Landlord name: Kingdom Housing Association Ltd

RSL Reg. No.: 142

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Approval

A1.1	Date approved	18/05/2026
A1.2	Approver	Tom Barclay
A1.3	Approver job title	Group CEO
A1.4	Comments (Approval)	

N/A

Comments (Submission)

I can confirm that the submission has been scrutinised by the Governing Body at its meeting held on 18 May 2026. They are satisfied that we have met all the relevant criteria and would note that should you have any questions or queries that you contact me direct.

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	10.00
C1.2.2	the number of office based staff	187.54
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	59.68
C1.2.6	the total number of staff	257.22
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	15.06%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	4.32%

Lets

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

C2.1	The number of lets to existing tenants	47
C2.2	The number of lets to housing list applicants	199
C2.3	The number of mutual exchanges	59
C2.4	The number of lets from other sources	4
C2.5	The number of applicants who have been assessed as statutorily homeless by the local authority	232
C2.6	The number of other nominations from local authorities	39
C2.7	The number of lets made	580
C2.8	Total number of lets excluding exchanges	521

	C2.5 Number of applicants assessed as statutorily homeless by the local authority	C2.6 Number of other nominations from local authorities	C2.8 Total number of lets excluding exchanges
Aberdeen City	0	0	0
Aberdeenshire	0	0	0
Angus	0	0	0
Argyll & Bute	0	0	0
City of Edinburgh	0	0	0
Clackmannanshire	7	0	14
Dumfries & Galloway	0	0	0
Dundee City	0	0	0
East Ayrshire	0	0	0
East Dunbartonshire	0	0	0
East Lothian	0	0	0
East Renfrewshire	0	0	0
Eilean Siar	0	0	0
Falkirk	0	2	4
Fife	186	0	421
Glasgow City	0	0	0
Highland	0	0	0
Inverclyde	0	0	0
Midlothian	0	0	0
Moray	0	0	0
North Ayrshire	0	0	0
North Lanarkshire	0	0	0
Orkney Islands	0	0	0
Perth & Kinross	39	37	82
Renfrewshire	0	0	0
Scottish Borders	0	0	0
Shetland Islands	0	0	0
South Ayrshire	0	0	0
South Lanarkshire	0	0	0
Stirling	0	0	0
West Dunbartonshire	0	0	0
West Lothian	0	0	0
Totals	232	39	521

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

During 2025/26 we have continued to enhance the contribution that Kingdom makes to addressing homelessness within our areas of operation. 232 allocations were made to homeless households (compared to 207 allocations to homeless households in 2024/25)

Overall satisfaction

All outcomes

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

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	1,290
1.1.2	the fieldwork dates of the survey	03/2026
1.1.3	The method(s) of administering the survey: Post	☐
1.1.4	Telephone	✔
1.1.5	Face-to-face	☐
1.1.6	Online	☐
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	610
1.2.2	fairly satisfied	490
1.2.3	neither satisfied nor dissatisfied	100
1.2.4	fairly dissatisfied	50
1.2.5	very dissatisfied	37
1.2.6	no opinion	3
1.2.7	Total	1,290

Indicator 1	85.27%

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

This tenant satisfaction survey was completed by Knowledge Partnership on behalf of Kingdom Housing Group (Kingdom) using an interviewer led telephone questionnaire. The survey was carried out between April 15th 2025 and March 27th 2026 and by the conclusion of the survey period 1,290 social tenants had completed a survey.

In 2026, taking everything into account, 85.27% of Kingdom Housing's social tenants are satisfied with services overall. We have reviewed the customer feedback and identified development priorities for 2026/27

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?"	1,290
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	683
2.2.2	fairly good at keeping them informed	472
2.2.3	neither good nor poor at keeping them informed	65
2.2.4	fairly poor at keeping them informed	45
2.2.5	very poor at keeping them informed	25
2.2.6	Total	1,290

Indicator 2	89.53%

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?"	1,290
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	569
5.2.2	fairly satisfied	520
5.2.3	neither satisfied nor dissatisfied	148
5.2.4	fairly dissatisfied	38
5.2.5	very dissatisfied	15
5.2.6	Total	1,290

Indicator 5	84.42%

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

Improvement from 88.7% to 89.2% in Landlord Keeping tenants informed. Marginal decline in satisfaction on participation from 84.5% to 84.42%

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C7)

C7.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2026
C7.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	37.00
C7.3	The date of your next scheduled stock condition survey or assessment	04/2026
C7.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	63.00
C7.5	Comments on method of assessing SHQS compliance.	

Over the last 2 years, we have worked on surveying 20% of the properties on an annual basis on a 5-year programme. In 2026/27 we have taken the decision to survey the remaining 63% of the stock (with the exception of non-access issues) and we have agreed an industry standard tolerance for cloning data.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C8)

		End of the reporting year	End of the next reporting year
C8.1	Total self-contained stock	6,245	6,597
C8.2	Self-contained stock exempt from SHQS	112	112
C8.3	Self-contained stock in abeyance from SHQS	299	105
C8.4.1	Self-contained stock failing SHQS for one criterion	0	0
C8.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C8.4.3	Total self-contained stock failing SHQS	0	0
C8.5	Stock meeting the SHQS	5,834	6,380

C8.6	Total self-contained stock meeting the SHQS by local authority

	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	234	234
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	74	75
Fife	4,658	5,031
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	868	1,040
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	5,834	6,380

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

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	6,245
6.1.2	projected to the end of the next reporting year	6,597
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	5,834
6.2.2	projected to the end of the next reporting year	6,380

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.42%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	96.71%

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

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	1,290
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	531
7.2.2	fairly satisfied	525
7.2.3	neither satisfied nor dissatisfied	87
7.2.4	fairly dissatisfied	86
7.2.5	very dissatisfied	61
7.3	Total	1,290

Indicator 7	81.86%

Repairs, maintenance & improvements

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

8.1	The number of emergency repairs completed in the reporting year	5,096
8.2	The total number of hours taken to complete emergency repairs	12,570

Indicator 8	2.47

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

9.1	The total number of non-emergency repairs completed in the reporting year	12,019
9.2	The total number of working days taken to complete non-emergency repairs	102,395

Indicator 9	8.52

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
10.1	The total number of reactive repairs completed during the reporting year	12,019
10.2	Of those, number of reactive repairs that were reported again during the reporting year	165

Indicator 10	98.63%

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?"	866
12.2.1	12.2 Of the tenants who answered, how many said that they were: very satisfied	519
12.2.2	fairly satisfied	201
12.2.3	neither satisfied nor dissatisfied	36
12.2.4	fairly dissatisfied	57
12.2.5	very dissatisfied	53
12.2.6	Total	866

Indicator 12	83.14%

Tenant and resident safety

Number of times in the reporting year you 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.	4
11.2	Please provide the reason(s) for failing to meet compliance	
A total of 4 checks were missed in the year, one as a result of the property being inaccessible due to a live police crime scene at the time of forced access status. This was reported to the regulator but not deemed a notifiable event. The three other missed checks were identified during pre-ARC validation data checks, as a result of manual data entry error when populating the programme system. These were reported to the regulator as notifiable events. Immediate action was taken to remove all manual data entry associated with compliance data. Despite the missed checks, the ARC review returned a fully validated status for Gas Safety.		

Indicator 11	4

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR? (Indicator 29)

29.1	The number of times within the reporting year that you did not meet the requirement to complete an electrical installation condition report (EICR)	186
29.2	Please provide the reason(s) for failing to meet compliance	

We were unable to complete EICRs to 186 properties before the 5 year expiry date. We had our 2025/26 scheduled EICR programme, plus an additional 600 properties from previous years (SHQS abeyances) where we have had access difficulties included in the overall programme. Our process this year involved carrying out three access attempts on the property and then we force access to complete the work. The forced access part of the process was newly introduced to give us a better opportunity to achieve the programme.

Unfortunately even where access is forced, completing an EICR isn't always possible due to the condition of the property or positioning of the tenants belongings. We have carried out visits to all 186 properties: 11 have had a forced access and our neighbourhood team are working with the customers to clear the property to allow work to go ahead. 175 are due a forced access visit. These will be run alongside the programmed properties which will allow time for our Neighbourhoods Team to work through the tenancy issues impacting our ability to do the work. We forecast completion by the end of September 2026.

Indicator 29	186

Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end (Indicator 30)

30.1	The number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'	15
30.2	Please provide the reason(s) for failing to meet compliance	

We were unable to replace the existing fire equipment in 15 properties before the 10 year expiry date (abeyance). Our process involves carrying out 3 visits and numerous phone calls to arrange for the work to be carried out. We also ask for our gas contractor to check the smoke detectors during each visit and highlight any concerns so we can deal with these issues as an emergency.
We have recently introduced the forced access process in this programme and the work in outstanding properties will be complete by end of May 2026.

Indicator 30	15

Damp and/or mould

Average length of time taken to resolve cases of damp and/or mould by cause (Indicator 31)

31.1.1	The number of resolved cases of damp and/or mould caused by condensation	402
31.1.2	The number of resolved cases of damp and/or mould caused by structural issues	23
31.1.3	The number of resolved cases of damp and/or mould caused by other issues	59
31.1	Total number of resolved cases of damp and/or mould	484
31.2.1	The time taken in working days to resolve cases of damp and/or mould caused by condensation	6,041
31.2.2	The time taken in working days to resolve cases of damp and/or mould caused by structural issue	508
31.2.3	The time taken in working days to resolve cases of damp and/or mould caused by other issues	904
31.2	Total time taken in working days to resolve cases of damp and/or mould	7,453

Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by condensation	15.03
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by structural issues	22.09
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould caused by other issues	15.32
Indicator 31 - Average length of time taken to resolve cases of damp and/or mould by cause	15.40

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause (Indicator 32)		
32.1.1	The number of resolved cases of damp and/or mould caused by condensation	402
32.1.2	The number of resolved cases of damp and/or mould caused by structural issues	23
32.1.3	The number of resolved cases of damp and/or mould caused by other issues	59
32.1	Total number of resolved cases of damp and/or mould	484
32.2.1	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by condensation	10
32.2.2	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by structural issues	0
32.2.3	The number of resolved cases of damp and/or mould that were reopened during the reporting year caused by other issues	2
32.2	Total number of resolved cases of damp and/or mould that were reopened during the reporting year	12

Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by condensation	2.49
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by structural issues	0.00
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened caused by other issues	3.39
Indicator 32 - Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause	2.48

Number of open cases of damp and/or mould at the year end (Indicator 33)

33.1	The number of open cases of damp and/or mould at the year end	48

Indicator 33	48

Please use the comment field below to explain to the regulator any notable improvements or deterioration in performance regarding the figures supplied in the “Housing quality and maintenance” section’.

We have abeyances across a few elements where customers have not allowed work to be carried out in the properties, this includes EESSH, EICR/electrical safety, Smoke & Heat detection/Fire safety, bathroom condition, Cavity Insultation, kitchen condition and kitchen food storage. For safety related work (EICRs & Smoke detectors) we will continue on a forced entry route to carry out the work where required and we will also work with the customers where the property condition isn't suitable to allow work to progress. For other measures, we will continue to liaise with our customers to take forward the relevant improvement measures.

We have 102 exemptions in relation to the kitchen food storage element where the size of the kitchen isn't suitable to install the relevant number of units to meet the food storage requirements. We have 10 cavity wall insulation exemptions where there are technical issues that mean this insulation isn't possible.

The properties highlighted in indicator 11 have had gas services carried out so these are now considered to pass SHQS as they currently have safe gas equipment.

The properties in Indicators 29 & 30 have been highlighted as abeyances as customers have not allowed work to progress.

Neighbourhood & community

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

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

	1st stage	2nd stage
Complaints received in the reporting year	1,061	52
Complaints carried forward from previous reporting year	0	2
All complaints received and carried forward	1,061	54
Number of complaints responded to in full by the landlord in the reporting year	1,061	54
Time taken in working days to provide a full response	1,222	717

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	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	1.15
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	13.28

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?'"	1,290
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	465
13.2.2	fairly satisfied	507
13.2.3	neither satisfied nor dissatisfied	192
13.2.4	fairly dissatisfied	77
13.2.5	very dissatisfied	49
13.2.6	Total	1,290

Indicator 13	75.35%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 14)

14.1	The number of cases of anti-social behaviour reported in the last year	1,051
14.2	The number of cases of anti-social behaviour carried over from the previous reporting year	26
14.3	Of those at 14.1 and 14.2, the number of cases resolved in the last year	1,010
14.4	Total self-contained units	6,205

Indicator 14 - Percentage of anti-social behaviour cases reported in the last year which were resolved	93.78%
Indicator 14 - The number of cases of anti-social behaviour per 100 properties	16.9

Abandoned homes (Indicator C3)		
C3.1	The number of properties abandoned during the reporting year	20

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 20)

20.1	The total number of court actions initiated during the reporting year	100
20.2.1	20.2 The number of properties recovered: because rent had not been paid	20
20.2.2	because of anti-social behaviour	6
20.2.3	for other reasons	0

Indicator 20 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	20.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	6.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 20 - Percentage of the court actions initiated which resulted in eviction	26.00%

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

In April 2025 we introduced a new locality based service model, supporting services to be delivered closer to customers in their homes. This has enabled us to act faster to deliver services in all work streams, meaning positive progress in providing customer support, but also meaning that we are more efficient in managing rent default and ASB. A product of this has been that the number of court actions initiated has increased from the previous year

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 16)

16.1	The total number of lettable self-contained stock	6,169
16.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	351

Indicator 16	5.69%

Number of households currently waiting for adaptations to their home (Indicator 18)

18.1	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.	231
18.2	The number of approved applications completed between the start and end of the reporting year	205
18.3	The total number of households waiting for applications to be completed at the end of the reporting year.	26
18.4	if 18(iii) does not equal 18(i) minus 18(ii) add a note in the comments field.	
		N/A

Indicator 18	26

The average time to complete adaptations (Indicator 19)		
19.1	The total number of working days taken to complete all adaptations.	6,789
19.2	The total number of adaptations completed during the reporting year.	205

Indicator 19	33.12

Average length of time to re-let properties in the last year (Indicator 26)

26.1	The total number of properties re-let in the reporting year	339
26.2	The total number of calendar days properties were empty	14,744

Indicator 26	43.49

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 15)

15.1.1	15.1 The number of tenancies which began in the previous reporting year by: existing tenants	87
15.1.2	applicants who were assessed as statutory homeless by the local authority	209
15.1.3	applicants from your organisation's housing list	201
15.1.4	nominations from local authority	2
15.1.5	other	0
15.1.6	Total number of tenancies which began in the previous reporting year	499
15.2.1	The number of tenants at 15.1 who remained in their tenancy for more than a year by: existing tenants	84
15.2.2	applicants who were assessed as statutory homeless by the local authority	196
15.2.3	applicants from your organisation's housing list	195
15.2.4	nominations from local authority	2
15.2.5	other	0
15.2.6	Total number of tenancies sustained for more than a year	477

Indicator 15 - Percentage of new tenancies to existing tenants sustained for more than a year	96.55%
Indicator 15 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.78%
Indicator 15 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	97.01%
Indicator 15 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 15 - Percentage of new tenancies to others sustained for more than a year	N/A
Indicator 15 - Percentage of new tenancies to total sustained for more than a year	95.59%

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C9)

C9.1	The number of self-contained properties void at the year end	
C9.1.1	Normal lettable stock	33
C9.1.2	Awaiting demolition/reconfiguration	25
C9.1.3	Subject to an insurance claim	2
C9.1.4	Undergoing major repairs/structural works	5
C9.1.5	Held for decants	4
C9.1.6	Low demand	0
C9.1.7	Other	3
C9.1.8	Total self-contained properties void at the year end	72
C9.2	The number of self-contained properties void for more than six months at the year end	
C9.2.1	Normal lettable stock	1
C9.2.2	Awaiting demolition/reconfiguration	25
C9.2.3	Subject to an insurance claim	2
C9.2.4	Undergoing major repairs/structural works	1
C9.2.5	Held for decants	1
C9.2.6	Low demand	0
C9.2.7	Other	0
C9.2.8	Total self-contained properties void for more than six months at the year end	30

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

Whilst it is not directly measured within ARC reporting, our tenancy sustainment service offer, including our partnership project with Change Mental Health, has delivered around double the number of cases supported (3091) during 2025/26 than in the previous year; Delivering in excess of £1.3 million in estimated customer benefits.

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 22)		
22.1	The total amount of rent collected in the reporting year	£33,861,842
22.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£33,949,560

Indicator 22	99.74%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 23)

23.1	The total value (£) of gross rent arrears as at the end of the reporting year	£2,045,314
23.2	The total rent due for the reporting year	£34,188,397

Indicator 23	5.98%

Average annual management fee per factored property (Indicator 24)		
24.1	The number of residential properties factored	291
24.2	The total value of management fees invoiced to factored owners in the reporting year	£14,581

Indicator 24	£50.11

Scottish Housing Regulator

Percentage of rent due lost through properties being empty during the last year (Indicator 17)		
17.1	The total amount of rent due for the reporting year	£34,188,397
17.2	The total amount of rent lost through properties being empty during the reporting year	£238,836

Indicator 17	0.70%

Rent increase (Indicator C4)

C4.1	The percentage average weekly rent increase to be applied in the next reporting year	4.80%

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C5)

C5.1	The number of households the landlord received housing costs directly for during the reporting year	3,473
C5.2	The value of direct housing cost payments received during the reporting year	£15,357,148

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C6)		
C6.1	The total value of former tenant arrears at year end	£691,008
C6.2	The total value of former tenant arrears written off at year end	£220,759

Indicator C6	31.95%

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 21)

21.1	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?"	1,290
21.2.1	21.2 Of the tenants who answered, how many said that their rent represented: very good value for money	352
21.2.2	fairly good value for money	628
21.2.3	neither good nor poor value for money	170
21.2.4	fairly poor value for money	93
21.2.5	very poor value for money	47
21.3	Total	1,290

Indicator 21	75.97%

Percentage of factored owners satisfied with the factoring service they receive (Indicator 25)

25.1	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?"	50
25.2.1	25.2 Of the factored owners who answered, how many said that they were: very satisfied	7
25.2.2	fairly satisfied	20
25.2.3	neither satisfied nor dissatisfied	13
25.2.4	fairly dissatisfied	5
25.2.5	very dissatisfied	5
25.3	Total	50

Indicator 25	54.00%

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

In April 2025 we introduced a new locality based service model. This has enabled us to work more closely with customers in the areas in which they live. It has enabled us to deliver greater impact through our customer support services and has helped to deliver a reduction in Gross arrears. During the year we have developed a new Income Maximisation Strategy. The action plan derived from this will support further improvement in the arrears position over the coming year.

Other customers

Gypsy / Travellers

For those who provide Gypsy/Travellers sites - Average weekly rent per pitch (Indicator 27)

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

Indicator 27	N/A

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 28)

28.1	How many Gypsy/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
	28.2 Of the Gypsy/Travellers who answered, how many said that they were:	
28.2.1	very satisfied	
28.2.2	fairly satisfied	
28.2.3	neither satisfied nor dissatisfied	
28.2.4	fairly dissatisfied	
28.2.5	very dissatisfied	
28.2.6	Total	

Indicator 28	

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

N/A