



WELCOME TO OUR 2021-22 ANNUAL REPORT

In 2020 the government published a charter for social housing tenants with specific regulations for social housing providers to make sure landlords are providing safe homes, quality services and treating our customers with respect.

The Regulator for Social Housing is developing specific consumer standards under the following themes - Safety, Quality, Neighbourhoods, Transparency, Engagement and Tenancy.

This year's annual report is based around the work we've done in each of these areas to demonstrate how we are working hard to meet the regulator's expectations, so we make a meaningful difference to our tenants and build a relationship based on transparency, fairness and respect.

Despite another year of increasing challenges including the COVID recovery, the cost-of-living crisis and soaring energy prices we've had one of our best performing years. Highlights detailed in this report include achieving 4.51 out of 5 for customer satisfaction and delivering our biggest ever development programme.

But there are also lots of times when we haven't quite hit the mark too, read on to discover the lessons we've learnt when we didn't get it right.



Kevin Rodgers,
Chief Executive

Colin Dennis,
Chair

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WE PUT YOUR VOICE AT THE HEART OF EVERYTHING WE DO

What you have to say and the role you play in shaping our organisation is essential. Your feedback and opinions help us make sure we're providing the best possible service.

Our Customer Assurance Committee

It's really important we listen to you and increase opportunities for you to have your voice heard and listened to.

The Committee amplifies the voice of the customer with the board and it's a part of our formal governance structure. This means its work, oversight, and scrutiny directly influences what we do and the services we provide. Over the last year they have reviewed performance, analysed our complaints process, and evaluated our customer engagement strategy to help us understand our customers and make sure we're providing a good service.

Find out more about our Customer Assurance Committee here:



Scrutiny Reviews

We invited customers to apply to join the panel and received hundreds of applications. The panel will carry out a number of scrutiny reviews each year, the first review will look at the standard of our homes when we let them. The panel will gather customers views, carry out site visits and work with Citizen employees to identify ways in which we can improve our services. The actions are monitored by the Customer Assurance Committee and reported to Citizen's Board.

Citizen's Together

This virtual panel is a group of engaged customers who complete regular surveys so we can listen to their views and use their feedback to shape and change our services.

Around 600 customers are a part of this panel and over the past year have reviewed and shaped the content of our anti-social behaviour policy and fed back on the amount of time customers have to wait when contacting us by phone.



“ I want to do what I can to improve the voice and aspirations of all residents. A landlord cannot guess what is important to its customers unless they ask. Giving residents opportunities to contribute results in them having more pride in their home and local environment by giving them a feeling of ownership, responsibility, and a sense of belonging.”

Joan Allen, Customer Assurance Committee member



UPPING THE GAME ON CUSTOMER SERVICE

IN NUMBERS

Our overall customer satisfaction
 2021/22 **4.51 OUT OF 5**
 2020/21 4.5 OUT OF 5

Phone calls answered
 2021/22 **264,528**
 2020/21 267,857

Average call waiting time
 2021/22 **1 MINUTE 32 SECS**
 2020/21 51 SECS

Emails
 2021/22 **37,158**
 2020/21 37,503

Repairs online
 2021/22 **18,347**
 2020/21 17,343

Web chats
 2021/22 **11,314**
 2020/21 14,493

58,516 survey responses received

By telephone: **1,959**
 By text: **56,172**
 By email: **385**

Number of comments received

37,165

We've also just completed our third annual customer perception survey. A sample of over 2000 customers are surveyed each year to help to build a picture of how we are meeting customer expectations and where we could improve. This year's survey results will be used to shape a focused action plan to address the matters that you have told us are important to you. The survey results will be published later in the year.

HOW YOU FEEL AND WHAT YOU THINK ABOUT OUR SERVICES

We are committed to improving our services and our customer feedback platform has been vital in helping us achieve this.

The platform allows us to send surveys to you via SMS, email, or phone message giving you the opportunity to feedback on your experiences of repairs, customer service, lettings and much more. The survey asks for a score out of 5 and gives the option for customers to include comments. We use your comments to improve and shape our services. The platform was launched in May 2020 and by Feb 2022 we had received over 100k responses.

Find out more on how we have used your feedback on pages 16-17.

COMMUNICATING WITH CUSTOMERS THEIR WAY

We are committed to providing great customer service.

Effective communication sits at the heart of great service and it's really important to us that we communicate with you in a way that meets your needs.

This year we developed guidance explaining how we will manage your communication preferences.

We have also implemented various tools to help us communicate better with customers who have additional needs including Reachdeck, a speech, reading and translation toolbar on our website.

But the amount of time you spend waiting for us to answer the phone has increased so we are looking at how we improve the way you can self-serve through your customer account, reporting your repairs online and web chat.

COMMUNICATION WITH CUSTOMERS THEIR WAY
 A guide to managing customer preferences



DEALING WITH COMPLAINTS

We work hard to offer you the best possible service and when we don't provide the level of service you expect, we are committed to putting things right.

We have a dedicated team who work with our customers to understand when we haven't got it quite right and how we can learn from it.

Our aim is to make sure that when you complain we listen, treat you with respect and manage your complaint quickly and effectively.

In 2021-22 we received 378 complaints - here is a breakdown:

SERVICE AREA	NUMBER
Repairs service	148
Home improvements	101
Housing services	87
Neighbourhood services	18
Cleaning and grounds maintenance	16
Customer services	8
TOTAL	378

WE'VE LISTENED TO WHAT YOU'VE TOLD US - HERE'S WHAT WE'RE DOING ABOUT IT



FAILURE OR DELAY TO RESOLVE ISSUE OR REPAIR

- We work hard to offer you the best possible service and when we don't provide the level of service you expect, we are committed to putting things right.
- We've improved the way we diagnose a repair so we understand what we need to do quickly and make sure, when possible, your repair is fixed on the first visit.



POOR COMMUNICATION

- Our 'Citizen Offer' booklet has been created and shared with customers for clarity on the services we offer.
- We have set out the schedule and the service standards you can expect from our cleaning and ground maintenance and shared this information with you.



CONDITION OF PROPERTY WHEN LET

- Last year we set up our Customer Scrutiny Panel to help us look at our services from our customers' perspective. Their first review is to look at the quality of our properties when we let them.
- We now use feedback from our Fresh Start programme to also give us a greater insight into your experience when letting our properties.



COMPLAINTS HANDLING

- We have reviewed our complaints policy and procedure, listening to customers feedback and changing the way we manage complaints to improve customers experience.
- We have recruited a team of experts to manage customers dissatisfaction who investigate complaints in a fair and impartial manner.

It's really important to us at Citizen that when we don't get it right you have access to a complaints process that is quick, easy and simple. Here's what we've done over the last year to make this happen:

We are improving the way we handle complaints to make sure all of our staff understand the process, what's expected of them and how we can continuously improve it. This includes making sure we are compliant with the complaints code.

We are also using our Citizen First principles to ensure that we take complaints seriously across the whole organisation. Our Customer Experience Steering Group has been relaunched with a new focused purpose and the responsibility to challenge teams to improve complaint handling and customer experience.



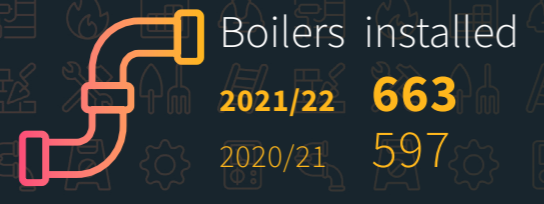
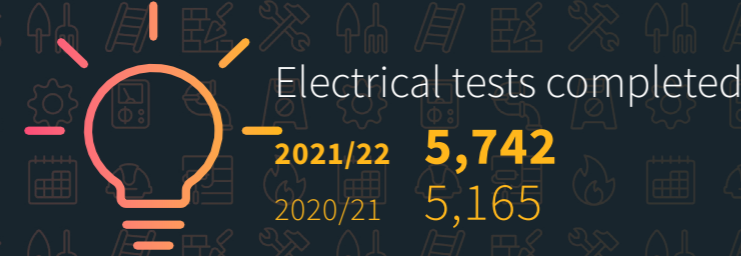
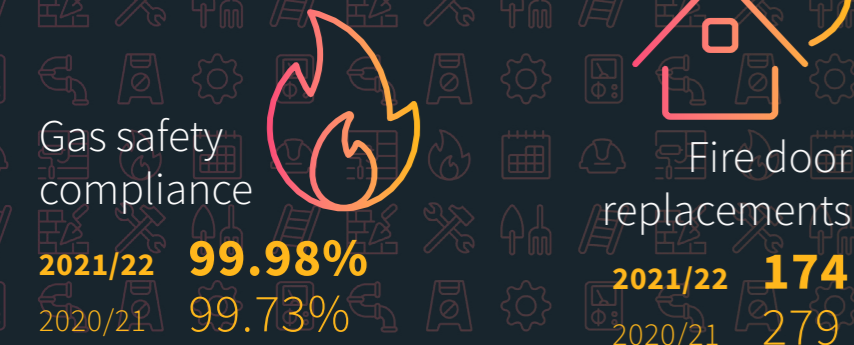
INVESTING IN OUR HOMES AND KEEPING OUR CUSTOMERS SAFE

We continue to invest in our properties to make sure you have safe and modern homes.

We replace our kitchens, bathrooms and heating systems on a planned cycle to make sure we are keeping our homes in a good condition. We also carry out regular checks and services of gas supplies and electrics to keep you safe at home.

Our fire safety programme regularly checks and replaces fire doors and other key safety elements so they continue to protect your homes and any communal corridors in case there is a fire.

IN NUMBERS



NEW CCTV SYSTEM IN COVENTRY

In Coventry we manage and operate approximately 264 CCTV cameras to help keep our people and buildings safe.

Our new system contains updated software that makes sure we are operating with a fit-for-purpose and modern CCTV security system.

A mixture of analogue and digital cameras are now in use across Coventry at 24 high rise buildings, on Tarquin Close and on Bretford Road. Additional cameras assist with security at our offices on St James Lane and Torrington Avenue.

The new system has increased memory capacity to improve efficiency, a crucial investment to ensure we keep our Citizen homes and places of work as safe as possible.

It also supports colleagues with critical evidence and insight when addressing a wide range of issues, including crime and anti-social behaviour, and supports West Midlands Police providing them with vital evidence.



KEEPING OUR CUSTOMERS SAFE

All of our customers recently received our latest 'Guide to Safety in Your Home' with everything you need to know about how you can stay safe in your home and what we can do to support you.

The guide focuses on six areas:

- Gas safety
- Electrical safety
- Fire safety
- Water safety
- Asbestos
- Lifts and lifting equipment

Each section of the guide covers why it matters, what we do, what you need to do and what happens during our routine safety checks.

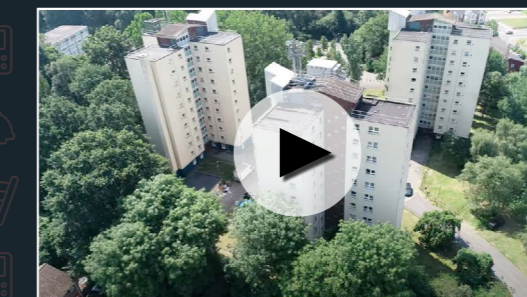
Take a look at our Guide to Safety in Your Home here.



DIGITAL MAPPING OF OUR HIGH-RISE BUILDINGS

We're one of the first housing providers in the Midlands to create 3D digital maps of all of our high-rise buildings so our teams, customers, and the fire service can visualise and understand the building without physically being there.

Watch our drone footage here:



The digital maps are shared with the fire service for them to use in an emergency, giving them quick and easy access to the layout of the building and improving their response if there was an incident. We worked with a building safety platform to capture and recreate all 38 of our high-rise blocks in a digital world using the latest laser scanning tools.

We will be meeting and talking with the customers of our high-rise blocks and launching a resident portal where we can share information, updates and safety notices with customers so they can feel safe in their homes.

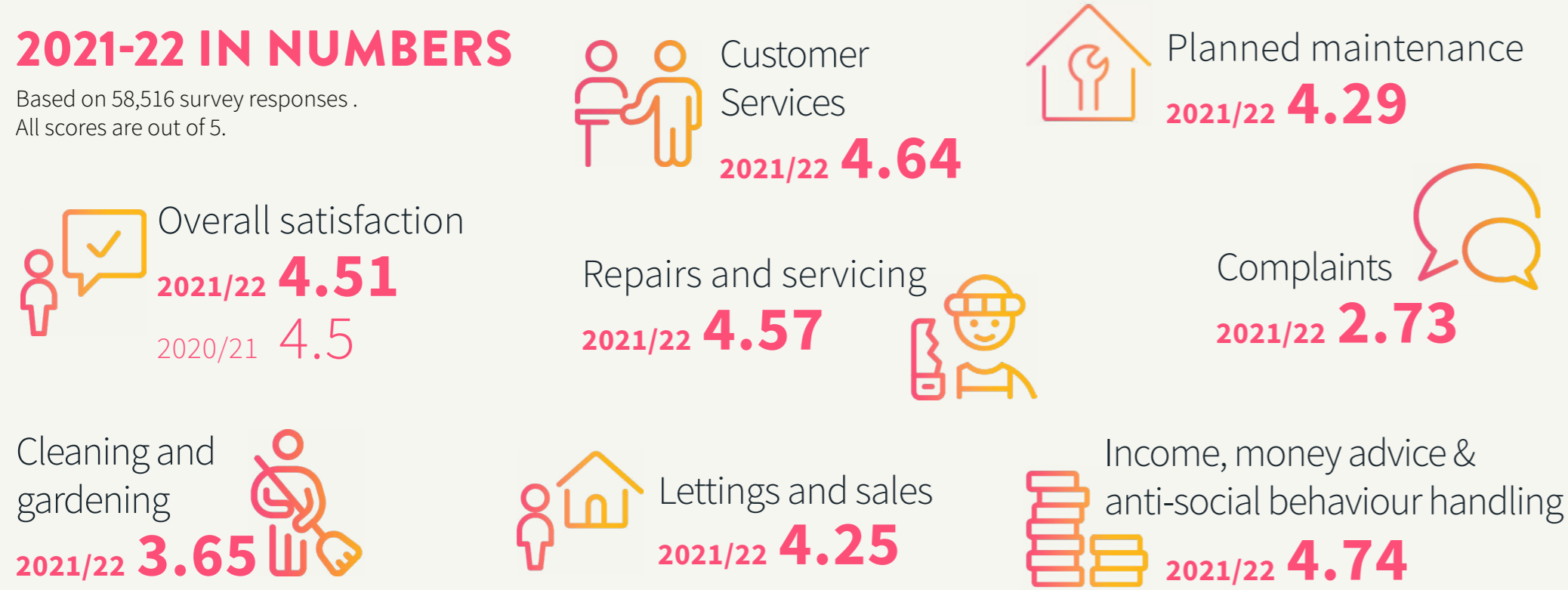




HOW CUSTOMERS RATED US:

2021-22 IN NUMBERS

Based on 58,516 survey responses .
All scores are out of 5.



Here's what we're changing in the areas we are scoring lower than expected:

Cleaning and gardening - Feedback on our cleaning and gardening service is telling us that we need to make changes to improve this service. So we have increased the number of site inspections, trialled new equipment and targeted the specific areas that need more work. For example: decorating, flooring, gardening and improving the general environment. Over the next year we will be talking to customers about our service standards and how we can work together to improve our communal areas.

Complaints - Check out pages 8 and 9 to find out how we're improving the way we deal with complaints.



CONTINUED EXCELLENCE

This year we were successful in gaining the bronze accreditation award from the Customer Contact Association (CCA) for successfully maintaining CCA accreditation for five consecutive years.

To ensure we are providing the best possible service to our customers we took part in rigorous virtual testing to assess the reliability and effectiveness of our customers services. The assessment looked at numerous areas including the performance of the team, employee development, and how we use and implement new technologies.

It's a real achievement, during a year when there was a shift in the way we work (including working remotely), that our commitment to go above and beyond to meet the needs of customers has been recognised.





ACTING ON YOUR FEEDBACK

The detailed insight we receive from our customer feedback platform gives us real-time intelligence and allows us to make changes to reflect what our customers are telling us.

Here are some examples of changes we made based on your feedback:

YOU SAID 	WE DID 
Customer service	
You weren't satisfied with the availability of repair appointments online	Not all of our repairs can be booked online, this is because the nature of the repair can be complicated and we want to make sure that we always send the right engineer to fix the problem. But we are reviewing how and which repairs are booked online so we can improve this service including changes to our online chat systems so you can book through live chat rather than phoning our call centre.
You told us you couldn't see what details we held on our systems	We added your details to My Account, our online customer portal, so you can check and let us know if anything is incorrect.
You said you were unhappy with our lack of communication throughout a complaint investigation	We now clearly explain what you can expect from us when you complain, we've trained staff, and we've increased our communication with customers.
You told us that if you have visual and hearing impairments or language support needs you wanted more effective methods of communication and contact	We have developed a guide for colleagues to help them communicate with customers and provided tools to help customers with additional needs. These include Reachdeck on our website an online customer portal which allows text to be read out and increased in size.

YOU SAID 	WE DID 
Cleaning & grounds maintenance	
You were unhappy with the quality of the work carried out by our cleaning and grounds maintenance teams	We've started regular site visits by team leaders and supervisors to check our work and talk to customers directly about the job.
You said you didn't know when and how often your blocks were being cleaned or when grass and hedges were being trimmed	We produced leaflets and posters with information on our services and schedules, so you feel more informed.
Repairs	
You told us there were delays and a lack of communication when waiting for surveys and when work needed to be done	We now have a member of staff to coordinate enquiries, responses, and our surveyor's workload. Tasks sent to surveyors are now in a shared task pool which means multiple people can pick up tasks, improving our response times.
You told us it is frustrating when all repairs can't be fixed in one appointment	We now analyse our weekly appointment reports to bring together multiple jobs so when it's possible we can complete all of your repairs in one visit.
Many of you who are unhappy with the condition of your home say it's because of damp and mould	We've developed a working group to improve how we respond to reports of damp and mould. Two technical support surveyors are a dedicated point of contact and plans are in place to create a specific team to diagnose, remedy and monitor cases.
Lettings	
You said you wanted more time with staff when you sign up to talk through your new tenancy	We've introduced a digital sign up process so that the admin part of tenancy sign-ups are quicker, giving us much more time to talk to you about your new home.
You weren't happy with our gas and electric meters/credits	We've worked with our gas team and external company Energy Angels to create a more efficient meter processes and shorten the time it takes to resolve issues while supporting customers with their utility set up.



PROVIDING QUALITY HOMES - OUR REPAIRS PERFORMANCE IN NUMBERS

 Customer satisfaction with our repairs and servicing


2021/22 **4.57 out of 5**
2020/21 4.25 out of 5

 Appointments kept

2021/22 **97.9%**
2020/21 95.4%

Emergency repairs attended within 24 hours

2021/22 **98.7%**
2020/21 98.8%

 Repairs spend per home

2021/22 **£525.01**
2020/21 £536.99

Total spent on repairs

2021/22 **£35.1m**
2020/21 £32m

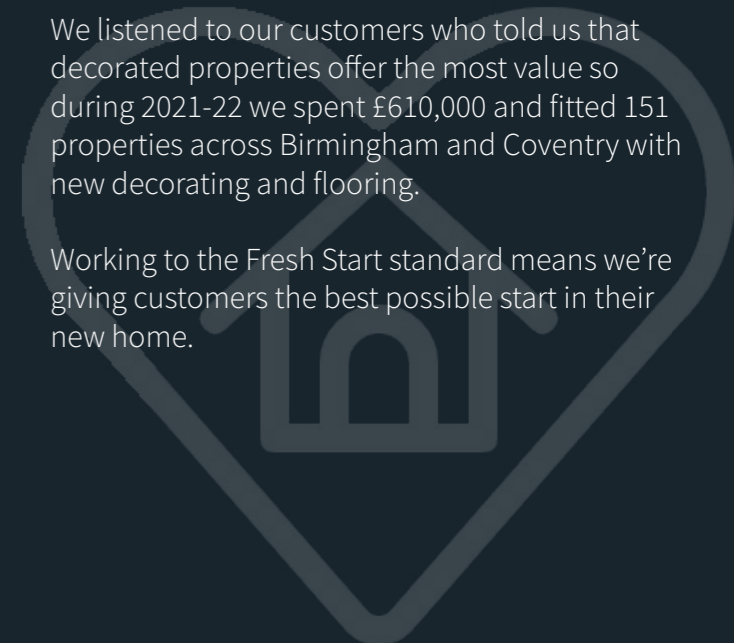


A FRESH START FOR OUR CUSTOMERS

Our Fresh Start standard is a pioneering project to refurbish our harder to let one bedroom flats to a higher standard, ensuring we're providing high quality homes for all of our customers.

We listened to our customers who told us that decorated properties offer the most value so during 2021-22 we spent £610,000 and fitted 151 properties across Birmingham and Coventry with new decorating and flooring.

Working to the Fresh Start standard means we're giving customers the best possible start in their new home.





ENERGY EFFICIENT HOMES

Our first zero carbon home pilot is complete.

This Coventry based property has been transformed into a highly energy efficient home.

The government have committed to reducing the amount of CO2 released when we heat our homes. This means that as a landlord we need to meet this challenge by making sure our homes are well insulated so they use less energy to keep them warm - costing you less and addressing the impact of climate change too.

The work on this pilot home reduced its carbon emissions by 60% and decreased the customers energy bills by 60% too.

We'll be carrying out more insulation and energy efficiency works on around 5,000 of our older homes so they all meet the minimum standard (an Energy Performance Certificate (EPC) of C) by 2030 - most homes in England and Wales have an EPC of D so the majority of our homes are well above the national average.



SUCCESS WITH THE SOCIAL HOUSING DECARBONISATION FUND

We are one of 50 housing associations to receive money from the Social Housing Decarbonisation fund.

We worked with Coventry City Council to submit the bid and the £1m grant will allow us to improve the energy efficiency of our properties with an Energy Performance Certificate (EPC) rating below C.

The money will be used for fitting external wall insulation to 95 homes as well as installing energy efficient doors and windows, loft insulation, and improving ventilation to reduce the potential for mould growth.

We've also been successful in securing a further £1.2m grant from the Social Housing Decarbonisation Fund to improve homes in the Wychavon area and work has already started. This money will allow us to improve the efficiency of homes making them warmer and easier to heat.

All the funding will help us deliver warm, energy efficient homes to improve the comfort, health and wellbeing of our customers.



CHURCHFIELDS

We're continuing to develop land and build quality homes, with our Churchfields site in Kidderminster due to be completed in Spring 2024.

The development is made up of 246 homes – 100 for outright sale and 146 affordable homes. A listed warehouse on the site is also being converted into flats.

Zara Wood and her 11-year-old son Oliver recently moved in, they were previously living in a flat that wasn't suitable as Oliver is autistic and needed more space and a garden.

“I was quite shocked when I was offered this place! It's amazing and it's what I have been wanting for a very long time as I've been living in flats since my son was a baby”

Zara Wood and her 11-year-old son, Oliver.

YORK ROAD

We completed our York Road, Birmingham development this year with 87 homes, 21 shared ownership and 66 affordable rent.

It was built on the former UTC Aerospace System facility, which was the Birmingham base of the US aerospace and defence company.

The homes were built using modern methods of construction with timber frames so we've been able to build this site three times faster than a traditional build. This means we've been able to handover houses and move customers into their homes quickly.

Find out more about our ambitious development plans here:



“I was so happy to be offered this property, I was ecstatic and couldn't believe it! My new house means everything to me. I absolutely adore it and I don't think I have been this happy since I was a child. It is so nice to have a place I can call home.”

Paige recently moved into one of our homes





REGENERATING OUR COMMUNITIES

PROPOSED £120 MILLION INVESTMENT IN SPON END COVENTRY

Residents have told us they want Spon End, Coventry to be a safe place to live, with modern homes that are warm and energy efficient in a pleasant environment with more car parking and quality green space.

We've listened to what you have to say and have officially announced our proposed plans to invest £120million to transform the estate.

Plans include an ambitious redevelopment programme of the following areas and building 750 new homes over the next ten years:

- Kerry House / Milestone House / Trafalgar House
- Spon Gate House
- Grindlay House / Drinkwater House / George Poole House
- Gardner House / Fennel House / Winslow House / Corrie House and Givens House
- Wellington Gardens / Sherbourne Street and Upper Spon Street (85-99).

Our plans are subject to ongoing consultation with the community and follow those outlined and proposed in 2020 with Kerry House, Milestone House and Trafalgar House to be demolished Spring 2023 and construction on the new homes to start in 2024.



We held a consultation event for all residents at Coventry Rugby Club offering them an opportunity to find out more and give us their feedback. Over 150 residents attended the event with 78% of you providing feedback that supported the plans.



WYKEN, COVENTRY

Things are progressing well with our redevelopment of the area.

Over the last year we have successfully rehoused all of the residents from Vincent Wyles House and the block will be demolished during 2022/23.

SPIRIT QUARTERS

Meanwhile our Spirit Quarters regeneration in North East Coventry moves into phase five as we continue to work closely with our developer Keepmoat Homes.

This next phase will see us build 94 new homes in the Ashborne Close and Hillmorton Road area over the next two years. We'll also reach the milestone achievement of the 1000th home built as a part of this regeneration project.





BUILDING FOUNDATIONS FOR THE FUTURE

IN NUMBERS



Homes completed

2021/22 **515**
2020/21 506

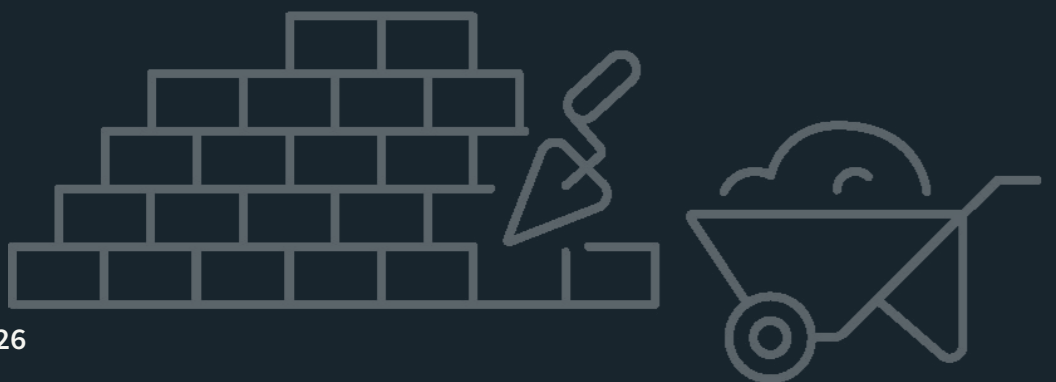


Homes started

2021/22 **604**
2020/21 407



£1m profit from our market sale homes is all reinvested into our services



“I love this house so much – it’s my dream home! I cried when I was offered the property, they were happy tears, and I still can’t believe it’s ours. I feel incredibly lucky because I have been given a new build to live in with my little boy. It’s amazing.”

Rebecca Evans, one of the first people to move into the £137m development.

1,000 NEW HOMES ACROSS THE WEST MIDLANDS

This year we continued our ambitious development project to build 1,000 homes across the West Midlands in partnership with Vistry Partnerships.

The developments are all affordable homes and include Lea Castle and Churchfields in Kiddeminster, Hall Green and York Road in Hall Green, and Ridge Hill in Wordsley.

Lea Castle is a 49-hectare site we started in Summer 2020 and will take eight years to complete.

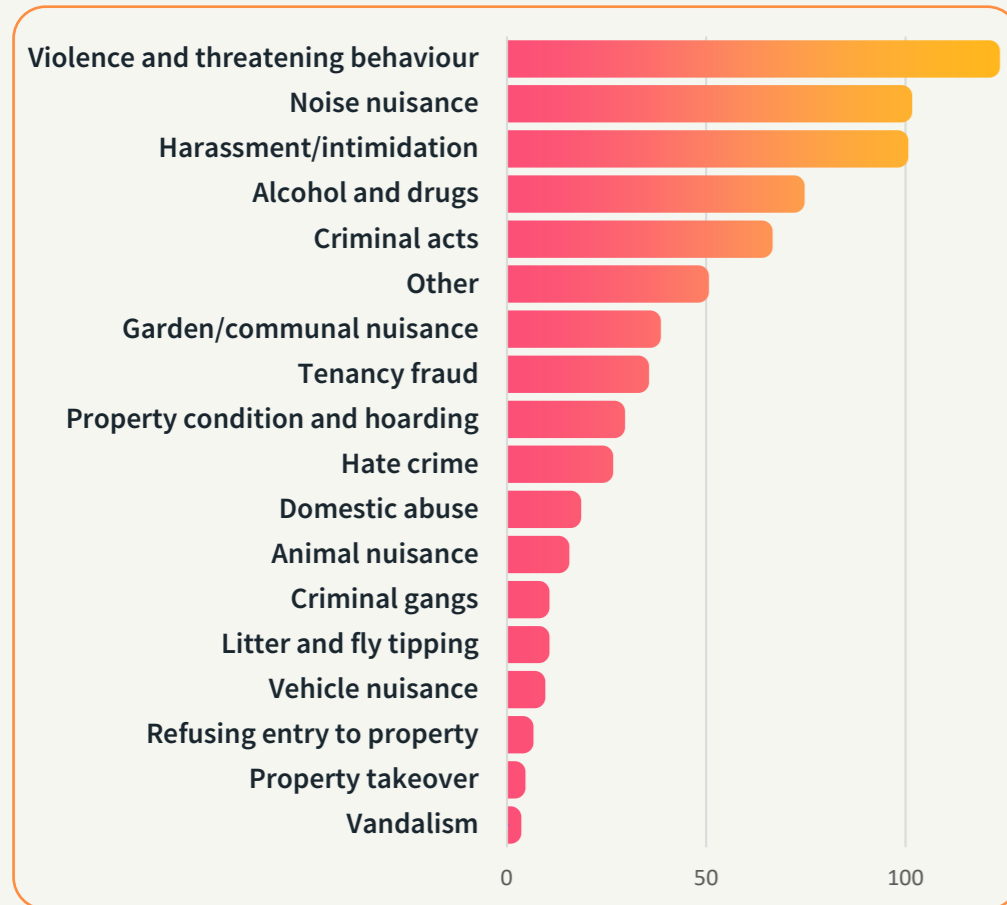
The £137m development is make up of 240 affordable homes (59 social rent, 100 affordable rent, 81 shared ownership) and 360 outright sale.





KEEPING OUR COMMUNITIES SAFE

In 2021-22 our team dealt with 681 cases of anti-social behaviour (ASB) compared with 928 2020-21.



OUR NEW ANTI-SOCIAL BEHAVIOUR PROCESS

This year we reviewed and revamped our process for dealing with anti-social behaviour to make it more efficient and customer focused.

We introduced a new triage system to assess reports from you, to support decision making and let you know what will happen next.

Our new approach directs resources to tackle high-level cases of ASB and supports you to manage low-level issues with others.

We also created the Good Citizen Guide giving advice and guidance on how to be a good neighbour and how to avoid ending up in a disagreement.

THE GOOD CITIZEN GUIDE
How to be a good neighbour

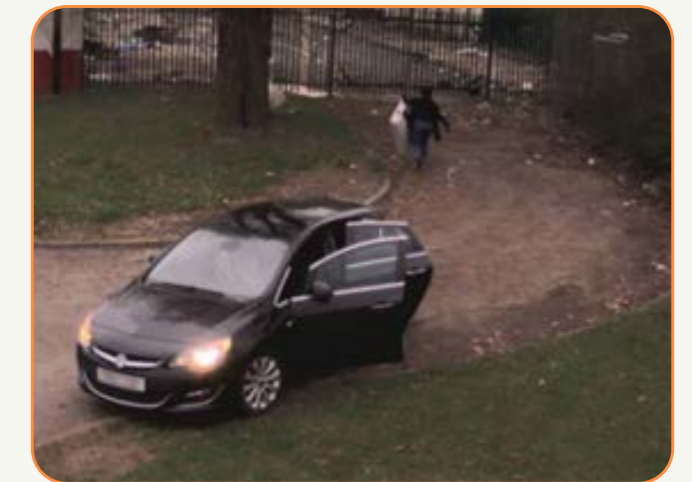
TACKLING FLY TIPPING IN COVENTRY

We're trialling mobile and fixed cameras in Coventry to help us reduce fly tipping in the area.

We've seen a significant increase in fly tipping over the last couple of years and are now spending 21% more on removing items than we did before the Covid - 19 pandemic.

When bulky rubbish is dumped in your street it is ugly, can be dangerous and is expensive to clear. Every call-out to remove old mattresses, fridges, and furniture costs us in excess of £100 and that's money we could be spending on better services for you. High quality cameras are helping us catch people who dump rubbish illegally and are proving to be an excellent deterrent.

When we catch people we send the details to the local authority responsible for enforcement. Fly-tipping is a serious criminal offence which carries a fine of up to £50,000 or an offender may face a prison sentence. It could also result in action being taken against your tenancy.





CITIZEN LOCAL FUND

Our Citizen Local Fund has been running for almost two years and has supported 14 local initiatives, investing £80,000 back into our local communities.

The scheme offers grants of up to £5,000 to fund groups, projects, and initiatives to support the wellbeing of people in our communities.

GRUB HUB

The Grub Hub is an organisation at Stoke Heath Community Centre providing essential items and food to vulnerable adults, delivering emergency food for those in need for just £4 a week.

Citizen staff volunteered and organised deliveries, created food parcels, and coordinated all of the essential items people need.

70 parcels were given out over two hours with a lot of clearing up to do afterwards!

With Citizen's financial support and volunteering hours the Grub Hub were able to offer additional hygiene packs including shampoo, washing powder and sanitary products.

CLEARING UP THE LINDFIELD

The Lindfield is a small piece of green space we own in Stoke Aldermoor, Coventry and regularly used for fly-tipping.

The Lift Me campaign is part of the Stoke Aldermoor Social Action Partnership (SASAP) which covers several community wide projects and is made up of local people who live and work locally.

Through art workshops local children were asked to share their ideas of how they could improve their local area – including The Lindfield.

Money from our Citizen Local Fund helped the partnership:

- Buy equipment including protective wear, so that the community can do regular litter picks in the area
- Produce posters and leaflets to raise awareness about community issues and invite others to help solve them
- Host a community event where neighbours can connect
- Do a community tidy with skips so that there is a collective time that people can get rid of their rubbish.





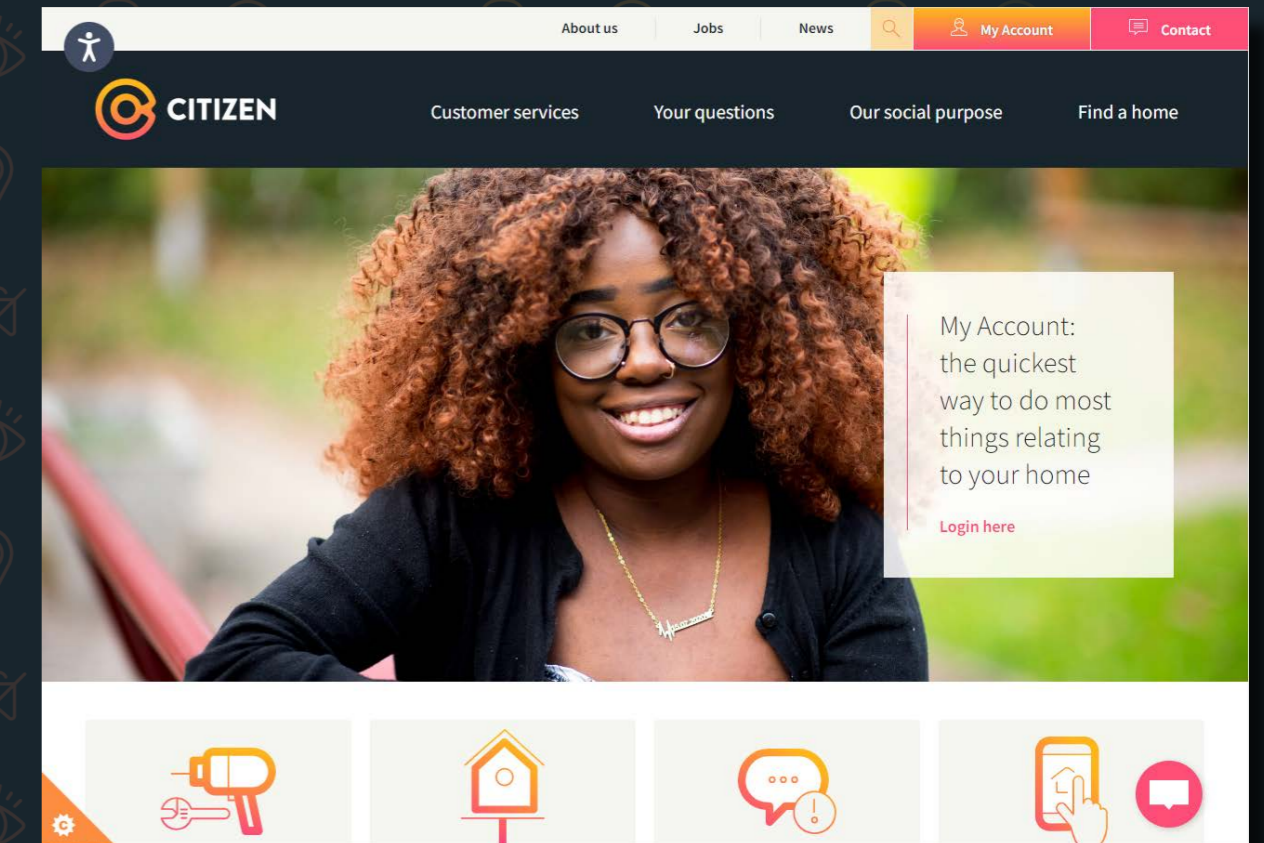
Being transparent means we are open and honest and share information with you in a clear way, so you understand how we work and the information you need is accessible and easy to find.

OUR WEBSITE

Our website holds a wide range of information and resources for our customers.

On there you will find all of our **policies** – our rules and guidelines that we follow to tackle certain issues and processes – as well as **help and advice on tenancy-related support**, how to **make a complaint and how to give us feedback** (including what we learn from the feedback you give us).

We also have an **'About Us'** page where you can learn all about our organisation, how we are regulated, how we are performing, our business strategy, annual reports and financial statements, our board and governance structure, how we represent our communities and how you can get involved in helping us shape our services.

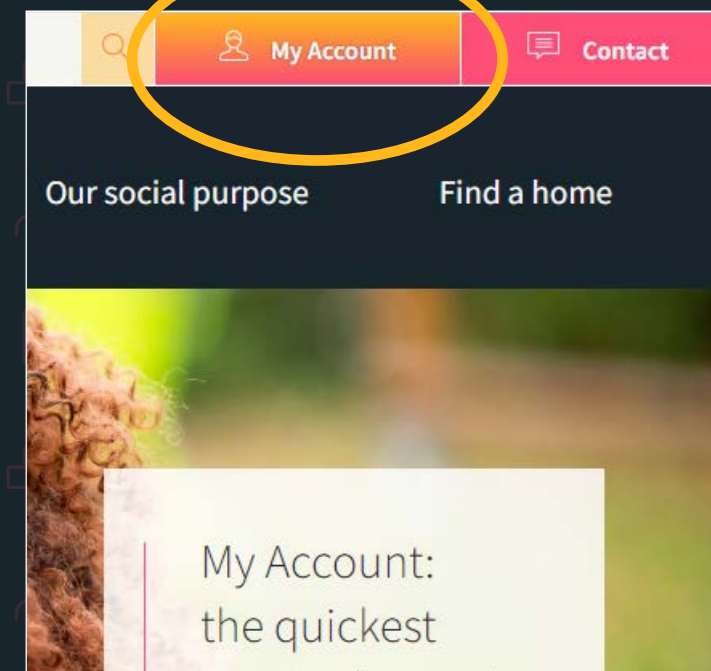




MY ACCOUNT

You can access My Account from our website.

This is your secure, online account where you can pay your rent, report a repair, report ASB, and make a complaint. It's an easy and simple way to access everything you need to manage your tenancy. All you need to do is click the MyAccount tab at the top of the homepage to create an account.

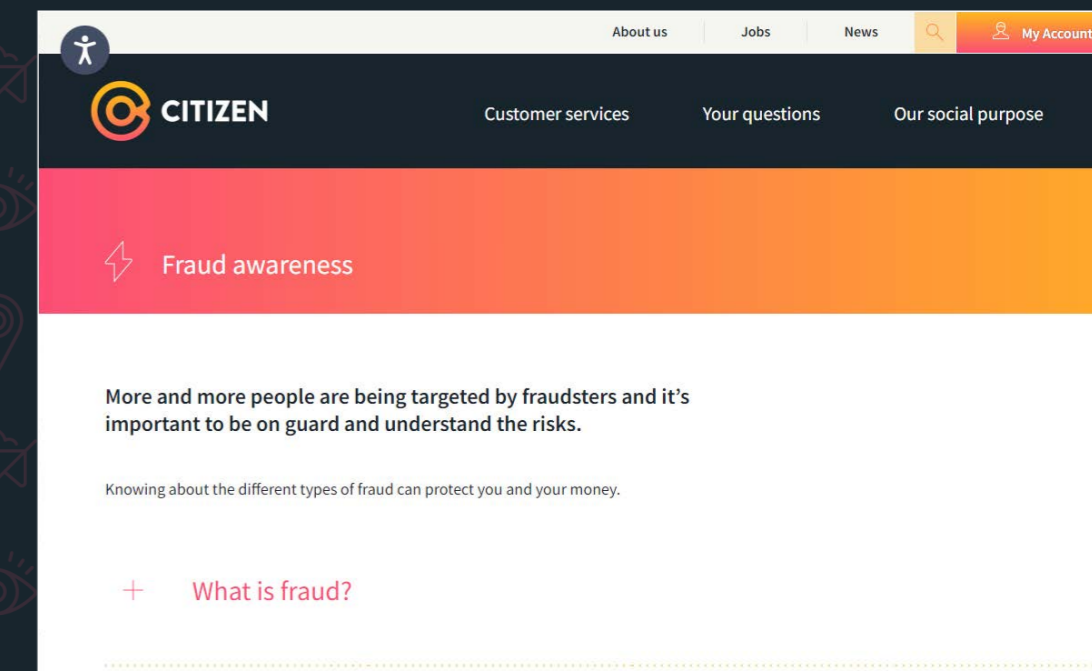


FRAUD AWARENESS HUB

We've also launched our Fraud Awareness Hub on our website, to provide you with information, useful tips and advice on how to stay safe and protect yourself from fraud.

Here you can find out about the latest scams, tenancy fraud and what we're doing to detect it.

Find out more here:





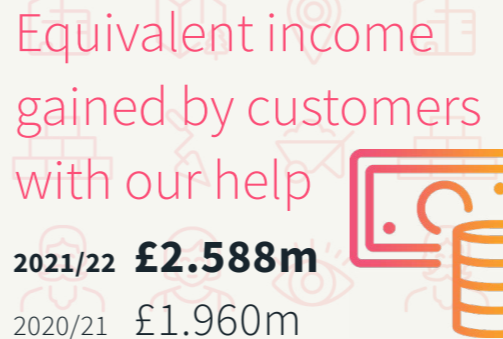
OUR RENT PERFORMANCE

The rent you pay for your home is our main source of income. We use this money to manage our properties, carry out repairs and improvements to your home, and help us provide you, with good, quality services.

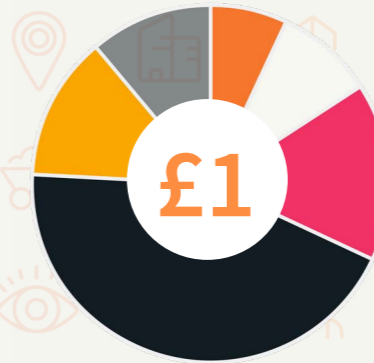
Despite the financial hardship faced by many of you, the number of customers in rent arrears has reduced for the second year running. We've done this by talking to customers as soon as they start to struggle to pay their rent. If you think you might not be able to pay your rent, get in touch with us as soon as possible so we can help you maintain your tenancy and keep your home.

We have always offered help to maximise your income and avoid getting into arrears by providing help and advice. Last year we identified £2.58m of extra income, over 24 per cent more than £1.96m in the previous 12 months.

IN NUMBERS



How we spend your rent – a breakdown of £1



Purchase & improvements to properties	44p
Day to day repairs	16p
Interest costs	13p
Other costs	11p
Service charge costs	9p
Management	7p

NEW LETS (LETTING OF NEWLY BUILT HOMES)

	Birmingham	Coventry	Worcester	Total
Bedsit	0	11	0	11
Bungalow	0	6	3	9
Flat	28	38	17	83
House	106	108	39	253
Maisonette	6	6	6	18
Room	0	0	0	0
Total	140	169	65	374

RELETS (LETTING OF EXISTING HOMES)

	Birmingham	Coventry	Worcester	Total
Bedsit	18	189	3	210
Bungalow	7	104	9	120
Flat	219	636	169	1024
House	78	189	67	334
Maisonette	11	73	2	86
Room	0		19	19
Total	333	1191	269	1793

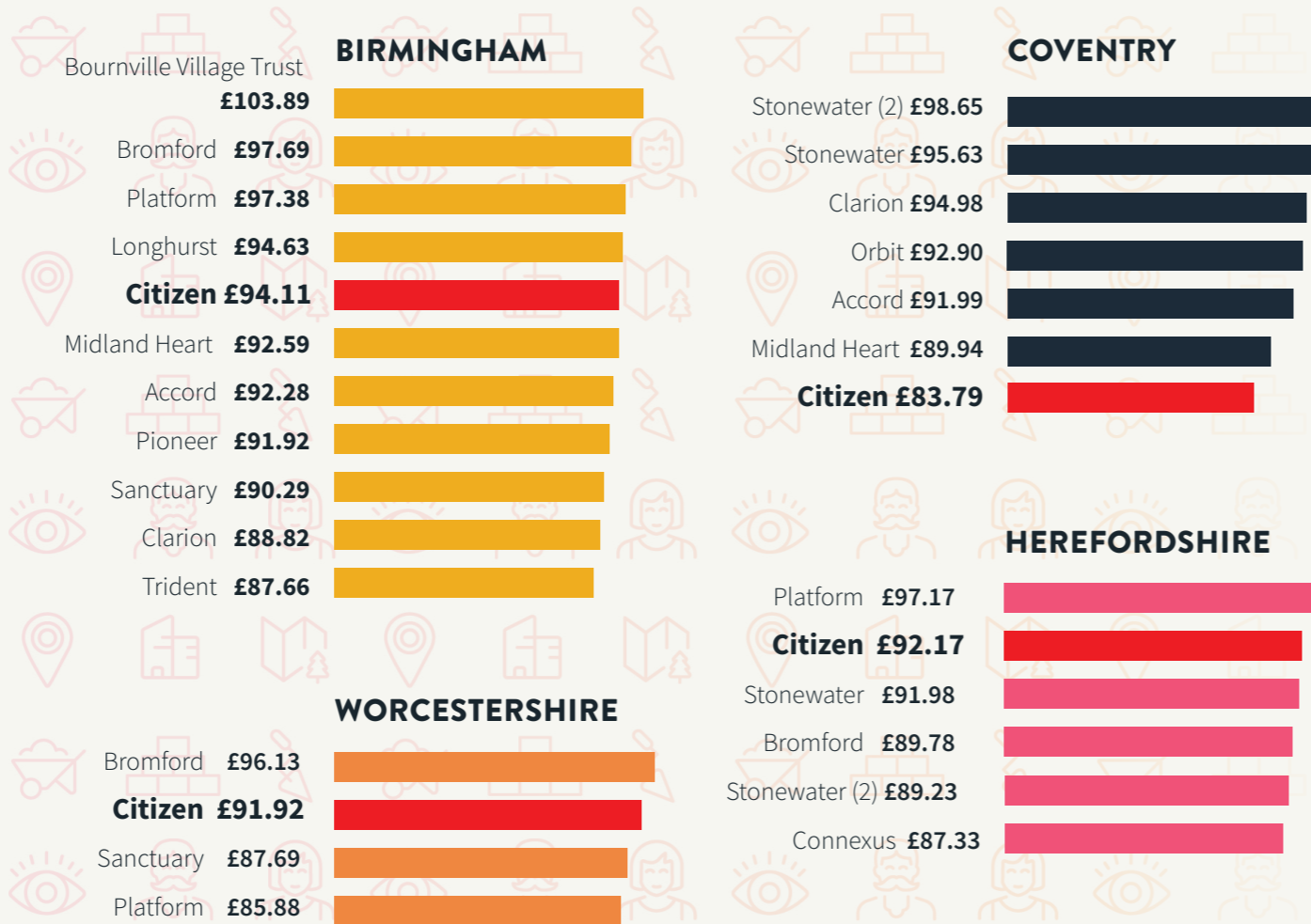
MUTUAL EXCHANGES

	Count of Region
Birmingham	39
Coventry	115
Worcester	51
Total	205

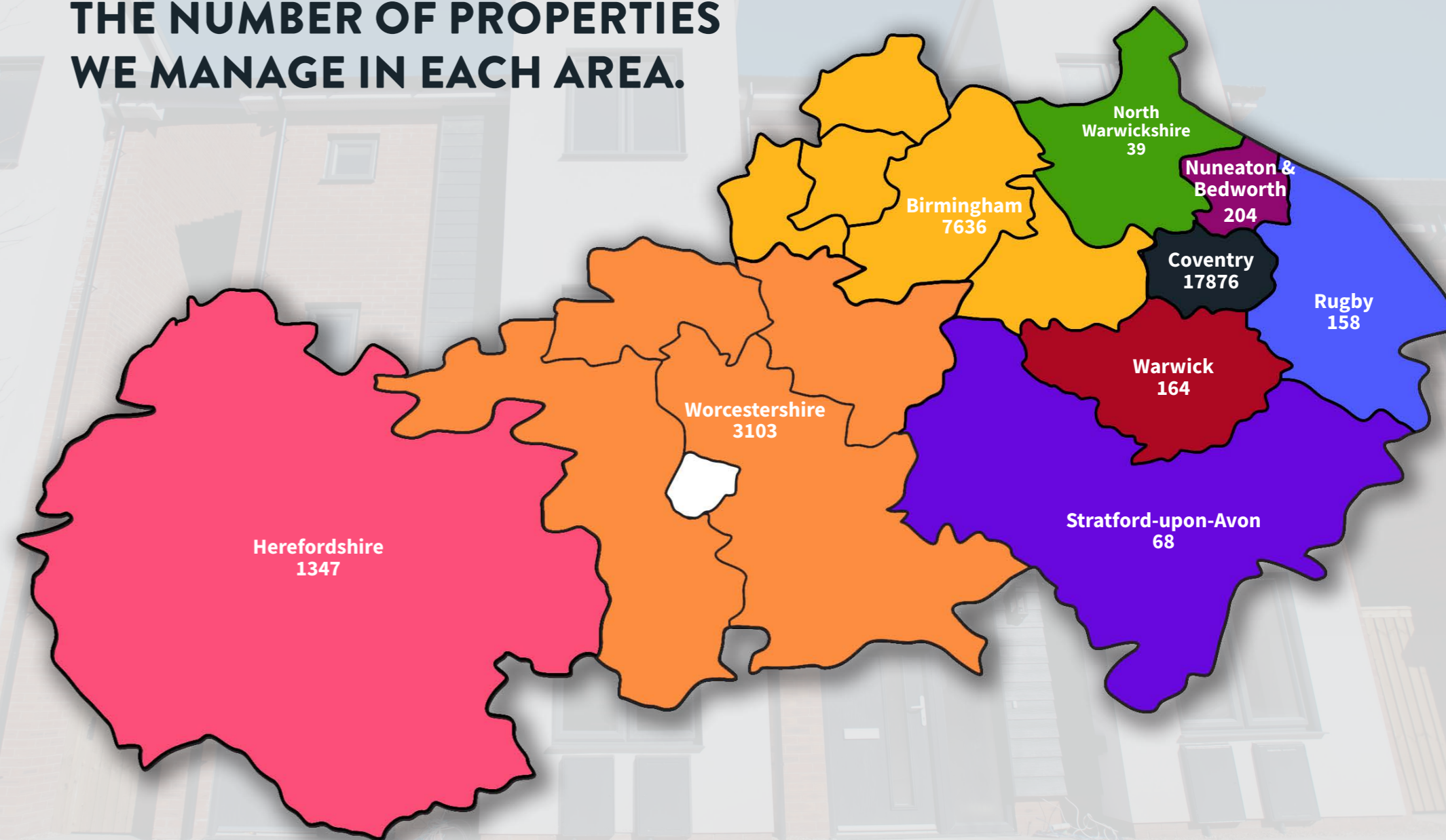




OUR WEEKLY RENT COMPARED TO OTHER LANDLORDS



THE NUMBER OF PROPERTIES WE MANAGE IN EACH AREA.





MONEY MATTERS

We want to do everything we can to support you to pay your rent and to help you stay ahead of the game when it comes to your monthly bills.

And engage with you as early as possible if you are struggling to pay your rent.

Last year we helped lots of customers with money advice issues so if your account goes into arrears or you are worried that you might go into arrears in the future our money advice team offer a range of help and support including:

- a Money Matters advice session with a trained specialist in the first two weeks of tenancy
- support from job coaches to help you into education or training
- the opportunity to put a payment plan in place
- advice from an energy advisor

This proactive, specialist approach has reduced rent arrears by **£1.25m** from 2019/20 to 2020/21 and a further reduction of **£390,914** in 2021/22.



If you need any help or support paying your rent, with energy bills or with training and employment get in touch.

Call: **0300 790 6533** and ask to speak to our Money Advice Officers, Employment Coach or Energy Advisor

Or email citizen.moneyadvice@citizenhousing.org.uk for money and energy advice or job.coach@citizenhousing.org.uk for employment coaching advice.

OUR HARDSHIP FUND

We have also set up a new Hardship Fund to help our customers who are struggling financially and need immediate help.

Our Money Advice Team may be able to access urgent financial support if you find yourself in crisis.

“As soon I got in touch with Citizen, I didn't just have a home I had a network and other support I could rely on. This included job advice, advice on rent and universal credit to help me get back on my feet again. From that support I got my motivation back and I finally felt at home and me again.”

Mark Davies





LOOKING OUT FOR OUR CITIZENS

We aren't just here to provide you with a house but with the support you need to build a great home including advice and help to access and maintain a job. This year we launched an employment coaching service to help our customers achieve their employment aspirations.

The service is part of our money advice offer and supports customers with access to employment, education and training opportunities to help you sustain your tenancies.

It helps with one-to-one guidance, interview skills and coaching, CV support, skills development and confidence building. For more information or to access help and support finding a job get in touch by calling **0300 790 6533** and asking to speak to our employment coaches or email job.coach@citizenhousing.org.uk



Finding work since the pandemic has been a challenge for many of you. Over the last year we've helped **227** customers into work this last year earning you over **£300,000.**



“I am enjoying my apprenticeship. What has really helped me learn and progress is having such a great team to work with. My managers and my colleagues are all so helpful and supportive – I know I can approach them with anything – and I can't thank them enough for that! I'm hoping to get a full-time job as an electrician at the end of my apprenticeship and keep working my way up the ranks.”

Jordan Gillespie, Electrical Apprentice

HELPING YOUNG PEOPLE INTO WORK

APPRENTICESHIPS

We're passionate about working with young people in our communities to give them opportunities to get into work.

An apprenticeship is a great way to build a career and combines practical learning with study, gaining valuable skills and training while earning on the job.

Not only do our apprentices study for a formal qualification they get to do a real job from day one, learning their role within a team through hands on experience, one-to-one support and Citizen training.

KICKSTART

We are also proud supporters of the government's Kickstart Scheme. The scheme provides us with valuable funding to create jobs for 16 to 24-year-olds on Universal Credit who are at risk of long-term unemployment.

The scheme was created to help young people find employment through work placement opportunities to gain work experience, learn new skills, and improve their long-term employment prospects.

Joseph Layfield was our first recruit and started his role with the estate maintenance team in December 2021. Within three months he was offered a permanent position as an Estate Maintenance Operative.

“Joseph is a valuable member of the team who is growing in experience every day. He's keen to learn, gaining great knowledge in grounds maintenance and has learnt to drive so he can use our vans and large ride on mowers – Joseph is a great addition to the team!”

Ken Lindsey, Supervisor (Ground Maintenance)



BUILDING BETTER OPPORTUNITIES

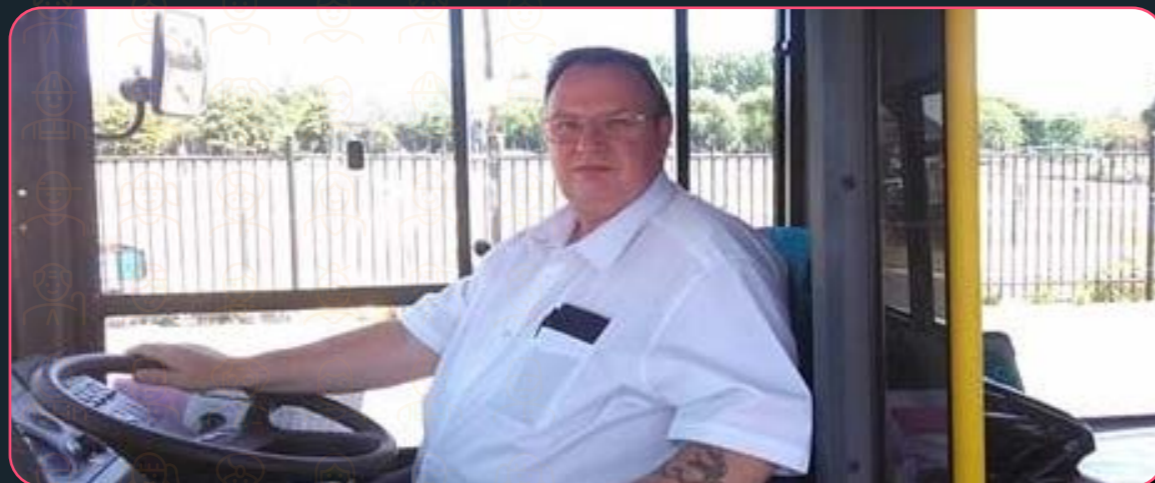
Our Building Better Opportunities scheme helps with employment support across South Worcestershire.

We are a member of the Fusion Group who help run the scheme and are funded by the European Social Fund and The National Lottery Community fund.

Each participant has a personal package of support based on their own individual circumstances and needs and helps with anything from CV writing, finding vacancies, interview techniques and confidence building.

David Pagett was struggling with his nerves and other medical problems and was worried that he wouldn't be able to find another job.

The Building Better Opportunities scheme helped him get a job as a bus driver and thanks to his new role he has also been able to book a holiday for his family.



“I was suffering with my nerves and other medical problems, so I was finding it hard to see how I could move forward. Soon after I started on the Building Better Opportunities scheme things started to look up. I had a job coach to support me, and it gave me the confidence to start believing in myself again. Suddenly there was a light at the end of the tunnel and together we started working on job searches.”

David Pagett

SUPPORTING OUR CUSTOMERS AND OUR COMMUNITIES

Our Tenant Support and Wellbeing Service

Over the last three years we have offered our tenant support and wellbeing service, via a freephone number and an online portal, to all customers.

This 24/7, independent service provides free and confidential advice with mental health and wellbeing, family matters, relationships, managing debt, workplace issues, and your rights as consumer.

In the last year the service has also offered six structured telephone counselling sessions too.

This free service means we can signpost you to valuable support when you need it the most.

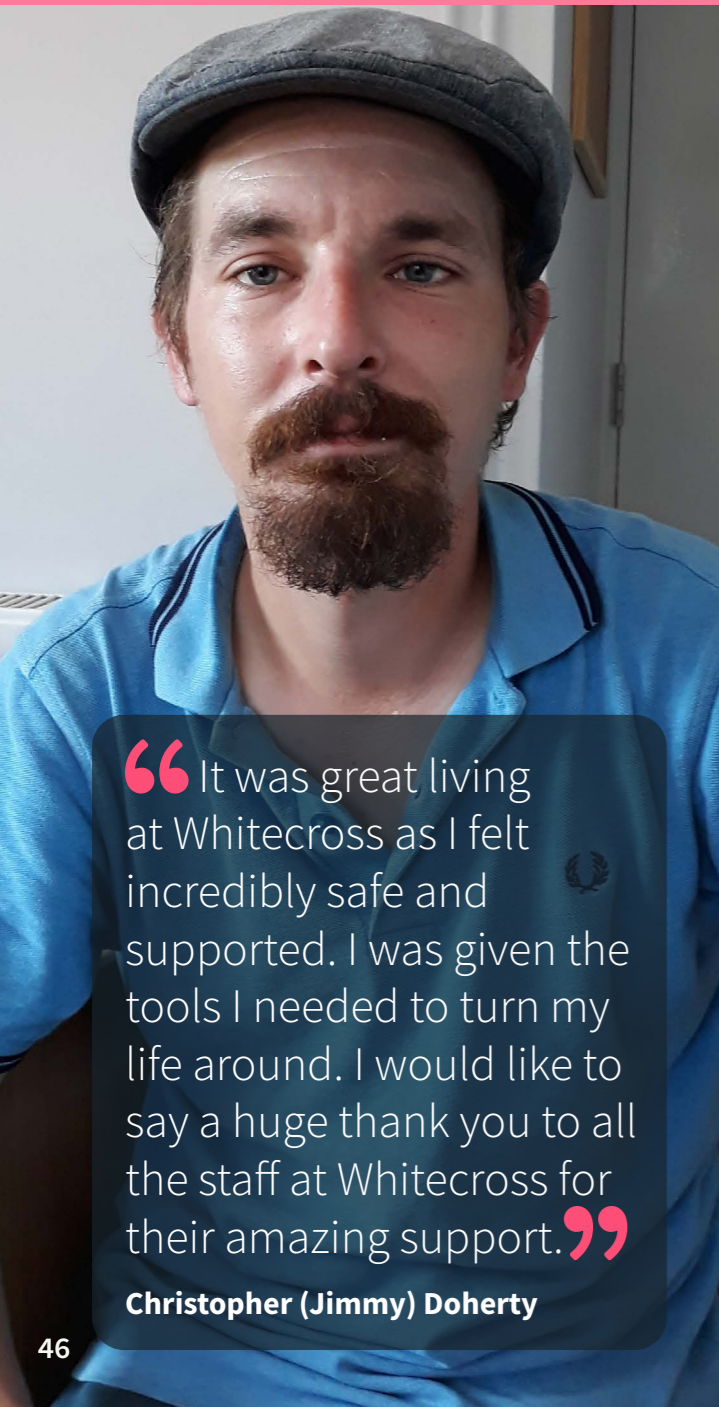
You can call them on 0330 094 5593 or log onto www.care-first.co.uk

Username: **tenantsupport** Password: **wellbeing**

TENANT SUPPORT AND WELLBEING SERVICE

Between **April 2021** and **March 2022** **400** new customers have used the service, generating **887** contacts of support.





“HOMELESSNESS IS DEVASTATING, DANGEROUS AND ISOLATING” – Crisis UK

On any given night tens of thousands of families and individuals are experiencing any forms of homelessness across the UK.

In 2021-22 we helped more than **1,684** people across the West Midlands escape homelessness.

NEW SCHEME HELPS HOMELESS PEOPLE IN HEREFORD

Our White Cross scheme in Hereford officially opened this year thanks to a £90,000 grant from Herefordshire Council.

The 12-bedroom scheme, made up of eight rooms and four self-contained flats, will help provide a home and support for people who have found themselves homeless or sleeping rough.

The scheme run by Citizen and Herefordshire Council provides the support homeless people need including help managing and sustaining their tenancy.

Customers are referred to the facility by the council and can stay between six months and two years.

Customers who move into White Cross often have high-level needs, have been homeless for a significant period of time, or have previously been sleeping in hostels or doorways in Hereford.

“It was great living at Whitecross as I felt incredibly safe and supported. I was given the tools I needed to turn my life around. I would like to say a huge thank you to all the staff at Whitecross for their amazing support.”

Christopher (Jimmy) Doherty

GATEWAY EXPANSION

Last year we built an extra 16 flats at our Gateway accommodation.

A successful bid for the money was submitted in partnership with Coventry City Council to the Department for Levelling Up, Housing and Communities to help rough sleepers and homeless people in Coventry.

The grant means the extra flats take the total number of rooms at the Gateway to 79.

We are also working closely with our local authority partners to tackle homelessness and last year created 20 units across the West Midlands for homeless single people, five in Coventry and 15 in Birmingham.

Find out more about how we’re tackling homelessness across the West Midlands here:



www.citizenhousing.org.uk

