

**Landlord name:** Kingdom Housing Association Ltd

**RSL Reg. No.:** 142

**Report generated date:** 09/05/2025 11:01:54

**Approval**

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	



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## Social landlord contextual information

### Staff

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

C1.1	the name of Chief Executive	Mr. Tom 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	174.51
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	59.79
C1.2.6	the total number of staff	245.30
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.79%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	19.69%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.58%

**Social landlord contextual information**

**Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	435
C3.2	The number of 'supported housing' lets during the reporting year	50
Indicator C3		485

The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	36
C2.2	The number of lets to housing list applicants	178
C2.3	The number of mutual exchanges	48
C2.4	The number of lets from other sources	2
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	1
C2.5.2	nominations from the local authority	35
C2.5.3	other	171
C2.6	the number of other nominations from local authorities	62
C2.7	Total number of lets excluding exchanges	485

## Annual Return on the Charter (ARC) 2024-2025

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

The reduction in the number of lets from 2023/4 reflects a reduction in the number of new build properties completed and handed across for letting within the period compared to the previous year.

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

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	502
1.1.2	the fieldwork dates of the survey	03/2025
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input 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:	209
	very satisfied	
1.2.2	fairly satisfied	232
1.2.3	neither satisfied nor dissatisfied	28
1.2.4	fairly dissatisfied	16
1.2.5	very dissatisfied	14
1.2.6	no opinion	3
1.2.7	Total	502

Indicator 1	87.85%
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## Annual Return on the Charter (ARC) 2024-2025

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

Through our annual customer perception survey we have recorded a small positive change in the number of customers either satisfied or very satisfied from 86% in 2023/4 to 87.80%.

In the coming year we will be conducting customer perception surveys monthly to give us more real time customer feedback and help to deliver a more responsive service.

**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?"	502
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	266
2.2.2	fairly good at keeping them informed	186
2.2.3	neither good nor poor at keeping them informed	17
2.2.4	fairly poor at keeping them informed	23
2.2.5	very poor at keeping them informed	10
2.2.6	Total	502

	Indicator 2	90.04%
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## 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?"	502
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	218
5.2.2	fairly satisfied	208
5.2.3	neither satisfied nor dissatisfied	49
5.2.4	fairly dissatisfied	13
5.2.5	very dissatisfied	14
5.2.6	Total	502

	Indicator 5	84.86%
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## Annual Return on the Charter (ARC) 2024-2025

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

Increase in customer satisfaction with indicators 2 and 5 in 2024/25. Customer satisfaction to be monitored monthly from April 2025.

## 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	03/2025
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	32.64
C8.3	The date of your next scheduled stock condition survey or assessment	04/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

External surveys are being carried out on 20% of the stock each year on a 5 year cycle. This process began in 24/25 so we are aiming to have as close to 100% as possible in a 5 year period. We are working towards training our own staff to carry out these surveys and EPCs.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	6,008	6,531
C9.2	Self-contained stock exempt from SHQS	112	112
C9.3	Self-contained stock in abeyance from SHQS	607	307
C9.4.1	Self-contained stock failing SHQS for one criterion	0	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	0	0
C9.5	Stock meeting the SHQS	5,289	6,112



C9.6	Total self-contained stock meeting the SHQS by local authority
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	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	225	299
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	73	73
Fife	4,203	4,823
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	788	917
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	5,289	6,112

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)		
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	6,008
6.1.2	projected to the end of the next reporting year	6,531
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	5,289
6.2.2	projected to the end of the next reporting year	6,112

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	88.03%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	93.58%

Percentage of tenants satisfied with the quality of their home (Indicator 7)
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7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	502
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	197
7.2.2	fairly satisfied	198
7.2.3	neither satisfied nor dissatisfied	25
7.2.4	fairly dissatisfied	55
7.2.5	very dissatisfied	27
7.3	Total	502

Indicator 7	78.69%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	4,997
8.2	The total number of hours taken to complete emergency repairs	11,784

Indicator 8		2.36
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	12,410
9.2	The total number of working days taken to complete non-emergency repairs	113,824

Indicator 9		9.17
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	10,537
10.2	The total number of reactive repairs completed during the reporting year	12,360

Indicator 10		85.25%
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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.	17
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>We did not meet the requirement for 17 of our social rented properties. These properties were developed by Perth Council in 23/24 and leased to Kingdom straight away. Unfortunately due to a mix up with the lease agreement Kingdom didn't carry out services within 12 months from the commissioning date as we had wrongly assumed that the responsibility was Perth Councils. As soon as we became aware of the issue the services were carried out within a 5 day period. We notified the regulator about this event as soon as possible during 24/25</p>		

Indicator 11	17
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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?"	319
	12.2 Of the tenants who answered, how many said that they were:	196
12.2.1	very satisfied	
12.2.2	fairly satisfied	66
12.2.3	neither satisfied nor dissatisfied	14
12.2.4	fairly dissatisfied	21
12.2.5	very dissatisfied	22
12.2.6	Total	319

	Indicator 12	82.13%
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## Annual Return on the Charter (ARC) 2024-2025

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.

Figures for this reporting year differ from previous years may reflect a change in data collection methodology. We have moved from an internal process to using an external company (Knowledge Partnership) to collect customer data. This will be the approach we continue to use going forward, with survey data collected on a monthly basis to support response service review

## 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	918	40
Complaints carried forward from previous reporting year	0	2
All complaints received and carried forward	918	42
Number of complaints responded to in full by the landlord in the reporting year	918	37
Time taken in working days to provide a full response	1,002	278

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	88.10%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	1.09
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	7.51

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?"	502
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	159
13.2.2	fairly satisfied	243
13.2.3	neither satisfied nor dissatisfied	54
13.2.4	fairly dissatisfied	27
13.2.5	very dissatisfied	19
13.2.6	Total	502

	Indicator 13	80.08%
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	488
14.2	The number of tenancy offers that were refused	38

		Indicator 14	7.79%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)	
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15.1	The number of cases of anti-social behaviour reported in the last year	840
15.2	Of those at 15.1, the number of cases resolved in the last year	804

Indicator 15		95.71%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	30
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## 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	54
22.2.1	22.2 The number of properties recovered: because rent had not been paid	11
22.2.2	because of anti-social behaviour	2
22.2.3	for other reasons	1

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	20.37%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	3.70%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	1.85%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	25.93%

## Annual Return on the Charter (ARC) 2024-2025

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

A reduction in the number of ASB cases resolved was noted down from 966 to 840. Percentage resolved remains unchanged. Whilst the percentage of properties recovered through eviction reduced from 48% to 26%, the number of cases initiated increased from 25 to 54 cases. During the year we have reviewed our arrears management processes and implemented a streamlined case management approach. This has supported a decrease in current customer debt through income collection as well as resulting in more cases being progressed to legal action.

**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)	
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17.1	The total number of lettable self-contained stock	6,008
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	318

Indicator 17		5.29%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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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.	203
19.2	The number of approved applications completed between the start and end of the reporting year	179
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	24
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19		24
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
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20.1	The cost (£) that was landlord funded;	£235,500
20.2	The cost (£) that was grant funded	£121,100
20.3	The cost (£) that was funded by other sources.	£114,400

Indicator 20		£471,000
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	7,044
21.2	The total number of adaptations completed during the reporting year.	179

		Indicator 21	39.35
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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.	1
23.2	The total number of individual homeless households referrals received under other referral routes.	3,979
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	3,980
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	1
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	227
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.	228
23.7	The total number of accepted offers.	206

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	5.73%
Indicator 23 - The percentage of those offers that result in a let	90.35%

Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	334
30.2	The total number of calendar days properties were empty	13,908

		Indicator 30	41.64
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	55
16.1.2	applicants who were assessed as statutory homeless by the local authority	248
16.1.3	applicants from your organisation's housing list	290
16.1.4	nominations from local authority	72
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	53
16.2.2	applicants who were assessed as statutory homeless by the local authority	233
16.2.3	applicants from your organisation's housing list	282
16.2.4	nominations from local authority	65
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	96.36%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.95%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	97.24%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	90.28%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

## Annual Return on the Charter (ARC) 2024-2025

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

A small increase in the percentage sustained for all lets on previous year has been achieved.

The time taken to re-let properties has been reduced from the previous year. We are focusing on reducing void times further next year as one of our key performance improvement areas.

**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)		
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26.1	The total amount of rent collected in the reporting year	£30,769,789
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£30,780,640

Indicator 26		99.96%
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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	£2,381,887
27.2	The total rent due for the reporting year	£31,006,137

Indicator 27		7.68%
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Average annual management fee per factored property (Indicator 28)		
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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	£13,756

Indicator 28		£47.60
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)		
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18.1	The total amount of rent due for the reporting year	£31,006,137
18.2	The total amount of rent lost through properties being empty during the reporting year	£211,655

Indicator 18		0.68%
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Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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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	3,214
C6.2	The value of direct housing cost payments received during the reporting year	£14,079,830

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)	
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C7.1	The total value of former tenant arrears at year end	£931,226
C7.2	The total value of former tenant arrears written off at year end	£546,696

Indicator C7		58.71%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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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?"	502
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	118
25.2.2	fairly good value for money	253
25.2.3	neither good nor poor value for money	60
25.2.4	fairly poor value for money	41
25.2.5	very poor value for money	30
25.3	Total	502

Indicator 25	73.90%
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## 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?"	84
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	15
29.2.2	fairly satisfied	32
29.2.3	neither satisfied nor dissatisfied	20
29.2.4	fairly dissatisfied	12
29.2.5	very dissatisfied	5
29.3	Total	84

	Indicator 29	55.95%
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## Annual Return on the Charter (ARC) 2024-2025

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

2024-25 amended to exclude VAT. 2023-24 Figures included VAT. New Indicator 28- guidance received that VAT shouldn't be included in calculations.

C7- Significant increase in former arrears write off for year 2024/25. Write-offs were not completed in the previous financial year. This years exercise resolved two years of unrecoverable debt treatment. An onwards process for managing write-off's quarterly has been embedded.

I29: Satisfaction with factoring services has reduced from the previous year. The survey sample is smaller which may mean that the result is less representative. But we will work with customers to understand areas of dissatisfaction with factoring services and implement service improvements.

**Other customers**

**Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)		
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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
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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	
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## Annual Return on the Charter (ARC) 2024-2025

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