses the gaps in Fairfield's current plan.

Outcome: This commitment was completed as part of the approved Business Case. The plan sets out a long-term approach and will be reviewed and updated regularly under Kingdom's standard business planning cycle.

7.2 The new plan demonstrates how the attractive package of benefits to Fairfield's tenants will be paid for over the 30-year period whilst maintaining rent affordability.

Outcome: This was completed during the development of the Business Case, which confirmed the funding and affordability of tenant benefits over the full 30-year period. Ongoing oversight will continue as part of routine financial planning.

7.3 The plan has been stress-tested to ensure the post-transfer Kingdom can continue to respond to the inevitable changes in the operating environment that might occur.

Outcome: This commitment was completed through detailed stress testing carried out during the Business Case. Future risks and scenarios will continue to be reviewed through Kingdom's established monitoring processes.

7.4 The new plan ensures that Kingdom continues to meet the requirements of its lenders (including Fairfield's loan requirements) over the terms of the plan.

Outcome: As above, this was completed as part of the Business Case and will be updated going forward. The plan was issued to each lender and no concerns were raised. Lloyds agreed to reduce their interest cover covenant to bring it into line with all other lenders.



How We've Performed: 8. Ensure Good Governance

Transfer Commitment

8.1 A strong and skilled Board at Kingdom that will ensure full compliance with Scottish Housing Regulator (SHR) standards, good governance, scrutiny, and robust decision making.

Outcome: In October 2024, Kingdom's Board of Management submitted a fully compliant assurance statement to the Scottish Housing Regulator (SHR).

The Scottish Housing Regulator rated Kingdom as being 'Compliant' with the Regulatory Framework.

The diversity of skills were enhanced through a Board recruitment exercise with 1 new Member being co-opted to the Board of Management in March 2025. The Board now has 13 Members.

8.2 Reserved place on the Kingdom Board for a current Fairfield Board tenant member in the first instance, or current Fairfield Board shareholding member.

Outcome: A former Fairfield Board member was an active participant on the Kingdom Board of Management for approximately 1 year but left due to personal reasons.

The Local Area Committee and the KHA Board of Management did not feel a replacement was required.

8.3 Proactive engagement with the Scottish Housing Regulator, through being a Systemically Important Registered Social Landlord.

Outcome: Kingdom has proactive engagement with the Scottish Housing Regulator and they are regularly updated on transfer commitment progress. This will conclude following 2024/25.

8.4 Highly experienced management team to lead the local Fairfield team to deliver excellent services and effectively implement compliant policies.

Outcome: The Kingdom Management Team is highly experienced and skilled at providing strategic leadership to a Registered Social Landlord.

8.5 Positive engagement with local politicians and the Council to understand their aspirations for Fairfield and provide assurance on its wider plans as one of the Council's strategic housing providers with a clear commitment to the Perth and Kinross area.

Outcome: Positive engagement with local politicians and the Council are ongoing with a number of projects.

Our CEO is a member of the Perth and Kinross strategic Housing Partnership forum/meetings.

8.6 Kingdom will create a Local Area Committee (LAC) with direct links to the Kingdom Board and establish arrangements for tenants and people in the community, to engage proactively with the organisation.

Outcome: With the success of the Fairfield Local Area Committee, Kingdom hopes to build on that work and is exploring the possibility of other LACs in different localities. This would create an LAC network for community governance, best practice and information sharing.



How We've performed: 9. Strong Community Voice

Transfer Commitment

9.1 Kingdom will create a Local Area Committee with direct links to the Kingdom Board and establish arrangements for tenants and people in the community, to engage proactively with the organisation and bring a strong tenant voice.

Outcome: The Local Area Committee was set up in Year 1 of the transfer commitments and remains an important link between our customers and communities and Kingdom.

Over the course of Year 3, the connection between the Local Area Committee and the Kingdom Board has strengthened, resulting in increased benefits and services within Fairfield. The initiatives have been simple, yet effective at bringing the community together. They include:

- Community Garden
- New street signage
- Additional car parking
- New door entry systems
- Painting stairwells
- New fencing
- Remove carpet tiles and lay vinyl at Morris Court
- Mural (ongoing)
- CCTV & signage around community garden (ongoing)
- Office Hub (ongoing)

City Centre

- Installation of steel gate and bike store canopy

Muirton

- Remove shrub beds and lay turf

9.2 The Local Area Committee will have a range of delegated authority but specifically, it will administer local community budgets, such as the Fairfield Trust fund of £131,000, which is funding that is ring-fenced to benefit tenants in the Fairfield area and the £5,000 community benefit funding that has been secured by PKC linked to the new-build housing on the former Fairfield Centre site.

Outcome: Plans have been progressed by the Local Area Committee to have a mural painted within Fairfield. After receiving constructive feedback from residents following the distribution of the initial designs, a follow-up event is being held in April 2025 to allow customers' voices to design the final mural.

This event will also be used to make sure that there is consultation around other ways to spend the remaining Fairfield Fund. For example, by collecting feedback around the development of a Community Grow Garden and the potential to convert spaces within the local office to a Community Hub.

9.3 Kingdom will work with the Local Area Committee and Perth and Kinross Council to explore and facilitate access to community facilities that can be utilised by tenants and the wider community.

Outcome: Fairfield residents continue to have access to the Letham4All Community Centre and community flat in Muirton. They are also involved in the ongoing plans to potentially create a Community Hub within the local office.



9.4 Kingdom will retain staff and existing community projects, as well as introducing new services and projects as part of Kingdom's wider community benefit programmes.

Outcome: Kingdom has retained staff and existing community projects and will introduce new services and projects over the coming years.

We have also introduced our Fairfield customers to a range of additional services, particularly Tenancy Support services including money and energy advice.

9.5 Kingdom will increase its wider role team by three to allow the introduction of the following support services to Fairfield tenants:

- **Tenant Participation**
- **Welfare and benefit advice**
- **Money advice and financial assistance**
- **Energy advice and initiatives**
- **Sustainability and tenancy support projects**

Outcome: Over the past year, 109 cases have been opened by our Tenancy Support Services for customers in the Perth & Kinross area. This includes 16 short-term Housing Support cases, 33 Energy Advice cases and 59 Money Advice cases.

Customers were able to access £92,360 of estimated financial benefits including access to welfare benefits, Local Authority grants and disability benefits.

Perth customers have also benefited from short-term funding via our Energy Advice Services which aimed to address the immediate crisis posted by fuel hardship and food poverty.

273 non-financial outcomes included help filling out forms, the provision of advice, support to engage with services and advocacy assistance.

Perth is now one of our busiest areas and we have excellent links with Housing Staff there, collaborating to provide some great outcomes for customers across all of our services.



9.6 Access to the Kingdom Community Initiatives Fund and the Kingdom CHOICES budget for tenant improvements projects outwith the Associations investment budget. We will expand that budget by £5,000 and deliver improvements for Fairfield tenants.

Outcome: Customers have full access to Kingdom's Community Initiatives Fund and also to CHOICES, a funding platform designed to support ideas and events that will benefit the local community.

Examples of projects supported include:

Perth Christmas Lights

This supported the Perth Christmas Light Switch On. The donation was used to purchase Christmas baubles, colouring books, selection boxes and so on to give out to children.

Broke not Broken

An anti-poverty charity in Kinross-shire. One of the projects they run is the School Uniform Project, which is a self-referral project. The group provides uniform parcels to low-income families across Kinross-shire. These are made up of donated uniform items donated by members of the community that are still in good condition.

Perthshire Plays

This supported the costs of running community plays. The plays were performed at venues across Perthshire including Pitlochry Festival Theatre, Perth Theatre and Birnam Arts.

Kinross-Shire Youth Enterprise

This funded a 12-month programme of drop-ins, activities, workshops and outreach for young people. The programme included maths support sessions, job clubs, cooking skills, life workshops, Friday after School club, music, woodwork and art. All of which contributed positively to young people's mental health and well-being.

Scottish Fire Service

This supported the purchase of fire skills kits for the young people taking part in the Fire Skills Courses. The fire skills kit includes a tunic, trousers, gloves and helmets. The Fire service run fire skills courses throughout schools, colleges and organisations around Perth and Kinross.

9.7 The Local Area Committee will consider and recommend the works that should be prioritised and carried out in respect of the approved budgets related to environmental improvements, across the Fairfield estate plus the Muirton and City Centre developments.

Outcome: The Local Area Committee remained fully engaged with the delivery of this priority. They are involved in discussion and consultation, representing the communities where they live.

The Local Area Committee has taken forward proposals for a community garden, made possible by funding from the Fairfield Community Trust.

To accompany the new garden, a mural has been commissioned to be painted on the gable end at 4 Angus Court.



How We've Performed: 10. Expanding Housing Choice And Options

Transfer Commitment

10.1 Kingdom already owns and provides around 6,500 affordable homes in East Central Scotland, including 264 in the Perth and Kinross Council area. Kingdom has a commitment to the provision of 288 new-build social and mid-market rented (MMR) homes over the coming 4 years in the following areas:

Area	Target
Perth	161
Ratray	14
Crieff	64
Auchterarder	20
Stanley	29

There will be a mix of house types suitable for families, single people, older people and people requiring wheelchair accessible homes.

Outcome: Kingdom's development programme is being progressed in line with the targets identified over the 4 year period. The budget reduction in the affordable housing supply programme has had an impact in homes delivered, though the budget has now been reinstated for 2025/26.

Progress during the period is as follows:

Area	Target	Yr1 Completions	Yr2 Completions	Yr3 Completions	Total
Perth	161	79 MMR	7 SR	21 SR	107
Ratray	14	14 SR 6 MMR	0	0	20
Crieff	64	20 SR	14 SR 12 MMR	12 SR	58
Auchterarder	20	0	0	0	0
Stanley	29	0	0	0	0
Blairgowrie	0	8 MMR	0	7 MMR	15
Kinross	0	0	26 SR	25 SR	51
Total	288	127	59	65	251

MMR = Mid market rent
SR = Social rent



10.2 Discussions are underway with Perth and Kinross Council to explore Kingdom either managing or acquiring the 18 new homes that the Council will build on the former Fairfield Centre site, due for completion in 2023. These include wheelchair-accessible adapted ground floor flats.

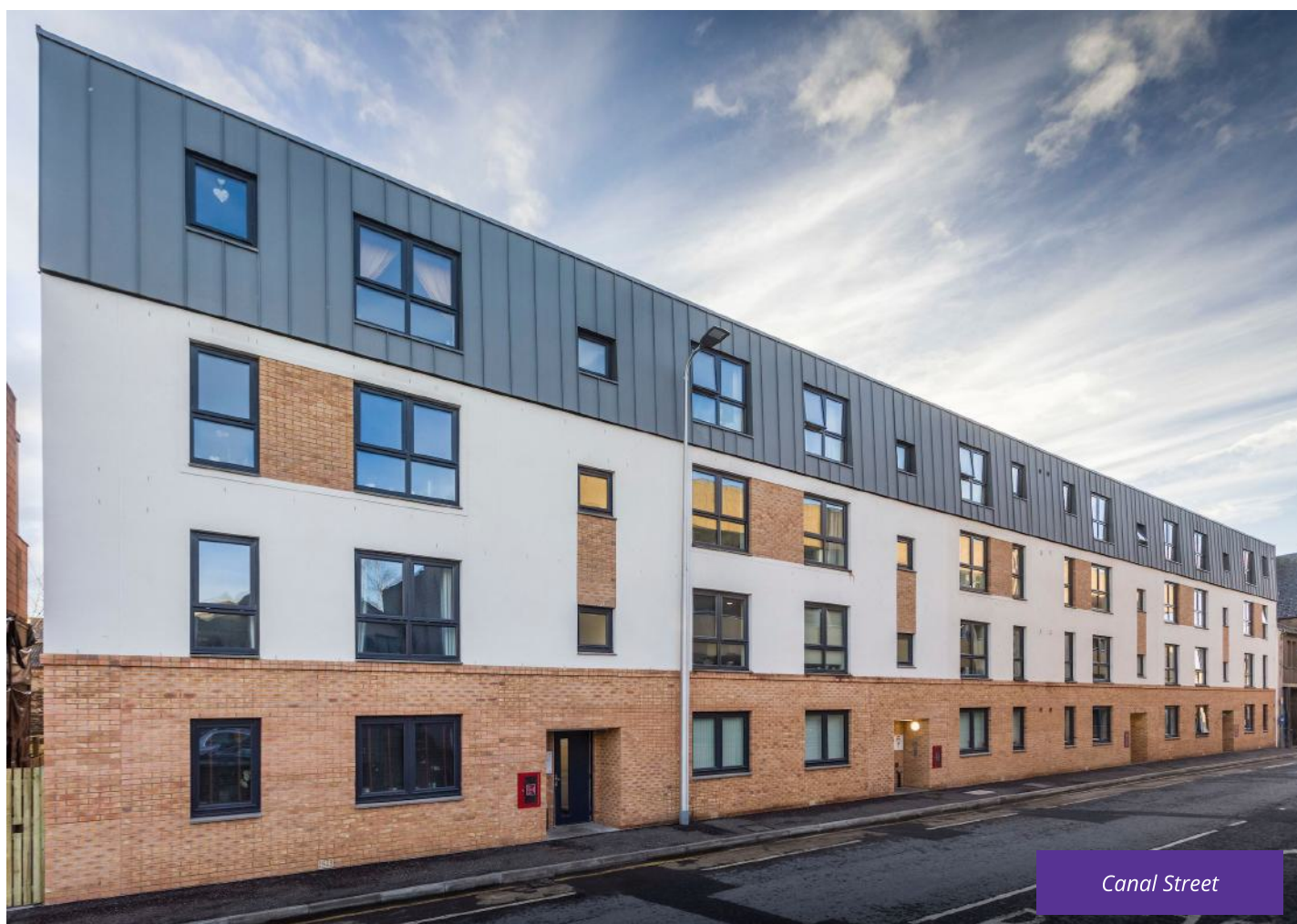
Outcome: The development of 18 new affordable homes was completed in Year 2 with properties being leased to Kingdom Housing Association.

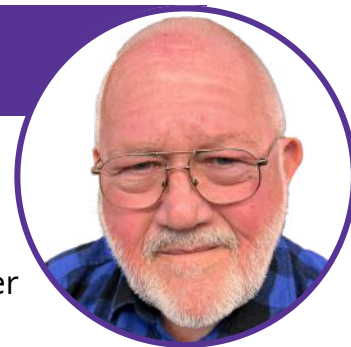
Some of the ground floor flats have been fitted to be wheelchair accessible to support independent living.

The flats are in the heart of the Fairfield estate and the long-term lease will allow us to make sure our customers quickly become part of the local community and benefit from the many enhanced services we already offer to our customers including energy and money advice as we support them through the ongoing cost-of-living crisis.

10.3 All housing vacancies and new homes would be allocated through the Council's Common Housing Register which both Fairfield and Kingdom are already part of.

Outcome: Kingdom participated as part of the Common Housing register, which was implemented in the pre-transfer period, and relationships with the Council will continue to be developed through collaborative working in respect of the Common Housing Register.





Alan Gear, Perth & Kinross Local Area Committee Chair

When Fairfield tenants voted to become part of Kingdom Housing Association, we were choosing a new path. A path that promised better services, more support and stronger communities. Three years on, I'm proud to say that promise has been kept.

Before the transfer took place, Kingdom made clear and direct commitments to Fairfield tenants. These were shaped through face-to-face conversations and online consultation, and that personal connection has continued ever since. Kingdom has not only delivered on those promises but built on them, listening to customers and improving services as our community's needs have evolved.

As Chair of the Perth and Kinross Local Area Committee, I've had the chance to see that progress first-hand. From day one, the Committee has made sure customers have a strong voice in shaping local services. It's made up of people just like you. People who care deeply about where they live and want the best for their neighbours.

The impact of the transfer has been clear. We've seen major investment in homes and outdoor spaces. Customers can access practical energy and money advice and a range of other wraparound services that help Kingdom provide **more than a home**, and the Kingdom customer service team continues to put people at the centre of everything they do.

There's been a real sense of the community coming together, whether that's through the new Fairfield mural that's being designed, the community garden, or the Dolly Parton Imagination Library programme, which gifts a book a month to young children and has been well received by local families. These initiatives might seem simple, but they bring connection, confidence and purpose to our community.

I'm proud to have played a part in this chapter of Fairfield's story and I want to say a heartfelt thank you to my fellow Committee members. Their time, effort and commitment have been crucial in helping us achieve so much over the last three years.

The Local Area Committee will keep working hard for you, and I'd encourage anyone who wants to get involved to come and join us. The more voices we have, the stronger we become.



The Rookery

A New Way of Working, Rooted in Your Community



Dan Blake, Group Director of Communities

The transfer to Kingdom was never about a quick fix. It was about long-term commitment. While the three-year transfer period may be drawing to a close, our focus on improving local services is stronger than ever.

That's why we've introduced a new way of working called **Locality Working**. It's part of a wider transformation across Kingdom, designed to bring teams closer to the communities they serve, including here in Fairfield and across Perth.

Our new locality model means that the teams who look after your homes, support your tenancy and maintain your neighbourhoods are now based together in your local area. They're sharing information, solving problems faster and working as **One Kingdom** to deliver a better experience for you.

In practice, it means you get faster responses, fewer delays, and better service from people who know your area.

We've based our Perth locality team at the Fairfield office, where they'll continue to do their very best for you. And this model is just the beginning. By working more closely with customers, colleagues and community partners, we're creating the conditions for even better results.

This is about building on everything we've already achieved together. It's a new phase in our journey, one that's all about **connecting you** to the right people, services and support, at the right time. And we're excited to take it forward with you.

Looking Ahead Together

Linda Leslie, Chair, Kingdom Housing Association Board

As this final Report on the Fairfield transfer is published, I want to take a moment to thank you, our customers, for the trust you placed in Kingdom Housing Association when you voted for the transfer to take place.







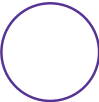
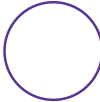
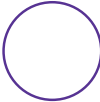
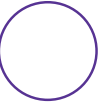



















That decision, backed by an overwhelming 95% of voters, marked the beginning of a shared journey. Since then, it's been inspiring to see how much has been achieved and how strong the connection between Kingdom and the Fairfield community has become.

The work of the Local Area Committee has played a vital role in shaping and overseeing progress, and I want to thank Alan and every member of the Committee for their dedication and contribution.

This may be the end of the formal transfer period, but our commitment to Fairfield, and to you, continues. We're proud to be part of your community, and we look forward to building an even stronger future together.



Transfer Commitments: Summary













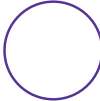


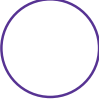
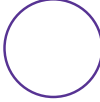






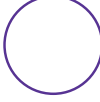
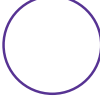

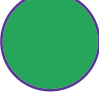

TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
1.1 Using Kingdom's contract, compliance, and asset management expertise, ensure all contracts are procured and managed to deliver high-quality responsive services to tenants, comply with all health and safety requirements and demonstrate value for money.				
1.2 Commitment to completing repairs in agreed target timescales.				
1.3 Introduce an appointment system for repairs from July 2022 to improve flexibility for tenants.				
1.4 Increase the methods that tenants can use to report and track repairs progress (local office, access to Kingdom's Customer Contact Centre and online).				
1.5 Introduce Kingdom's in-house maintenance service to Fairfield from July 2022.				
1.6 Expand employment and apprenticeship opportunities within the in-house maintenance service to offer employment opportunities to local residents.				
2.1 Over the first 3 years from transfer, Kingdom will deliver a major accelerated investment programme that will see over £5.12m spent in the area by the end of March 2025, compared to £2.21m that Fairfield planned to spend.				

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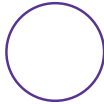
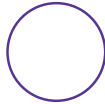
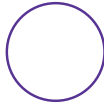
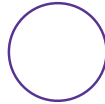
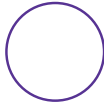
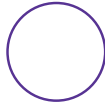
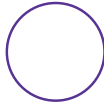
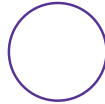











Transfer Commitments: Summary

TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
2.2 From the total of over £5.12m, Kingdom will spend £860,845 to improve the environment. This is over £300,000 more than Fairfield would spend over the same period. The environmental improvements will cover the Fairfield estate plus the Muirton and City Centre developments.				
2.3 The actual works to be carried out will be identified through consultation with tenants to ensure the improvements reflect their preferences. These could include works such as remodelling of back courts, power washing, replacement paths, fencing, planting, and maintaining open spaces.				
2.4 By the end of March 2025, Kingdom will have provided significantly more investment than proposed by Fairfield, including installing 221 new doors.				
2.5 Install 220 New Windows				
2.6 Install 376 Replacement Kitchens				
2.7 Install 36 Replacement Bathrooms		N/A		
2.8 Complete 258 Heating upgrades / replacement systems				
2.9 Complete 9 Smoke Detector Upgrades			N/A	N/A

 complete  not complete







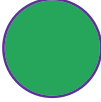
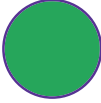
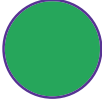



Transfer Commitments: Summary

TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
2.10 Replace 261 Consumer Units				
2.11 Complete Rewiring of 160 homes	N/A	N/A	N/A	N/A
2.12 Total Number of installations: 1,541				
2.13 Additional improvement works				
3.1 Kingdom will retain and expand tenant services from Fairfield's current offices, so it acts as a busy and vibrant Kingdom local services centre.		N/A	N/A	N/A
3.2 Kingdom will introduce and embed its customer focused culture to Fairfield to ensure that the customer is at the heart of everything staff do.		N/A	N/A	N/A
3.3 Kingdom will develop a local strategy and action plan with the new Local Area Committee to ensure services meet the needs of the local community and standards are set and monitored with tenants.				
3.4 In addition to locally based services, customers will be able to call Kingdom's Customer Contact Centre or access the tenant portal and web based services 24 hours a day.		N/A	N/A	N/A

 complete  not complete



Transfer Commitments: Summary












TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
3.5 Kingdom will introduce a range of new support services for Fairfield tenants, namely access to energy and money advice, tenancy sustainment, tenant participation, digital access, and employability.		N/A	N/A	N/A
3.6 Access to the CHOICES budget that will be increased by £5,000 to allow bids for funding to deliver local projects from Fairfield communities.		N/A	N/A	N/A
3.7 Access to the Covid-19 assistance fund to help tenants who are struggling as a result of the COVID crisis.			N/A	N/A
4.1 A rent freeze for the first year post transfer (2022/23) while priority investment proposals are undertaken, and new services are introduced.		N/A	N/A	N/A
4.2 Restrict rent increases in years 2 and 3 following the transfer to inflation (CPI) only.		N/A		
4.3 Future business plan assumptions are based on inflation + 0.5% for years 4 - 15 post transfer, subject to economic conditions and annual consultation with tenants.		N/A	N/A	N/A
4.4 Undertake a rent structure review after 3 years from the transfer, in full consultation with tenants to address the perceived inequalities with the current rent structure.		N/A	N/A	N/A

 complete

 not complete



Transfer Commitments: Summary



















TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
4.5 Review the service charges across all properties and introduce a revised service charge structure from April 2023 that is fair and transparent.		N/A		N/A
5.1 Kingdom recognises the local and strategic benefits associated with having a local base and will retain the current office with no plans to review this unless alternative arrangements are identified and agreed with the local community.		N/A	N/A	N/A
5.2 Fairfield's transferring staff will be retained and operate from the local office.		N/A	N/A	N/A
5.3 Their local knowledge and good relations with the community will be supplemented with Kingdom's leadership structures, asset and wider role services who will operate from the local office as required.				
6.1 No compulsory redundancies will take place as part of the transfer.		N/A	N/A	N/A
6.2 Fairfield terms and conditions will be protected through TUPE.		N/A	N/A	N/A
6.3 Fairfield staff will be able to apply for vacancies and other employment opportunities open to current Kingdom staff. Where former Fairfield staff are successful in securing a post within Kingdom that they apply for, they will be engaged on a new Kingdom contract and terms and conditions.		N/A	N/A	N/A

 complete

 not complete



Transfer Commitments: Summary



























TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
6.4 Current Fairfield staff will remain in place, with no mandatory changes to current terms and conditions, for at least 5 years after transfer, unless these are requested by staff and agreed by Kingdom through negotiation, or Fairfield staff apply and are successful in moving to a new post within Kingdom.		N/A	N/A	N/A
6.5 Continuity of service with transfer to Kingdom with the transferring employee.		N/A	N/A	N/A
6.6 The highly experienced management team within Kingdom will provide support and lead the local Fairfield team to deliver excellent services.				
6.7 Kingdom's culture change programme will be introduced and embedded to ensure a customer focused culture.				
6.8 Staff will be provided with significant learning and development opportunities through Kingdom's in-house Kingdom Academy.				
6.9 Additional benefits will be available through Kingdom's reward programme and staff awards to create a customer focused culture and an array of support mechanisms to ensure staff wellbeing.				

 complete

 not complete



Transfer Commitments: Summary





















TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
6.10 Staff will be given greater say in how the organisation is run through representation on the Employee Forum and other employee participative activities and mechanisms.				
7.1 A new post transfer 30-year business plan has been created that addresses the gaps in Fairfield's current plan.				
7.2 The new plan demonstrates how the attractive package of benefits to Fairfield's tenants will be paid for over the 30 year period whilst maintaining rent affordability.				
7.3 The plan has been stress tested to ensure the post-transfer Kingdom can continue to respond to the inevitable changes in the operating environment that might occur.				
7.4 The new plan ensures that Kingdom continues to meet the requirements of its lenders (including Fairfield's loan requirements) over the terms of the plan.				
8.1 Strong and skilled Board at Kingdom that will ensure full compliance with SHR Standards, good governance, scrutiny, and robust decision making.				
8.2 Reserved place on the Kingdom Board for a current Fairfield Board tenant member in the first instance, or current Fairfield Board shareholding member.				

 complete

 not complete



Transfer Commitments: Summary

TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
8.3 Proactive engagement with the SHR, through being a Systemically Important RSL.				
8.4 Highly experienced management team to lead the local Fairfield team to deliver excellent services and effectively implement compliant policies.				
8.5 Positive engagement with local politicians and the Council to understand their aspirations for Fairfield and provide assurance on its wider plans as one of the Council's strategic housing providers with a clear commitment to the Perth & Kinross area.				
8.6 Kingdom will create a Local Area Committee with direct links to the Kingdom Board and establish arrangements for tenants and people in the community, to engage proactively with the organisation.				
9.1 Kingdom will create a Local Area Committee with direct links to the Kingdom Board and establish arrangements for tenants and people in the community, to engage proactively with the organisation and bring a strong tenant voice.				

 complete

 not complete



Transfer Commitments: Summary












TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
9.2 The Local Area Committee will have a range of delegated authority but specifically, it will administer local community budgets, such as the Fairfield Trust fund of £131,000, which is funding that is ring fenced to benefit tenants in the Fairfield area and the £5,000 community benefit funding that has been secured by PKC linked to the new build housing on the former Fairfield Centre site.				
9.3 Kingdom will work with the Local Area Committee and PKC to explore and facilitate access to community facilities that can be utilised by tenants and the wider community.				
9.4 Kingdom will retain staff and existing community projects, as well as introducing new services and projects as part of Kingdom's wider community benefit programmes.				
9.5 Increase its wider role team by three to allow the introduction of the following support services to Fairfield tenants: - Tenant Participation - Welfare and benefit advice - Money advice and financial assistance - Energy advice and initiatives - Sustainability and tenancy support projects				

 complete

 not complete



Transfer Commitments: Summary





TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
9.6 Access to the Kingdom Community Initiatives Fund and the Kingdom CHOICES budget, for tenant improvements projects outwith the Associations investment budget. We will expand that budget by £5,000 and deliver improvements for Fairfield tenants.				
9.7 The Local Area Committee will consider and recommend the works that should be prioritised and carried out in respect of the approved budgets related to environmental improvements, across the Fairfield estate plus the Muirton and City Centre development				
10.1 Kingdom already owns and provides around 4,500 affordable homes in East Central Scotland, including 264 in the Perth & Kinross Council (PKC) area. Kingdom has a commitment to the provision of 288 new build social and Mid-Market Rented homes in the PKC area over the coming 4 years.				
10.2 Discussions are underway with PKC to explore Kingdom either managing or acquiring the 18 new homes that the Council will build on the former Fairfield Centre site due for Completion in 2023. These include wheelchair accessible adapted ground floor flats.				N/A

 complete

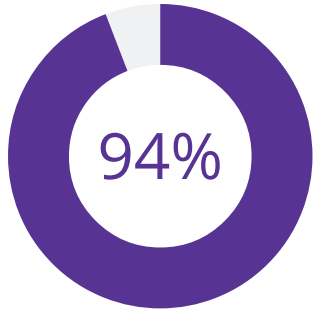
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Transfer Commitments: Summary

TRANSFER COMMITMENT	STATUS	YR1	YR2	YR3
10.3 All housing vacancies and new homes would be allocated through the Council's Common Housing Register which both Fairfield and Kingdom are already part of.				

Transfer Commitments: Overall Performance



In the three years following the transfer to Kingdom, we have completed almost all of the commitments we said we would.

Some of our performance against our commitments to you have been affected by external factors that we hadn't anticipated when we made those promises.

We understand you will be disappointed that we didn't do all of the things we said we would within the first three years of you joining the Kingdom family.

We will continue to monitor our commitments beyond the lifetime of this report and focus on the areas we missed:

- 1.2 - repairs timescales
- 2.6 - replacement kitchens
- 2.10 - replacement consumer units
- 10.1 - new homes

We will provide an update specifically on these commitments at the end of the 2025/2026 financial year.





KINGDOM

Group



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