



Sharing Services with Kingdom Group

What services will be shared and how will it work?

From early April 2020, Fairfield Housing Co-operative will be sharing services with Kingdom Group (Kingdom Group is made up of Kingdom Housing Association and subsidiary companies Kingdom Initiatives and Kingdom Support and Care.) This is an exciting development of our current partnership working, aiming to deliver benefits for the organisation and our tenants.

What services will be shared?

There are four areas where we will have a Service Level Agreement with Kingdom to share their staff and resources:

- **Chief Executive**
- **Governance and organisational supports**
- **Financial Services**
- **Strategic Asset Management**

What's the aim?

The shared services will help Fairfield Housing Co-operative comply with the many legal and regulatory requirements that are in place to safeguard the best interests of tenants. They will do this by:

- Helping us achieve strong governance and leadership
- Helping us maintain strong financial management and health
- Supporting us to maintain and improve our properties and neighbourhoods.

How will this work?

From 6 April, Fairfield's new Chief Executive will be Bill Banks. He is also the Chief Executive of Kingdom Housing Association. We will receive named senior staff support for improved governance and organisational support services e.g. to help meet all the regulator's requirements.

As well as high level financial services from Kingdom's senior team, we will benefit from a qualified finance member of staff based in our office.

The services will provide professional advice, guidance and support to Fairfield's Management Committee and Management Team.

The Co-operative will employ its own Maintenance Officer for day to day services for tenants. Kingdom's property management staff will help the Management Committee and Management Team properly to plan and deliver investment in upgrading and improving tenants' homes and the environment.

What difference will this make to me as a tenant?

This approach aims to help Fairfield deliver good value for money and better services for tenants.

More effective and streamlined governance and financial management means more money for front-line customer services and investment in homes and neighbourhoods. We hope tenants will see the benefits of additional staff dedicated to serving tenants and communities, clear information about planned works to homes, and more opportunities to get involved in different ways.

Will it lead to higher rents and service charges?

No. On the contrary, the Management Committee was able to agree a rent and service charge increase of only 2%. This is lower than would have been possible without this arrangement.

How will this arrangement be monitored?

The arrangement will be guided and monitored by a **Joint Project Board** made up of the Chair, Vice-Chair and one other Management Committee or Board member from each of Fairfield and Kingdom. This group will meet at least once every three months. Once the services are running smoothly, the group will be looking at if or how more benefits can be achieved for tenants with a still closer partnership.

Will tenants have a say?

Tenants' views provided in tenants' panel meetings and a large Tenants' Survey in May 2019 played an important part in the arrangement that is now going forward. We will continue to seek tenants' views on what is important to them and expect to carry out another survey on your priorities in late autumn.

Get in touch

If you have any questions or concerns, or just want more information, contact members of our Management Team at:

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