



CITIZEN



**ANNUAL REPORT
2022 -23**

WELCOME TO OUR 2022/23 ANNUAL REPORT

At Citizen we are fully committed to providing safe and secure homes, while prioritising great customer satisfaction and care. This year we're listening to our customers more than ever before to make sure their voice and influence is heard and valued across our organisation.

In August, we carried out a customer perception survey so that we could really understand what you think of us and the services we provide. You told us that there are many things you are happy with including the repairs you receive, the safety of your home and that we treat you with dignity and respect. But you also said that we take too long to carry out repairs, our communal areas need to be improved and that we don't communicate with you about the things that matter.

This invaluable feedback has informed our decision-making processes and helped us improve by directly addressing the things you told us needed to change. Take a look through this report to see how we've responded to the things we haven't got quite right and the other ways we listen to our customers including through our re-established customer involvement team, our customer assurance committee, scrutiny panel and our Citizen's together panel.

Investing in our homes and keeping you safe is some of our most important work. It is essential that you have a home that is both safe and maintained. Over the last year we have spent £40m improving our homes (almost double what we spent in 2021/22) including new kitchens, bathrooms, boilers, fire doors, and gas safety. We've also set up a dedicated building safety team, who are working tirelessly, to make sure all of our buildings are secure and compliant with the highest safety standards, carrying out annual home safety visits, and in our larger, shared buildings guaranteeing our evacuation procedures and fire safety assessments are up to date.

The quality of our homes is a real focus for us, and we are committed to getting to the root causes of damp and mould in all of our properties so you can live in a home that is safe. We recognise the impact that damp and mould can have on the wellbeing of our customers and this year we have carried out hundreds of surveys on our homes to reduce the number of cases in the future. We've also established a team who are solely responsible for tackling damp and mould so that we can respond to reports quickly and efficiently. You can

listen to our director of maintenance talk all about the things we're doing and the improvements we're making it in this report.

Regeneration is about providing great homes for our customers and about creating communities that people are proud to live and belong in. Our ambitious redevelopment programme at Spon End in Coventry is progressing well with customers supporting our plans of building 750 homes in the next 10 years. We also built and handed over our 1,000th home at our Spirit Quarters development. But our regeneration work isn't just about rebuilding and development, we've also worked in partnership with the Social Housing Decarbonisation Fund to make 2,000 of our homes more energy efficient so that customers homes are warmer and cheaper to maintain.

As we move forward, we remain committed and dedicated to our customers. Through ongoing collaboration, innovation, and a customer-focused approach we will continue to provide safe, secure homes and sustainable communities where our customers and their families can thrive.

Kevin Rodgers,
Chief Executive

Colin Dennis,
Chair



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HIGHLIGHTS

DEDICATED

damp and
mould team

165 involved
customers working with
our customer engagement
team

2,000

homes benefiting
from energy efficiency
improvement works

PROGRESS on
regeneration schemes
Spon End, Wyken and
Spirit Quarters in Coventry

Customer scrutiny
panel making
VALUABLE
recommendations

Customer assurance
committee **SHARING
VIEWS** to board

637
new homes
built

Helped **1,667**
people escape
homelessness

55,012

survey
responses
received

INVESTMENT
in existing homes doubled



£51,500

grants awarded to
community groups by
Citizen Local Fund

Investment in our building
SAFETY TEAM

ENGAGEMENT AND ACCOUNTABILITY

Customer involvement is key

Ensuring we have your involvement at the highest level is essential, so that we can make the right improvements for you.

During 2022, we set up our new customer engagement team to focus on customer voice, lead on all our customer engagement activity and supporting teams across Citizen to involve customers.

Our customer engagement takes place in many ways – whether that’s actively seeking feedback through satisfaction surveys, learning from complaints or direct involvement of customers in scrutinising our services.

Our customer assurance committee

Our customer assurance committee is made up of eight involved Citizen customers and two board representatives. It acts as a committee of our main board and is there to ensure that customers are involved in the governance of our organisation and in scrutinising our services to make recommendations for improvement.

The committee considers the impact on decisions we make and how they may affect our customers, assuring our main board that we do care, and we are listening and acting on views before implementing them.

They also monitor that our service standards for customers are being delivered and make sure we are meeting the customer standards set by The Regulator of Social Housing and The Housing Ombudsman.



Our customer assurance committee

During 2022-23, the committee has been involved with the following pieces of work:

- reviewed nine customer focused policies and recommended them for approval by the board. These policies include, allocations, estate management, anti social behaviour and hate crime, complaints, service charges, tenancy management, lettings, income collection and repairs
- approved nine community projects to be funded by the Citizen Local Fund
- monitored progress to improve our repairs service
- monitored St Michaels Neighbourhood project to improve our service in the Hillfield’s area
- monitored our Rough Sleepers programme
- considered our building safety plan and highlighted the need to ensure our customers or educated on how to be safe in their homes
- recommended approval by the board of the following strategies, customer experience strategy, asset management strategy (including improvements to make it more ambitious) and the care and supported housing strategy
- commissioned two reviews by the customer scrutiny panel and supported a total of 31 recommendations
- the committee held six meetings and had four pre-meeting training/overview sessions

Ahmad Ahmad, customer assurance committee member said:

“As a dedicated member of the customer assurance committee at Citizen, I have had the privilege of contributing to the improvement of our social housing association for nearly three years. Working alongside a passionate team, we have strived to ensure that customers needs are met, advocating for their rights, and enhancing the quality of their living conditions. It has been an enriching experience, witnessing first-hand the positive impact our efforts have had on the lives of our customers. I am grateful for the opportunity to serve the community and look forward to continuing our collective pursuit of excellence in social housing provision.”



ENGAGEMENT AND ACCOUNTABILITY

Customer scrutiny panel

The customer scrutiny panel is made up of eight customers and it carries out a number of scrutiny reviews each year. Its role is to gather customers' views, carry out site visits and work with Citizen colleagues to identify ways in which we can improve our services. The panel's actions are monitored by the customer assurance committee and reported back to Citizen's board.

All of the members on our scrutiny panel are customers. This year the panel has carried out two scrutiny reviews on the following areas:

- relet standard – the panel made 11 recommendations to improve the condition of our properties before they are let to customers
- damp and mould – the panel made 21 recommendations to improve the experience of customers reporting damp and mould

All the recommendations made by the panel were accepted by our customer assurance committee who monitor us to make sure that we implement them.

Other ways to get involved

The Citizen's together panel is a group of 165 engaged customers who get involved virtually by completing regular surveys and with testing new things before they go live. They have been really busy over the last few months, looking at the repairs policy, new forms on the website, environment policy and income reviews. They have filled in surveys, answered polls and been part of online meetings.

The panel have also been busy testing the Citizens together hub – our new digital platform where you will be able to get updates, share your ideas, hear about new proposals, answer surveys, and leave your comments or photos whenever and wherever the time suits you.

If you would like to get involved **get in touch.**



Our scrutiny panel

ENGAGEMENT AND ACCOUNTABILITY

Our customer service performance in numbers.



Our overall customer satisfaction (out of 5)

2022/23 **4.53**
2021/22 **4.51**



Emails

2022/23 **49,537**
2021/22 **37,158**



Phone calls answered

2022/23 **266,489**
2021/22 **264,528**



Repairs online

2022/23 **20,749**
2021/22 **18,347**



Average call waiting time

2022/23 **2 MINS 6 SECS**
2021/22 **1 MIN 32 SECS**



Web chats

2022/23 **7,585**
2021/22 **11,314**

Feedback from you about our services

55,012 survey responses received

By telephone: **1,423**
By text: **53,437**
By email: **152**



We are committed to improving our services and our customer feedback platform is 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 things like repairs, customer service, lettings, complaints, matters about your tenancy, grounds maintenance and much more. The survey asks for a score out of five and gives the option for you to include comments. We use your comments to improve and shape our services. To find out in more detail what feedback has been acted on go to pages **16 and 17**.

Dealing with complaints

We strive to provide you with the best possible service, but sometimes we don't get this right. We have a dedicated complaints team who work with customers to understand what went wrong and how we can learn from it in the future. Our aim is to make sure that when you complain we listen, treat you with respect and manage your complaint as effectively as possible.

In 2022-2023 we received **955** complaints; this is a significant increase from the previous year.

The breakdown of these complaints into areas can be seen here.



Complaints data

Appointments	20
Charge dispute	31
Quality of service	32
Attitude	23
Poor communication	108
Failure or delay to resolve issue or repair	469
Request refused	27
Damage to/loss of customers property	178
Costs incurred following repairs	40
Condition of property when let	25
No contact	1
Not categorised	1
Total	955

The volume of complaints we have received during 2022/23 has significantly risen. The Housing Ombudsman complaint handling code and recent media campaign about reporting the quality of housing has certainly caused some of the impact. We have been making some major improvements this year to ensure we can cope with the volume of complaints we are receiving but also and importantly responding in the right way for customers, so you feel heard and acknowledged. We are also feeding back into the business to make sure we learn from mistakes that we have made.

We have made a number of improvements this year:

- improving our systems for recording, and heightened focus on ensuring all dissatisfaction is logged
- our colleagues now log dissatisfaction and have been given clarity on what constitutes a complaint in line with The Housing Ombudsman Code
- we now log compensation claims as complaints, instead of sending to insurers or managing separately
- we record increased energy claims as complaints
- increased our investigating officers and administration team to handle the increased volume of complaints
- the resident engagement panel are involved in complaint learning
- improved the focus on damp and mould complaints
- increased our focus on timely responses, ensuring 90% of our complaints are answered within timescales
- the feedback and resolutions team have all received The Housing Ombudsman approved training to improve our written communications to customers
- improving our challenge to internal teams on adhering to policy and procedure
- report the root causes of dissatisfaction to internal teams to help with improvements and drive down dissatisfaction
- our service is now more accessible, you can now raise a complaint on our website, as well as any other method that suits the customer

Complaints data

	2021 - 22	2022 - 23
Number of formal complaints closed in year (stage 1 only)	378	955
Number of formal complaints closed in year (stage 2 only)	93	232
Number of quick resolutions closed in year	3798	4225
Number of compliments	389	117

ENGAGEMENT AND ACCOUNTABILITY

Listening to you and taking action

In August 2022, we carried out our annual perception survey with the help of an independent research company, Thought Leadership Factor. This survey goes out to all customers to ask how you rate our services, how you rate us as your landlord and whether we are meeting your expectations.

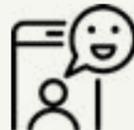
Most customers will have answered one of what we call our transactional surveys; these are the text or email surveys you receive after you contact us or access a service for example having a repair. These ask you to rate that service out of five and tell us why. The perception survey is different and asks a number of questions that tell us what customers think of Citizen as a whole. We use both types of survey, alongside other types of feedback to understand where we are going wrong or getting things right and what we can do to improve customers' experience with us.

You'll see some of this in the 'you said we did' section of this report on pages 16 and 17.

This year the perception survey was answered by over 2,800 customers from across all of our region and customer types including tenants, leaseholders and shared owners. The overall satisfaction score was 6.7 out of 10, which is lower than last years score. Although this decrease in satisfaction is being seen by other housing associations, when we compare to others, we are in the lower quartile of performers which is why it's really important for us to understand where we can make improvements.

We have spent a lot of time understanding and sharing the results with colleagues across the organisation through face-to-face roadshows. We also used the results to shape the priorities in our new business strategy and develop a business improvement programme that will address the things you have told us we need to improve.

In the survey you told us that



You are happy with the repairs you receive, but not with how long they can take to happen.

We provide you with a home that is safe, but that we need to do something to improve communal areas.

You feel you are treated with dignity and respect, but we could do more to communicate with you about the things that are important.

Our lowest scoring areas were on questions that asked about our contribution to our neighbourhoods and our handling of anti social behaviour and complaints.

In response to the perception survey feedback so far, we have taken a number of actions.



Investing in our neighbourhoods' teams, recruiting 11 more neighbourhood officers so that patch sizes are smaller and they have more time to spend with customers.



Developed a new customer communications strategy to ensure you feel informed, connected and proud to be a Citizen customer.



Introduced new processes and IT systems for anti social behaviour and complaints to make sure that these cases are well managed and increased the size of the teams dealing with them.



Increased our repairs budget so that we can speed up the delivery of repairs especially critical ones to address things like damp and mould.



We're bringing in a programme of annual customer visits and more frequent estate inspections. This will mean all customers get chance to speak to their neighbourhood officer about any concerns they have, as well as help us identify any repairs or improvements that need to be carried out in and around homes.

These are just some of the things we are doing. But the key thing is that the feedback you have given us as part of this and other surveys is being used to decide what is a priority and how we invest our time and money.

Tenant Satisfaction Measures (TSMs)

The Regulator of Social Housing has developed a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. These TSMs will show tenants of social landlords how their landlord performs and compare them against other social landlords.

The TSMs will be a combination of performance measures around safety, for example whether we have completed the gas and fire safety checks that we are required to do, and customer perception questions. It will be up to landlords to ask their customers these questions and then report them to the Regulator as well as publish the results to their customers.

We will be asking customers the survey questions later in the year, and the results of these alongside our performance measures will be sent to the Regulator in April/May next year. The Regulator will then publish all the results in the autumn of 2024, but we will publish our results ahead of this in our annual report.

The TSMs have 5 themes:

- keeping properties in good repair
- maintaining building safety
- respectful and helpful engagement
- effective handling of complaints
- responsible neighbourhood management

SAFETY

Investing in our homes and keeping customers safe

Investing in our properties to ensure we have safe and modern homes is real focus for us.

We 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.

Total spent on major improvement work on our homes



Taking building safety seriously

During 2022, we recruited a director of building safety and set up a brand-new building safety team. The team will play a crucial role in transforming building safety and will make sure that all of our buildings meet current and new legal standards. The team includes a head of compliance and building safety, a head of fire safety and higher risk buildings, as well as a number of building safety officers, dedicated to the safety of our customers in high-rise and low-rise buildings.

All our blocks of flats and other larger, shared buildings have a current fire safety policy in place which includes an appropriate evacuation strategy and up to date fire risk assessment. We also make sure that smoke detectors, fire alarms, fire doors and other fire safety measures are in place and working. We regularly review fire risks and our procedures for preventing and reporting of fires. The creation of this team shows our ongoing commitment to the safety of our buildings across all of the communities we serve.

We have made significant progress this year in registering our buildings over 18m with the Building Safety Regulator and West Midlands Fire Service and we are on track to complete this ahead of the deadline in autumn 2023. Our new system called TwinnedIt is a key control in achieving our building safety compliance and will enable us to provide the required building safety reports for our tallest buildings which are due in April 2024. We have completed a programme of structural surveys for all high-rise blocks, and these are being worked through by our asset team who are drawing on external advice where appropriate. The team are starting to develop and consult on engagement agreements for each individual high-rise block which will inform our individual block strategies.

All fires in our homes are now recorded as incidents on a system called Eco Online and our health and safety team investigate these incidents, gather the necessary information and issue reports to the appropriate teams, which includes actions and learning.

The team will carry out our annual home safety visits, with the aim of doing all our safety checks in one visit. These checks are for your safety. It's important you give us access to your home so that we can make sure your home is safe to live in.

The checks will include:

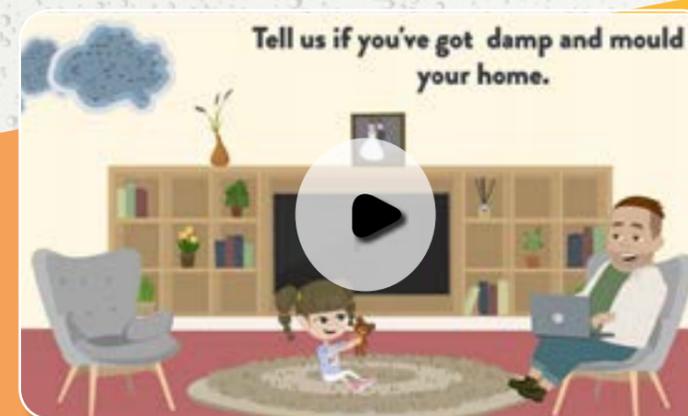
- gas boiler and heating systems
- electrical installation tests
- smoke and carbon monoxide detection testing
- fire door checks (in blocks of flats) as part of new Building Safety legislation
- extractor fans – checking and servicing to improve ventilation in your home

Tackling damp and mould

A real focus for us during the last year has been to ensure that we respond quickly to reports of damp and mould. We have now established a dedicated damp and mould team including a dedicated supervisor, surveyors and administrative staff to deal with reports quicker, organise surveys and remedial works, and follow up actions. Steve Kirk, director of maintenance and operations explains more in this video.



[We've also now got helpful advice on our website](#) including this top tips video.



QUALITY

How customers rated us in 2022/23

(based on 55,012 survey responses, All scores are out of 5):

 Overall satisfaction
2022/23 4.53
 2021/22 4.51

We've changed the way we report on our survey responses. We now report on individual categories within themes like customer services, estate services, repairs services and housing services, which gives a lot more insight and detail. Unfortunately, we can't show the comparisons with last year on these extra categories, but you can see last years scores for the broader themes.

 Customer services
2022/23 4.54
 2021/22 4.64

	Total score	No of responses
Customer services	4.54	12,291
ASB enquiries	4.41	129
Complaints	2.56	244
CRM (repair) enquiries	4.72	9,572
New sales completions	3.03	30
Online my account	3.82	827
Online repair booking	4.14	1,489

 Estate services
2022/23 3.74
 2021/22 3.65

	Total score	No of responses
Estate services	3.74	3,198
Cleaning services	3.80	2,505
Grounds maintenance services	3.50	693



Repairs service

2022/23 4.57
 2021/22 4.57

	Total Score	No of responses
Repairs Services	4.57	33,575
Gas repair completion	4.42	5,683
Gas service	4.76	7,089
Planned maintenance	4.03	97
Repair completion	4.55	20,706
Neighbourhood officer contact	4.79	163



Housing services

2022/23 4.74
 2021/22 4.25

	Total Score	No of responses
Housing Services	4.74	5,948
Income enquiries	4.76	4,343
Lettings completions	4.30	517
Money advice	4.96	734
Tenancy sustainment	4.30	97
ASB cases	3.00	2
Employment coaching	5.00	47
Energy advice	4.47	45
Neighbourhood officer contact	4.79	163

QUALITY

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 services



We were taking too long to answer your calls into our customer contact centre.

We have opened up customer service centre advisor roles for part time working and now have a fully staffed call centre. We have made improvements to provide better information about call waiting times to customers calling at our most busy times, along with details of other ways that they can access the service they need.

Due to the functionality on My Account, you couldn't upload documents and photos to assist us with your enquiry.

We are currently working on upgrading our systems to allow this increased functionality on My Account. Uploading of documents and images will go live on My Account during autumn 2023.

YOU SAID
WE DID

Complaints



You said that after making a complaint it felt like it had been forgotten as they didn't receive updates on progress.

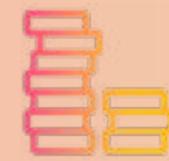
We have now introduced a texting service to keep customers informed that we are still working on their complaint.

You felt that complaint responses need to consider your personal circumstances and the impact of the experience you are complaining about.

All complaints response letters are quality checked focusing on the specific circumstances of the customer. The feedback and resolution team have received training in empathetic and clear letter writing.

YOU SAID
WE DID

Income



You weren't happy with the way your enquiry was handled by our income team.

All calls from customers with low feedback are now reviewed and customers are called back. Feedback, learning points and additional training has been given to the income advisors where appropriate. In addition, often the dissatisfaction can be due to another service area, so the team now progress this on the customers behalf.

You were struggling with the affordability of managing rent payments and other household bills.

We have now introduced additional support for customers - specifically around energy advice, employment support/advice and access to training on digital inclusion services.

YOU SAID
WE DID

Repairs



You felt that there was a long wait for certain types of trades to attend your repair.

We have now published indicative lead times for repairs appointments by trade type on our website.

You were seeing an increase in damp and mould in your home.

We have now established a dedicated damp and mould team including dedicated supervisor, surveyors and administrative staff to deal with reports quicker, organise surveys and remedial works, and follow up actions.

You were experience delays in us completing the repair you reported.

We have added extra resource to the repairs team to help reduce the backlog and speed up waiting times for repairs appointments.

YOU SAID
WE DID

Tenancy



You did not understand what the tenancy sustainment service was.

We will ensure that the full tenancy sustainment service offer is re-written and published across the organisation and to customers via the website and other publications.

You said you wanted more consistency in when we contacted you.

We are carrying out ongoing work to establish correct standard procedures to improve this.

YOU SAID
WE DID

Lettings



You were experiencing delays waiting for new build properties being ready to let.

We have increased progress updates to our internal teams who can communicate these with the customer. This is to advise of expected handovers of the properties and the organisation of viewings

You were experiencing outstanding repairs in new build properties.

Thorough handovers are now in place where certain checks are and completed for each property.

You weren't happy about the condition of our void properties.

This feedback has been shared with our Customer Scrutiny Panel for their input into review of the void standard, which is due to be completed in 2023-24.

YOU SAID
WE DID

Grounds maintenance



You said you couldn't notice when work had been carried out.

We are running a pilot at some sites that provide a more flexible approach e.g. time is allocated and necessary works prioritised rather than rigid schedules.

QUALITY

Providing quality homes - repairs performance

Investing in our homes and keeping you safe is some of our most important work. It is essential that you have a home that is both safe and maintained. Over the last year we have spent £40m improving our homes (almost double what we

spent in 2021/22) including new kitchens and bathrooms. We replace our kitchens, bathrooms and heating systems on a planned cycle to make sure we are keeping our homes in a good condition.



Customer satisfaction with our repairs and servicing (out of 5)

2022/23 **4.57**
2021/22 4.57



Appointments kept

2022/23 **97.94%**
2021/22 97.93%



Repairs spend per home

2022/23 **£549.46**
2021/22 £525.01



Total spent on repairs and maintenance

2022/23 **£42.1m**
2021/22 £35.1m

Emergency repairs attended within 24 hours

2022/23 **98.7%**
2021/22 98.8%



Bathrooms installed

2022/23 **258**
2021/22 120



Energy improvement works (including new doors and windows)

2022/23 **731**
2021/22 107



New kitchens installed

2022/23 **718**
2021/22 192



QUALITY

Regenerating our communities



Progress on £120 million investment in Spon End, Coventry

The ambitious redevelopment programme has made progress since its consultation with the local community back in May 2022, where 78% of people were in support. The plans include transforming the following areas and building 750 homes over the next 10 years include:

- 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)

We have moved over 90% of our customers from Kerry House, Milestone House and Trafalgar House into their new homes. This has taken longer than planned as we want to ensure we provide the right home for our customers. They should be rehomed by the end of 2023 and we will then start demolishing the blocks.

We are currently developing the planning application for the £120m investment and are hoping to submit it to Coventry City council by the end of 2023. There are also plans to submit a further application to finalise the details of the redevelopment of Kerry House, Milestone House and Trafalgar House.

Demolition plans at Wyken, Coventry

Things are progressing well with our redevelopment of the area. All of the residents have been successfully rehoused from Vincent Wyles House and the demolition work on the block begins in October 2023 and will take around 12 months.



“ When I moved into my new home at Spirit Quarters, it felt like I'd been given a new life and a new start. I love everything about my new home, from the parking to the atmosphere and the homeliness of it. It's warm, clean and beautiful – it's everything I could wish for in a home. ”

1,000th home completed at Spirit Quarters development

More than 1,000 homes have been completed at our Spirit Quarters regeneration project in northeast Coventry. We're working with national housebuilder, Keepmoat, on the regeneration scheme which is currently in its fifth phase and

is due to be completed by the end of 2023.

Our customer Margaret Dodge moved into the 1,000th home with her son, Samuel, and loves her new home.

Improving the energy efficiency of your homes

2,000 Citizen homes in Coventry to benefit from energy efficiency improvement works thanks to the Social Housing Decarbonisation Fund .

We worked with Coventry City Council to submit a successful second bid to the Department of Energy Security and Net Zero (formally known as the Department for Business Energy and Industrial Strategy – BEIS). The £ 23.8m grant will see energy efficient works carried out on 2000 of our properties in the city to improve the Energy Performance to an EPC rating of a C.

This funding is part of the second wave of Social Housing Decarbonisation Funding, which was submitted following

joint success with Coventry City Council in the first wave of the bid where funding was secured to improve 95 homes across the city last year.

The funding will help us deliver more energy efficient homes, which will support our customers in keeping their homes warm, particularly in these times of high energy bills. By making our homes more energy efficient we're also reducing the carbon dioxide emissions, lessening the impact on the environment. Including the grant from the Social Housing Decarbonisation Fund, we are investing nearly £74m to bring more than 4,000 homes up to EPC C ahead of the Government's target of 2030.



NEIGHBOURHOODS

Building foundation for the future

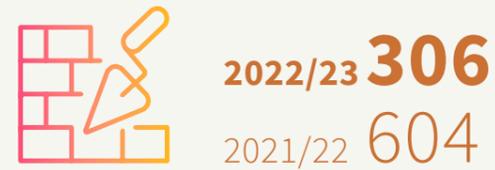
The last year has been another unusual year for construction with many builders experiencing supply chain issues. We weren't able to handover as many homes as we would have liked due to this supply chain issue, but we are proud to have completed 637 homes across the West Midlands.

Homes completed



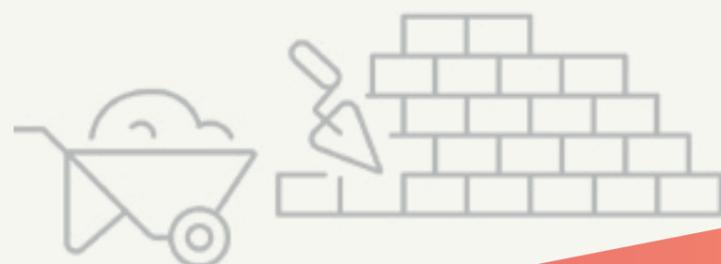
	21 - 22	22 - 23
Affordable/social	372	406
Shared ownership	102	165
Outright sale	41	66
Total	515	637

Homes started



	21 - 22	22 - 23
Affordable/social	451	249
Shared ownership	153	57
Outright sale	0	0
Total	604	306

Profit from our market sale homes is all reinvested into our services.



Homes at our Thimblemill development in Smethwick handed over to customers



“ Everything is perfect about my new house, and it means a lot to me. We are very happy and it's everything we wished for. ”

We worked with Tricas Construction and Buildfifty5 Living on the 24-home site which is all affordable housing. The homes have been built on the former site of the Thimblemill pub which has been derelict for years and has been subject to vandalism.

Customer Mimoza Kingji moved into her home with her husband and three children and she'd said "Everything is perfect about my new house, and it means a lot to me. We are very happy and it's everything we wished for. We previously lived in a house in Smethwick but as my husband has back problems, it was very difficult to get him up and down the stairs. In our new home it is much better for us as we have a toilet on the first and second floor as well as living space - this means our home is a lot better suited to us.

"We also have our own garage which means we don't have to park far away from the house, and this really helps my husband too.

"The house means so much to us as a family and is in a lovely quiet area too."

The development is made up of 12 apartments, seven two-bedroom homes and five three-bedroom homes.

NEIGHBOURHOODS



We're building 104 homes across the West Midlands with Village Partnerships

Work has already started to build more than **100** homes across the West Midlands. We're working with Village Partnerships to deliver the homes, which will all be affordable.

The developments include:

Dudley Road, Rowley Regis

We are building **26** homes at this site which was a former community centre. Work started in spring this year and the site is due to be complete by summer 2023.

Whitehall Road, Tipton

We will build **20** homes at this site which is currently an empty piece of land. These will be made up of **16** two- and three-bedroom homes and four two-bedroom apartments.

Simpson Street, Oldbury

We will build **10** homes at the site which was a former day centre that hasn't been used for some time.

Meadow Gardens, Baddersley Ensor

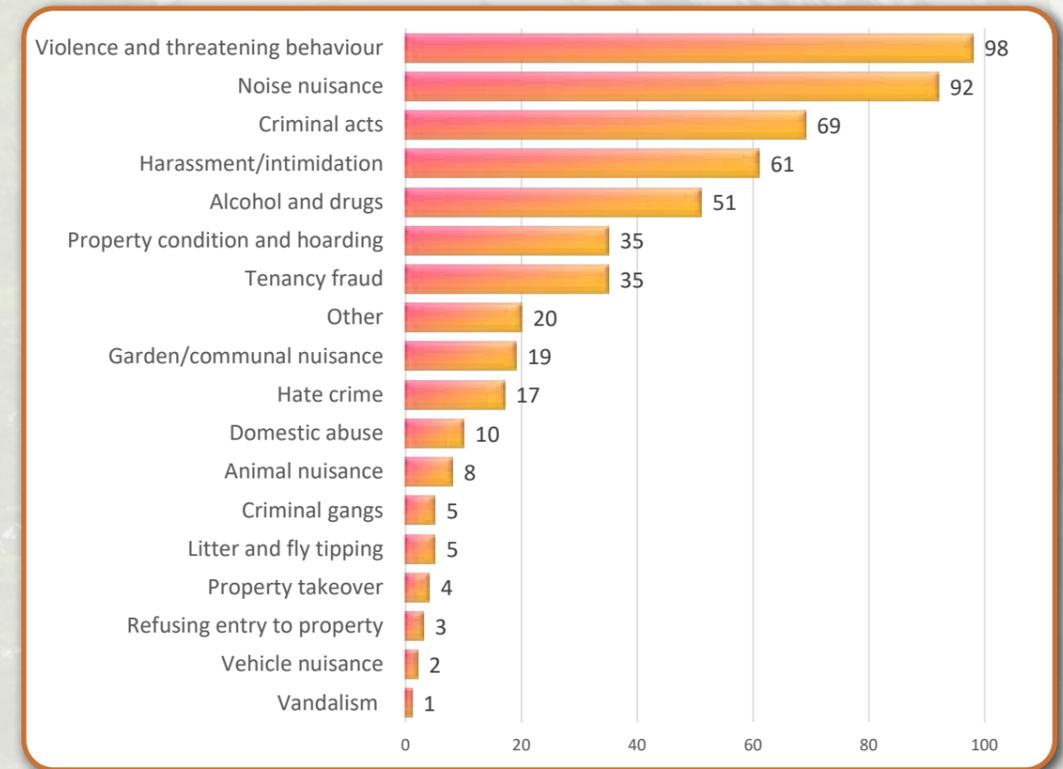
Situated in North Warwickshire – **17** homes will be built on the site. These will be made up of six shared ownership homes and **11** affordable rent homes.

Priory Road, Dudley

Work has recently started on the Priory Road site in Dudley, which used to be the Duncan Edwards pub. Our development will see **12** three-bed houses built alongside a three-storey block made up of **19** flats. These will be a mix of one and two bedrooms.

Keeping our communities safe

In 2022-23 our team dealt with **681** cases of ASB compared with **535** in 2021-22.



Ongoing issues of fly tipping in Coventry

Our housing officers and estates team regularly check for fly tipping, but it is unfortunately an ongoing issue across Coventry. Working together with Coventry City Council we continue to drive down instances of fly tipping through the identification of the perpetrators and appropriate enforcement action.

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 customers can always report instances of fly tipping to our customer service centre: **0300 790 6555**

NEIGHBOURHOODS

Helping community groups with our Citizen Local Fund

Community groups across the West Midlands applied to our Citizen Local Fund – a pot of money available for projects running in our communities – and were given the opportunity to apply for up to £5,000. We support ideas and projects that promote mental and physical wellbeing, reduce social isolation, bring communities together and enhance local areas.

The projects which have been successful include:

- **Hillfields People Project Watch Centre** – the funding will be used to expand their work of providing life-skills support, advice and guidance activities for young people and adults living in Hillfields
- **St Peter’s Centre, Hillfields** – the money will help to buy a new cooker, fridge and freezer to help with the community lunch that is held there. There is an increase in demand for their service due to the cost of living
- **Coventry Rape and Sexual Abuse Centre** – the centre plans to use the funding to create an animation which will address the myths and stereotypes that create a culture of rape as well as removing the stigma around talking about sexual violence and abuse
- **Wardon Community Lunch, Worcestershire** – the money will help support a community lunch event where people from the local community prepare and eat a meal free of charge all under the guidance of a professional chef
- **Coventry House Project with Coventry City Council** – the project supports young people aged 16 and 17 who are in care to move into their own flats and learn the life skills they need
- **Drought Resilient Allotment and Garden Plan, Worcester** – money will be used to build a raised bed with water storage underneath for 1,000 litres of water to use during a drought
- **Shine a Light, Play Therapy for Children with Cancer, Coventry** – this will help fund counselling support provided by counsellors and therapists for any child who is affected by any type of cancer. It will also support play therapy sessions with a qualified specialist
- **Cyclemoor, Stoke Aldermoor** – the club will use the money to help people in Stoke Aldermoor learn how to ride bikes, enjoy outdoor activities, and improve their mental and physical wellbeing
- **Skipton Lodge Breakfast and Lunch Clubs, Coventry** – funding will help to provide cooking equipment needed to host the clubs in the kitchen at Skipton Lodge
- **Coventry Rape and Sexual Abuse Centre** - who used the funding to host a Survivor Voices Art Exhibition which highlighted survivor recovery journeys through art
- **Stoke Aldermoor Community Association** - used the funding towards a project called Lift Me Up by tackling fly tipping and turning disused places into space that can be used
- **BME Mental Health Association** used the money towards the Single Parent Package – a project providing essential items and counselling to single parents who need it
- **Coventrians under-13 football team** – to pay for a new kit for the whole team.

If you know someone who would benefit from the Citizen Local Fund, encourage them to [visit our website](#) and apply by filling in the form here.



TRANSPARENCY

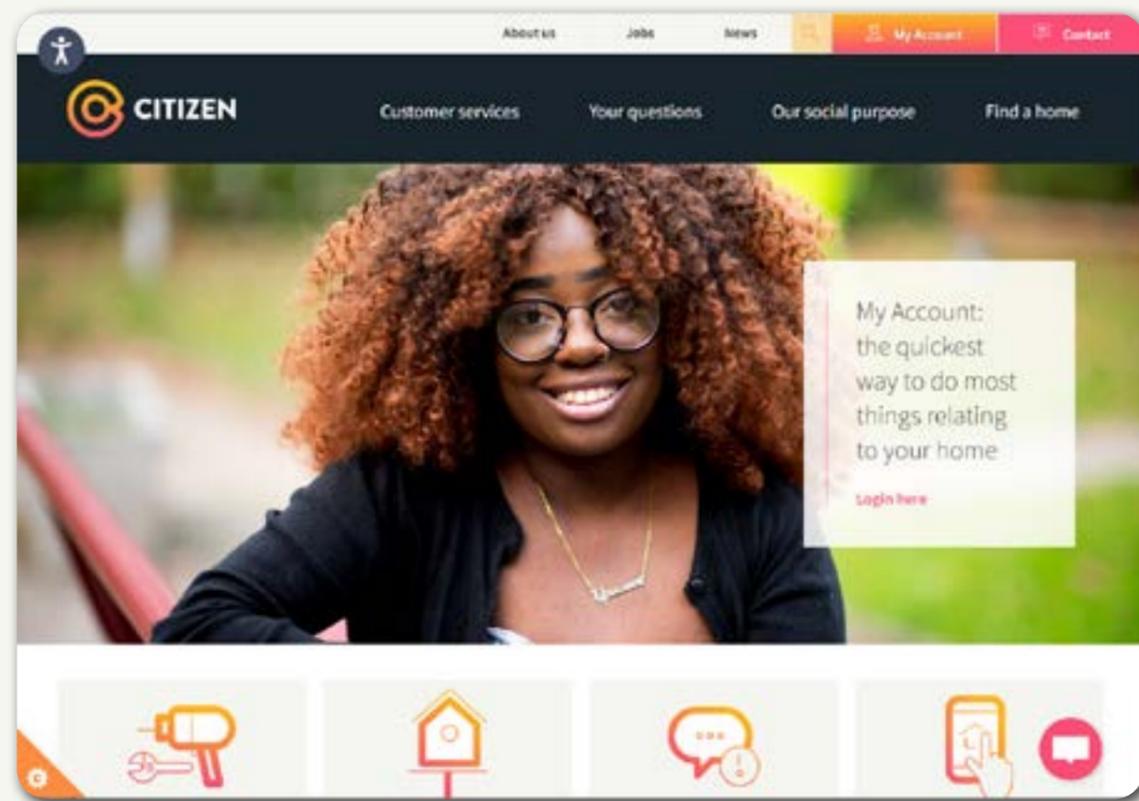
Being transparent means we are open and honest and share information with you in a clear way, so you understand how we work and the information you need is accessible and easy to find.

Our website

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

On there you will find all of our **polices** – 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).

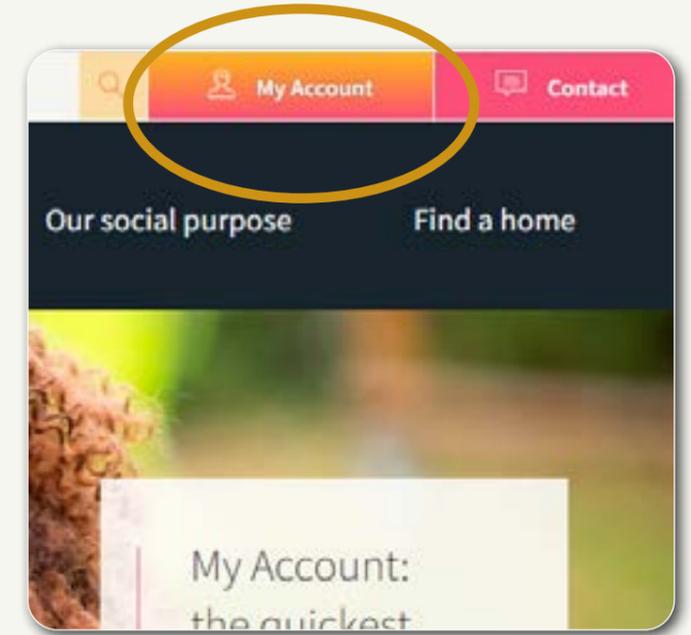
We also have an **'About Us'** page where you can learn all about our organisation, how we are regulated, how we are performing, our business strategy, annual reports and financial statements, our board and governance structure, how we represent our communities and how you can get involved in helping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



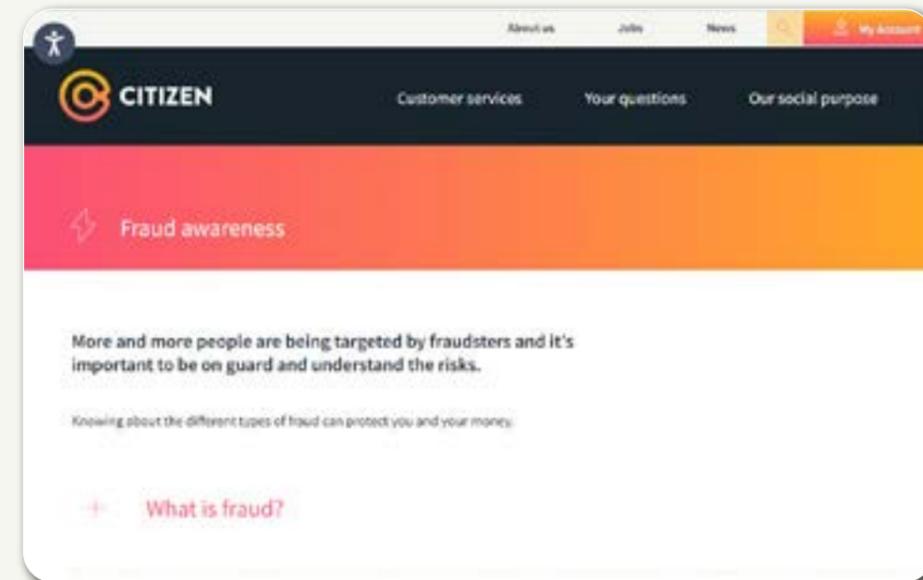
My Account

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



You can also find the **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](#)

TENANCY

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. Rent arrears have risen slightly this year for the first time in three years. Many of our customers find themselves experiencing financial hardship. We've continued to talk 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 £2.78m of extra income for our customers.

How we spend your rent – a breakdown of £1



	22/23	21/22
Purchase and improvements to properties	50p	44p
Interest costs	11p	13p
Day to day repairs	12p	16p
Other costs	16p	11p
Service charge costs	6p	9p
Management	5p	7p

Current rent arrears

2022/23 **£3.96m**

2021/22 £3.8m



Average current rent arrears

2022/23 **£515**

2021/22 £493



Equivalent income gained by customers with our help

2022/23 **£2.786m**

2021/22 £2.588m



Finding work has been a challenge for many of you. Over the last year we've helped 300 customers into work this last year earning you £66,717

New lets (letting of newly built homes)

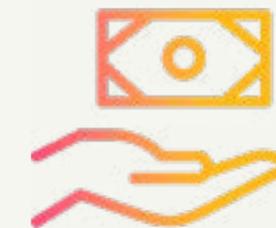
	Birmingham	Coventry	Worcester	Total
Bedsit	0	2	0	2
Bungalow	0	6	6	12
Flat	46	10	52	108
House	41	87	144	272
Maisonette	1	11	9	21
Room	0		0	0
Total	88	116	211	415

Relets (letting of existing homes)

	Birmingham	Coventry	Worcester	Total
Bedsit	13	243	5	261
Bungalow	9	88	16	113
Flat	222	570	150	942
House	42	184	63	289
Maisonette	6	54	0	60
Room	1		17	18
Total	293	1139	251	1683

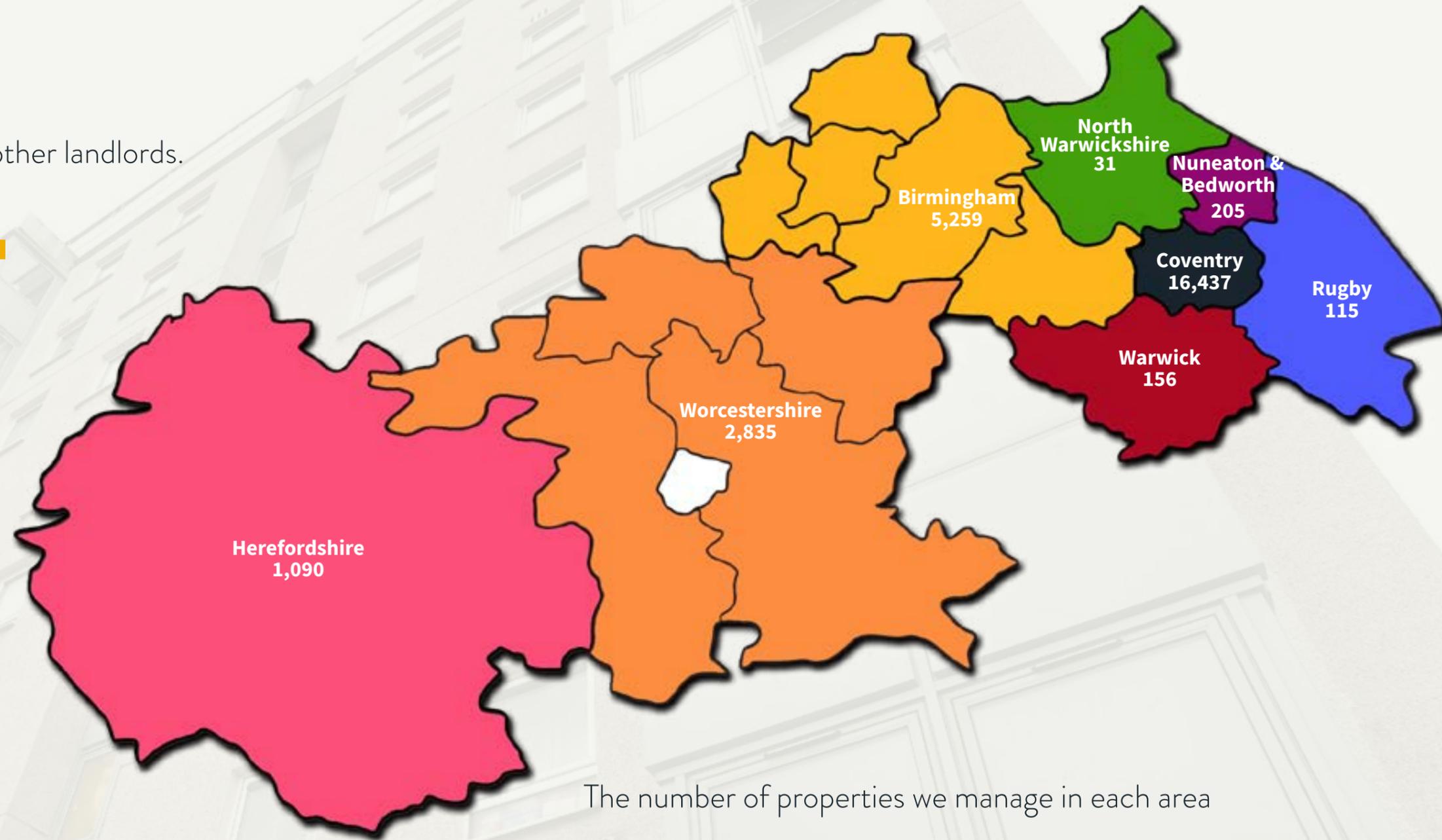
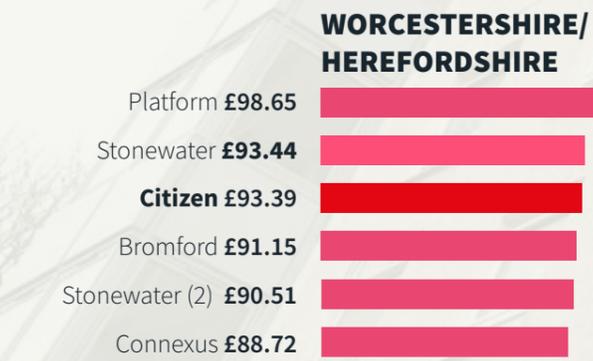
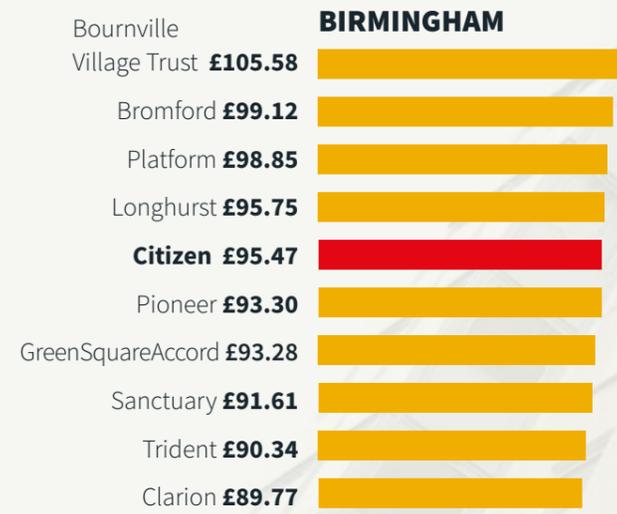
Mutual exchanges

	Count of Region
Birmingham	47
Coventry	94
Worcester	47
Total	188



TENANCY

Our weekly rent compared to other landlords.



TENANCY

Our money advice service

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.

Last year we expanded our money advice team to give you more of the support and advice you need. The team helped **6,793** of customers with managing debt, provided advice on energy bills and offered employment coaching. Hear from Michael Clarke, our money advice services manager, explaining about the service and some of its successes this year. If you need some help or advice, you can contact the team on:



0300 790 6530



citizen.moneyadvice@citizenhousing.org.uk

Our full fibre broadband project expanded

This year we have worked with three companies to roll out full fibre broadband to flats, enabling customers to access high speed broadband connections. This type of broadband is 12 times faster than the UK average and the upgrade will ensure that our customers have access to speeds of up to 900Mbps. This roll out is funded by the broadband companies who are investing due to the Government aiming for 85 per cent of homes to have access to a gigabit broadband connection by 2025.

The focus has been on properties in Birmingham and Coventry, and we have also entered into agreements to upgrade properties in Worcester and Solihull. A recent agreement has also been reached with another company which will see fibre cable upgrades to some of our properties in Hereford. Around 18,500 of our customers will benefit from the upgrade.

Fresh Start has continued its success this year

Last year we invested £673,157 into improving the re-let standard of 242 empty properties across areas of Coventry including Bell Green, Hillfields, Wood End, Willenhall and Willenhall Wood as well as pockets of low-rise flats in Birmingham. Hereford and Worcester were also included in the scheme.

We listened to customer feedback which told us decorated properties offered the most value to customers, we therefore continued with the decorating and providing flooring. Customers who required white goods have been assisted with applications for community grant funding.



The communal garden at the Gateway has reopened following a refurbishment

Last year the communal garden at the Gateway in Coventry was refurbished and re-opened after two years of restricted access after Covid. A BBQ and social event took place to mark the reopening and it was attended by customers and colleagues involved with the refurbishment.

Communal spaces are vital to delivering a safe and inclusive environment to residents, particularly those vulnerable with poor mental and physical health. The loss of this outdoor space meant residents were often left feeling isolated and cooped up inside, so to have it refurbished and reopened was a huge boost for Gateway residents.

We worked with construction company Seddon to refurbish the garden and works included repainting fences, planting shrubbery and repainting garden furniture. Seddon funded the works as part of its 125th birthday celebration.

Customers have also set up a gardening group taking it in turns to ensure the plants are watered and the garden is maintained and it's become a real social hub for residents. It makes a huge difference to the accommodation, adding a refreshed atmosphere.



In 2022-23 we helped more than **1,667** people across the West Midlands escape homelessness.

