

Kim Crosby's Citizens Together Hub feedback

Kim has a background in customer service and thought, by becoming an engaged customer, she could share her ideas which would help improve the services for Citizen customers.

Why did you join the hub?

I thought it would be interesting to get involved, have my say and share my opinion on things that will impact Citizen customers.

What do you enjoy most about being a member?

I like that I can log on to the hub at any time and get involved with projects or complete surveys at a time that suits me. I like that there are different people from all ages and areas on the hub and that we can all have our say. When I've got involved in projects online and in person, I like that I can meet new people and I find it interesting to hear their stories and ideas. I also like that I can share my ideas and experiences, feel listened to, and help make changes.

What have you got involved in?

- Repairs group, including reviewing the repairs policy and sharing my experiences and ideas
- Competition on the hub
- ASB policy review
- Surveys
- Digital workshop

What would you say to someone considering joining the hub?

I'd encourage them to join, the hub gives customers a platform to have their say and influence changes to the services we receive. There's lots to get involved in, you can receive newsletters inviting you to do online meetings or in person meetings or you can just participate in surveys if you don't want to attend meetings.

Why do you think the hub is important?

As a big housing group, I think it's important that Citizen is in touch with their customers and keep up to date with what their customers want. The hub allows people to get involved and have their say. We live in a digital world and people have busy lives, so it is important to have something available for people to get involved in at a time that suits them. Not everyone can attend meetings so having the hub gives people a chance to get involved when it's convenient for them.