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Introduction

This report is all about showing how Citizen has performed over the year, what's improved, and what more we still want to do. It also reflects what matters most to us – Citizen customers – and the progress being made across our homes and communities.

There's been a real focus on making our homes warmer and more efficient, improving how complaints are handled, and tackling damp. I am delighted to see that Citizen has also introduced new support services, and continues to invest in our neighbourhood safety and regeneration.

This year has also seen Citizen achieve a really fantastic milestone – a triple G1 rating. This means that we have passed the first three stages of the Regulator of Social Housing’s inspection framework. This includes G1 for governance, V2 for financial viability, and – for the first time – C1 for customer experience. We are especially proud of the C1 – the highest possible rating – which recognises the work we have done to improve how services are delivered to customers – showing that the process of improvement is not just about making changes, but also about the progress made in listening, acting on feedback, and improving safety and well-being. This work is being recognised. The G1 rating reflects strong governance and leadership, and how Citizen puts customers at the heart of decision-making through our Customer Assurance Committee and Scrutiny. And the V2 rating reflects the balance being struck between investing in existing homes and building new ones for the future.

I'm absolutely thrilled that we have been given the highest rating standards. These ratings are a real achievement, but they're not the story. Citizen is clear there's more to do. The focus now is on improving services and customer experience, making sure everyone is heard, respected and valued.

I hope you find this report useful and thank you to everyone who provided views to help shape it.



shared their
Joan Allen
Board member
Chair, Customer Assurance Committee
Citizen customer and involved resident

Key highlights of 2024/25

£91.6m invested in our homes.

433 new homes built.

£55.3m spent on repairing and maintaining homes, an increase of 17%.

1,588 people helped to avoid homelessness.

551 extractor fans fitted.

73 customers rehomed through our regeneration projects.

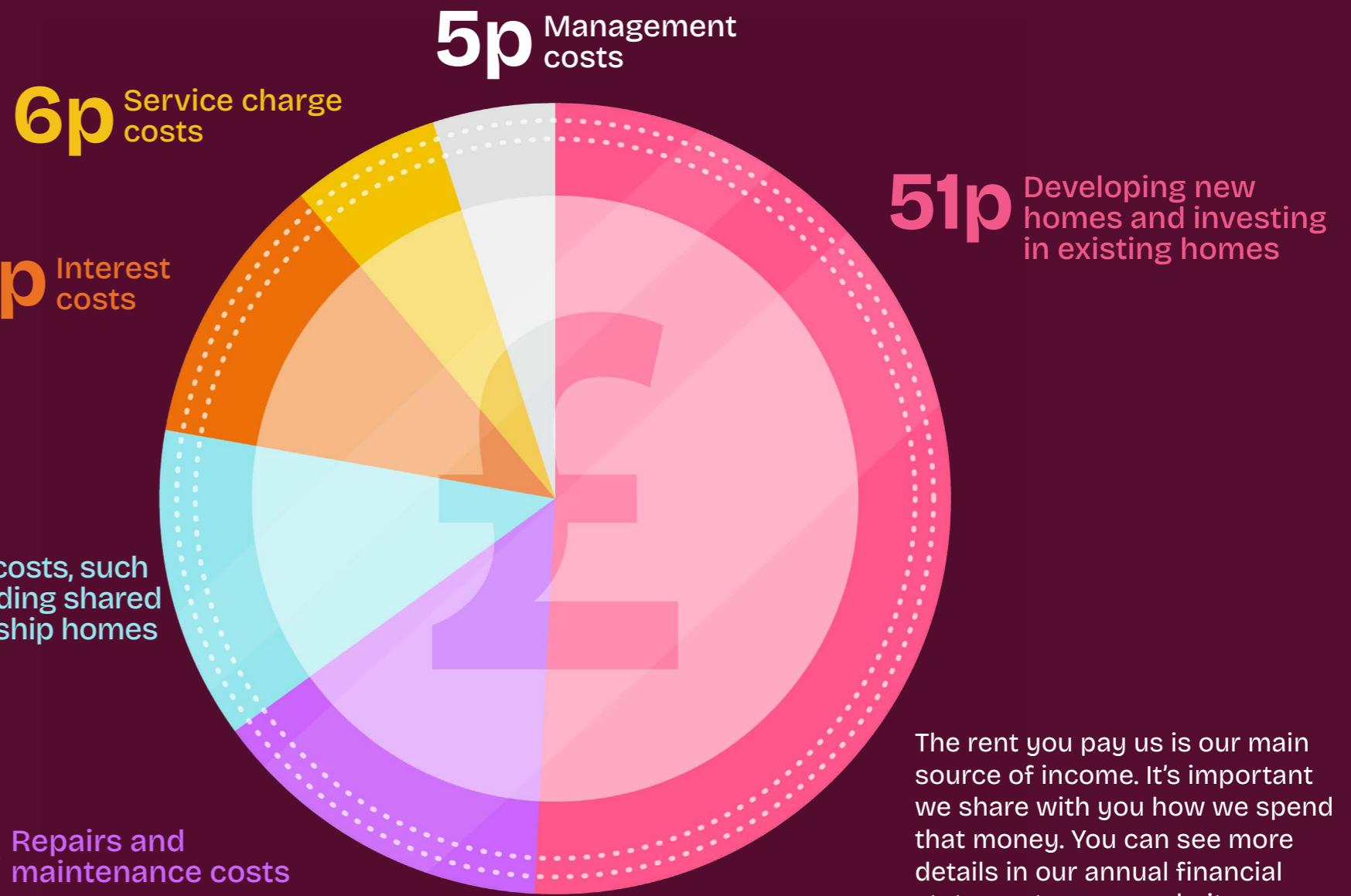
1,547 homes benefited from energy efficiency improvements.

£48,298 awarded to community groups by the Citizen Local Fund.

1,416 'engaged customers' working closely with us.

52,544 customers gave us feedback that we listened and acted upon.

How every £1 of money is spent



Our average weekly rent compared to other Housing Associations

Coventry landlords with more than 300 units

Stonewater Limited	£111.59
Clarion Housing Association Limited	£106.78
Orbit Housing Association Limited	£105.45
GreenSquareAccord Limited	£102.95
Midland Heart Limited	£101.52
Citizen Housing Group Limited	£93.25

Birmingham landlords with more than 1000 units

Bromford Housing Association Limited	£110.19
Platform Housing Limited	£110.07
Citizen Housing Group Limited	£106.71
Longhurst Group Limited	£106.45
Midland Heart Limited	£104.56
Sanctuary Housing Association	£101.87
GreenSquareAccord Limited	£101.49
Clarion Housing Association Limited	£99.51

Hereford landlords with more than 100 units

Platform Housing Limited	£109.98
Citizen Housing Group Limited	£104.41
Stonewater Limited	£103.92
Bromford Housing Association Limited	£101.88

Worcester landlords with more than 100 units

Bromford Housing Association Limited	£110.25
Citizen Housing Group Limited	£103.70
Sanctuary Housing Association	£99.53
Platform Housing Limited	£97.76

These figures are based on general needs properties and are the overall average for all property types including bedroom numbers and new or existing properties, within each local authority area.



Listening to you



What we've achieved together

52,000 customers completed our "How did we do?" surveys.

3 Customer Scrutiny reviews generating 62 recommendations for improvement.

57 pop up events listening to our customers.

4 Task and Finish Groups in progress to help improve our services across repairs, high-rise living, customer experience, and home ownership.

1,416 Engaged Customers.*

*Customers who have registered to be contacted to take part in engagement activities, such as surveys or focus groups.

Taking your feedback on board

Over the last year we've been working with our customers to improve our services.

Feedback and opinions are helping us to improve our services in the following ways:

- Our new website will be simpler and better for customers to use.
- The new Citizen youth panel is shaping our services and members are getting more involved in their local communities.
- Lots of our policies, including our safeguarding policy, have been developed thanks to customer feedback.
- Our services have been improved – such as improved communication from us when a repair is booked.

We've also produced our Tenant Satisfaction Measures (TSM) report which shows how well we're delivering our main landlord services.

We'll continue to find new ways to speak to our customers. We'll find and remove barriers to ensure customers are heard and we'll work on the issues they're telling us about.

Some of our upcoming projects will include an anti-social behaviour (ASB) focus group, and a focus group looking at the services that we provide in our estates and neighbourhoods.

You can read our TSM report here



We attended 57 pop up events

Case study: How customer feedback is improving our repairs service.

Our customer repairs group has helped us shape our repairs service and make improvements. As a result of their feedback, we introduced a video call repairs trial to help us diagnose repairs through our own technology.

The service gives customers with internal door or water leak issues the ability to show a specialist what the problem is over a video call if they have that technology.

Sometimes the issue is successfully resolved during the video call, meaning the in-person appointment can be cancelled. At other times it helps us better understand the nature of the repair and make sure we send the right engineer and equipment to the job.

Video calling has been great for helping us to get things right first time and we're now looking at how we can introduce this across all types of repairs.

The customer repairs group also helped us to improve our text message communication, and trial Voicescape – an outbound call making service.

This service gives automated updates to customers about repairs appointments and helps to improve appointment availability. Overall, that helps us build a more responsive and user-friendly repairs service.

“ We're always looking at ways we can use technology to improve our systems and services, as set out in our Business Strategy 2023-26.

Offering a video call to customers is a great way to give a fast interactive response to a problem and to get an accurate diagnosis. We really hope that customers find this helpful.

“
Steve Kirk, Director of Maintenance Operations at Citizen



From tenant to team member

Vicky is not only a Citizen customer she's also a valued member of our Customer Engagement team.

In the video below, she shares her inspiring journey of joining Citizen as an employee after becoming a customer, and how much it means to have her voice heard.

Vicky talks about the joy of seeing her feedback welcome and the changes made as a result.



Hear from Vicky, our Customer Engagement & Voice Officer

Safe at home



What we've achieved together

99.9% of gas safety checks carried out.

99.8% of fire risk assessments carried out.

100% of asbestos management surveys or re-inspections carried out.

100% of legionella risk assessments carried out.

97.8% of communal passenger lift safety checks carried out.

Keeping our homes safe

We've continued to make safety our top priority this year, with strong performance across fire, gas, electric and water checks.

All buildings where Citizen are responsible for fire safety had valid fire safety assessments in place, and any high-risk fire safety actions were completed straight away.

99.9% of homes had up-to-date gas safety checks, and all required electrical and asbestos inspections were carried out.

We've also improved how we track and learn from incidents, with every report reviewed and acted on. There's more to do, and we're focused on making sure every home meets the highest safety standards.

**99.9% of
Gas Safety
Checks
complete**

In 2025/26 we'll be introducing annual safety checks in all our homes. These will bring together key safety inspections – including gas, electrical, smoke alarms and fire doors – into one yearly visit.

This will make sure we're still fully focused on making sure our homes are safe, while reducing disruption and inconvenience for customers.



Case study: Making homes safer with care and support

When we carry out safety checks, we're sometimes the first person a customer has seen in a long time. That was the case when Meryl, one of our Compliance Tenant Liaison Officers, visited a customer in Coventry.

The customer, who experiences severe anxiety, was fearful of being judged or possibly evicted because of the condition of her home. But Meryl took the time to build trust, gently encouraging the customer to let her in. Inside, she found dangerous exposed wires and broken sockets.

Thanks to Meryl's calm and compassionate approach, urgent electrical repairs were carried out immediately to make the home safe. Meryl also learned about wider issues that were affecting the family. She worked with colleagues across Citizen to arrange the right support for the customer and to carry out further essential repairs.

This is just one example of how our safety work goes beyond compliance. It's also about listening, understanding and offering the right support when it's needed most.

Looking after your home



What we've achieved together

£91.6m invested into homes including £55.3m on repairs and maintenance.

142,000 responsive repairs completed.

8,691 homes checked for their condition.

1,313 fire doors replaced, 1,030 boilers installed, and 551 extractor fans fitted.

2,346 kitchens and 157 bathrooms installed.

852 windows and doors replaced, and 284 roofs repaired.

550 properties relate to our new standard.

Investing in homes

Over the last year, we spent a record £91.6 million to make homes better for our customers. We did this by:

- Fitting new kitchens and bathrooms
- Replacing windows and doors
- Replacing roofs and heating systems
- Carrying out important fire safety work

We also want to make sure our homes are warm and affordable to heat. That's why we're improving how energy efficient they are with a range of different measures. We know lower energy bills make a big difference to our customers, and we're committed to helping with that.

In 2024/25:

- We've increased the number of homes with a C or above energy rating and we're working to make sure all our homes reach this standard.
- We fitted better boilers and upgraded doors, windows, and roofs in 2,166 homes, through our investment programme.

- We received £6.8 million in Government funding to improve the energy efficiency of 712 of our homes in Worcestershire, Herefordshire, and Gloucestershire.
- We've also created a new empty homes standard over the last year, which means that for the first time all our empty properties are decorated and given fresh carpet in the main living space before being handed over to a new customer.

That's a permanent change, meaning all our empty homes will meet this standard from now on.



How we decide where to invest

We want every home to be safe, up to standard, and energy efficient. That means making smart decisions about where we invest.

We carry out what's called a 'stock condition survey', which helps us to plan the right improvements at the right time. It means we focus our budget where it matters most – on safety, quality, and long-term value for customers.

Improving our repairs service

We've made real progress in reducing the number of repairs waiting to be completed - down from over 8,000 in April 2024 to around 4,800 by the end of the year.

That's despite higher-than-expected demand and industrial action in the winter months.

Our teams also improved how quickly non-emergency repairs were completed. Finishing the year at nearly 88% of repairs carried out on time, compared to 52% the year before.

In 2025/26, we're aiming to go even further.

We'll have a faster 25-day target for non-emergency repairs, better communication, and a focus on getting things right first time.

Case study: Tidy Friday – A spring clean for Manor Farm

We know that well-kept shared spaces make a big difference to how neighbourhoods feel.

That's why, alongside our regular estate maintenance, we run regular Tidy Friday events. They bring colleagues together to tidy up a particular area, clear rubbish and brighten outdoor spaces for customers with new planting.

In March, our biggest-ever Tidy Friday took place at Manor Farm in Coventry. With support from our partners and suppliers, we:

- Planted hundreds of new flowers to brighten green spaces
- Collected van-loads of rubbish and filled many large skips

The event was supported by teams from across Citizen, along with partners including Wates, Niya People, CEF, Travis Perkins, Dulux and Creative Gardens.

Tidy Friday is just one of the ways we're investing in neighbourhoods, with regular events planned right across the Midlands over the next year.

“As part of our contracts with many of our suppliers we routinely negotiate a social value element. That social value helped us to pay for many of the costs of the day.

It was great to see colleagues from across Citizen pulling together to improve the estate. Customers brought out their rubbish, spoke to our engagement team and thanked colleagues for their efforts.

Elly Dix, Head of Estates and Services at Citizen



We collected van loads of rubbish from Manor Farm

Making homes greener and more energy efficient

We've continued to improve the energy efficiency of our homes through our decarbonisation programme, funded by the government's Social Housing Decarbonisation Fund.

To date we've completed improvement work on 1,628 homes as part of the funding, with 1,022 of those finished in 2024/25. The improvements include better insulation, new windows and doors – helping homes move from lower energy ratings (EPC D/E) up to EPC C. The improvement means the homes are warmer and cheaper to heat. The programme is now 72% complete.

We also trialled a deep retrofit with our partner Westdale, using the latest green technology, such as solar panels, battery storage and air source heat pumps.

The result? One customer's home went from EPC F to EPC B – a huge step forward in cutting energy bills and carbon emissions.

This year, we're focusing on two major improvement projects, at Jardine Crescent in Coventry and Blackthorn Gardens in Redditch. The work will include new roofing and external wall systems to bring homes up to modern standards and improve energy efficiency.

We're also on track to complete the current phase of our energy improvement programme and the next phase will continue into 2028. Thanks to this work we'll be helping even more homes become warmer, greener, and more affordable to heat.



Case study: Metrostor

Improving waste facilities at our retirement living homes

This year, we've upgraded the waste and recycling facilities at several of our retirement living schemes.

The work included replacing old bin chutes with modern Metrostor units. These clearly marked and easy-to-use bins make it easier for residents to recycle, while helping us keep outside areas clean and tidy.

By introducing Metrostors, we've:

- Reduced fire risks
- Cut down on fly-tipping and mess in communal areas
- Improved hygiene, with fewer smells and pests
- Made recycling easier and more accessible

We also listened to residents' concerns about how the change might affect those with limited mobility. In response, we introduced assisted collections and stepped-up monitoring of the buildings to help everyone adjust to the new system, while keeping communal areas safe and welcoming.

This work shows how small, practical changes can make a big difference to safety, sustainability and everyday comfort for our retirement living residents.

Your community

What we've achieved together



£48,298 awarded to community groups as part of the Citizen Local Fund.

23 projects supported in our communities.

11,679 tenancy visits to new customers at regular intervals.

2,325 customer visits to help them stay in their homes.

5 ASB hotspot areas welcomed a new caretaker service.

14,138 Tenancy Management Checks carried out.

524 cases of anti-social behaviour (ASB) managed.

37 evictions for ASB.

Delivering for you in your communities

Over the last year we've listened to what matters most to you – feeling seen, supported, and safe in your home and neighbourhood.

That's why we've changed how we work, making sure our teams are more visible, more responsive, and better equipped to help.

Tackling anti-social behaviour

Feeling safe at home is essential. Over the year, we:

- Managed 524 ASB cases.
- Carried out 37 evictions where necessary.
- Introduced new services and support in ASB hotspot areas.

We launched a new caretaker service in 2024/25 in five areas with higher levels of anti-social behaviour (ASB). It's giving customers a regular on-site presence and extra support where it's needed most.

We're taking steps to improve the way customers can report and track ASB by updating our website.

In 2025/26 we will also improve our ASB training programme to ensure we deliver a higher-quality service. Our case management system will be improved so we can have better conversations with our customers and resolve issues more quickly.



Case Study: Tackling serious ASB – A long road to resolution

A long-standing case of anti-social behaviour came to a head in Birmingham this year. One resident had been causing serious disruption in their community, screaming, shouting, and sometimes directing racial abuse from their windows. Property damage and noise nuisance were frequent, and the impact on neighbours was growing.

Despite interventions from our Neighbourhoods Team, the Police, and the Council, including a Noise Abatement Notice, the behaviour continued. With no improvement, we began the eviction process in August 2021. What followed was a complex and repeatedly delayed legal journey.

The case involved mental capacity assessments, the appointment of legal representatives, and the involvement of the Official Solicitor, which added significant costs. After 10 court hearings and one final suspension, a possession order was granted in August 2024, and the eviction was successfully carried out in December.

Thanks to the persistence of our team and support from the Council, peace was finally restored. This case highlights the challenges of resolving serious ASB through the courts. Even with clear evidence of harm, the process can be slow, costly, and complex, but Citzer remained committed throughout, prioritising the safety and wellbeing of the community.

Reporting hate crimes and domestic violence

Last year, we received 20 hate crime reports. A 'hate crime' is motivated by prejudice towards someone based on a personal characteristic, like race, or sexual orientation, and we encourage customers to report any incidents to us.

Throughout the year, we were also able to provide specialist help and resolve 197 cases of domestic abuse. We work closely with external partners and agencies to ensure we offer survivor-led support and guidance.

If you're experiencing abuse and want to talk to someone about it, please contact us and we can help you.

Investing in our neighbourhoods

We've introduced a new Neighbourhood Estate Inspection programme to improve the areas our customers live in.

These regular inspections help us tackle issues like vandalism, fly-tipping, abandoned vehicles, and poorly maintained communal spaces. They're helping to make communities cleaner, safer and more welcoming.

We continue to invest in our communities. Through our Citizen Local Fund, we invested £48,298 to support lots of local projects, including initiatives that improve wellbeing, build community connections, and enhance shared spaces.



Case Study: Rightsizing after 30 years

We've been working hard to help our customers find the right size home that's suitable for their needs. Our customer Jane Hay moved into a more suitable home after living in her previous home for 30 years. She was unable to go upstairs and ended up washing in her downstairs sink and sleeping on a two-seater sofa. We helped her move into a flat which was much more suited to her needs, meaning she was able to shower properly at last.

Hear from Jane, a customer benefiting from the right-sizing scheme

"It's like I've won the lottery a thousand times over. If you told me tomorrow I'd win the lottery I wouldn't be as happy as the day I was when I got up and had a shower.

To me it's a new start in life, I've been here since February, but every day feels like a new day. **"**

Investing in homes and services for older residents

This year we've made major improvements across our Retirement Living schemes to ensure homes and services meet the needs of older residents.

We've upgraded bathrooms, kitchens, flooring, and decoration to be more age-friendly, and introduced a faster occupational therapy assessment process for those needing adaptations.

In response to customer feedback, we added scooter stores, modern bin stores, and CCTV at schemes, making communal areas safer and more convenient.

We have replaced outdated careline systems with a new digital service, giving customers reliable emergency support well ahead of the national digital switchover deadline.

We've also agreed a new 10-year partnership with Coventry City Council for our Housing with Care schemes, providing greater stability, clearer responsibilities, and stronger protections for customers.



Looking ahead

We're planning a brand-new Retirement Living scheme in Tile Hill in Coventry, designed exclusively for people aged over 55.

With designs already underway and planning consent granted this year, the scheme is set to open in 2027/28. At the same time, we'll continue investing in our existing schemes with more modern kitchens, bathrooms, door entry systems, and refreshed communal spaces.

Customers have told us that outdoor areas and social activities matter, so we'll be reviewing garden standards and expanding our programme of communal activities.

And a key focus for us will also be achieving an external accreditation for our Retirement Living service called 'EROSH's Independent Living Standards', to give customers extra confidence that our schemes are meeting the highest standards.

A brand-new Retirement Living scheme in Tile Hill

Customer service and support



What we've achieved together

65% of rented customers satisfied with Citizen as a landlord.

6,837 customers received one-to-one advice, coaching and support.

63 customers supported into employment.

1,770 Citizen Hardship Fund awards made to customers in financial crisis.

101,446 emails and online enquiries handled.

£4.7m gained by customers with our help.

£3.9m generated in social value.

328,488 calls taken.

4,596 Stage 1 complaints and 746 Stage 2 complaints were closed.

Giving an improved service to customers

We've made good progress this year in improving the way we support and respond to customers.

Our customer satisfaction (CSAT) score was 4.46 out of 5, following over 52,000 responses. Nearly 87% of customers rating our service as 4 or 5. Feedback is helping us spot what works and where we can do better.

We handled over 4,500 complaints, with 91% resolved within our target time. Most complaints were about repairs and maintenance, but thanks to improvements in the service based on feedback we received, complaint volumes dropped by 33% compared to last year.

In the year ahead, we're aiming to resolve 100% of complaints on time, continue improving call handling, and respond to rising customer contact across all channels. We'll use feedback from surveys and live customer comments to improve experiences and increase satisfaction, especially around repairs.

We're also focused on early support for customers in financial difficulty. Our Advice Team continue to play a really important role, with growing demand for advice in money management, digital skills, energy support, and employment.

The Citizen Hardship Fund remains an important resource for customers in financial difficulty, and customers can always contact us to discuss any issues they may have.



Case study: Getting the right support and help

When one of our customers who lives alone and has multiple physical and mental health conditions faced long delays getting the benefits they were entitled to, our Advice Team stepped in to help.

They were struggling with food costs and feeling unheard after months of delays to a health assessment.

We supported them through every step of the process - from helping with food vouchers, raising complaints and referring them to the Law Centre, to encouraging them not to give up when the system became overwhelming, including going through an appeal process.

Thanks to this support, they were awarded the right benefits and a full backdated payment - worth over £2,000 in total. They told us they couldn't have done it without us.

This is just one example of how our Advice Team makes a real difference, especially when times are tough.

Building for the future



What we've achieved together

433 new homes built this year:

275 for affordable and social rent

126 for shared ownership and
low-cost home ownership

32 homes sold outright.

379 new homes started this year:

204 new affordable and social homes

100 for low-cost ownership

75 for outright sale.

Homes for today and tomorrow

We have built 433 homes during 2024/25 to provide high quality housing for our customers across the West Midlands.

Looking to next year, we plan to increase the number of homes we complete with over 600 predicted for 2025/26.

Work on our regeneration projects in Coventry also continued over the year:

- At Spon End, we appointed the Hill Group as a key partner in the major regeneration of the area. The demolition process started in Spring 2025 with works to remove all the fixtures and fittings inside the homes at Kerry House, Milestone House and Trafalgar House. Work to demolish these is due to continue through the rest of 2025. Our ambitious £250m redevelopment of the site could see us build up to 750 homes in the area.
- In Wyken, we rehoused our customers living in William Malcolm House and demolition is due to start in the summer of 2025. When the tower is demolished, we will build 63 homes in its place.
- At Ferrers Close we also worked with our customers to rehome them and have submitted a planning application to demolish the towers in Summer 2025.



Case study: Regenerating Spon End

The first stage of our huge Spon End regeneration project is now underway. Fixtures and fittings have been removed from Kerry House, Milestone House and Trafalgar House ahead of Hill Group starting the physical demolition.

Our Director of Regeneration, Kevin Roach, said: "We've been working hard with our partners behind the scenes over the last few years on this regeneration project. It will transform Spon End by providing more energy efficient affordable housing, increasing the area and quality of green open space and opening up the area of the River Sherbourne.

This is a major, 10 year project and we have worked with the community to ensure that their priorities and feedback has influenced our plans"

[Find out more on our website.](#)

750 new build, energy efficient homes

433 homes completed



In 2024/25 we completed a total of 433 homes across the West Midlands, this figure includes 24 joint venture properties which were completed with Vistry Group. Here we have highlighted the total homes built in each area, the number of homes at each site, and where the development is in our region.

Total homes per region:

15	Herefordshire
26	Wychavon
125	Wyre Forest
60	Birmingham
11	Solihull
59	Coventry
9	Warwick
15	Stratford-upon-Avon
23	North Warwickshire
66	Nuneaton & Bedworth

379 homes started

Work started on a total of 379 homes at 14 developments in the West Midlands throughout 2024/25. These developments are based across our region from Coventry down to Hereford.

Total homes per region:

58 Herefordshire

42 Wyre Forst

17 Redditch

36 Birmingham

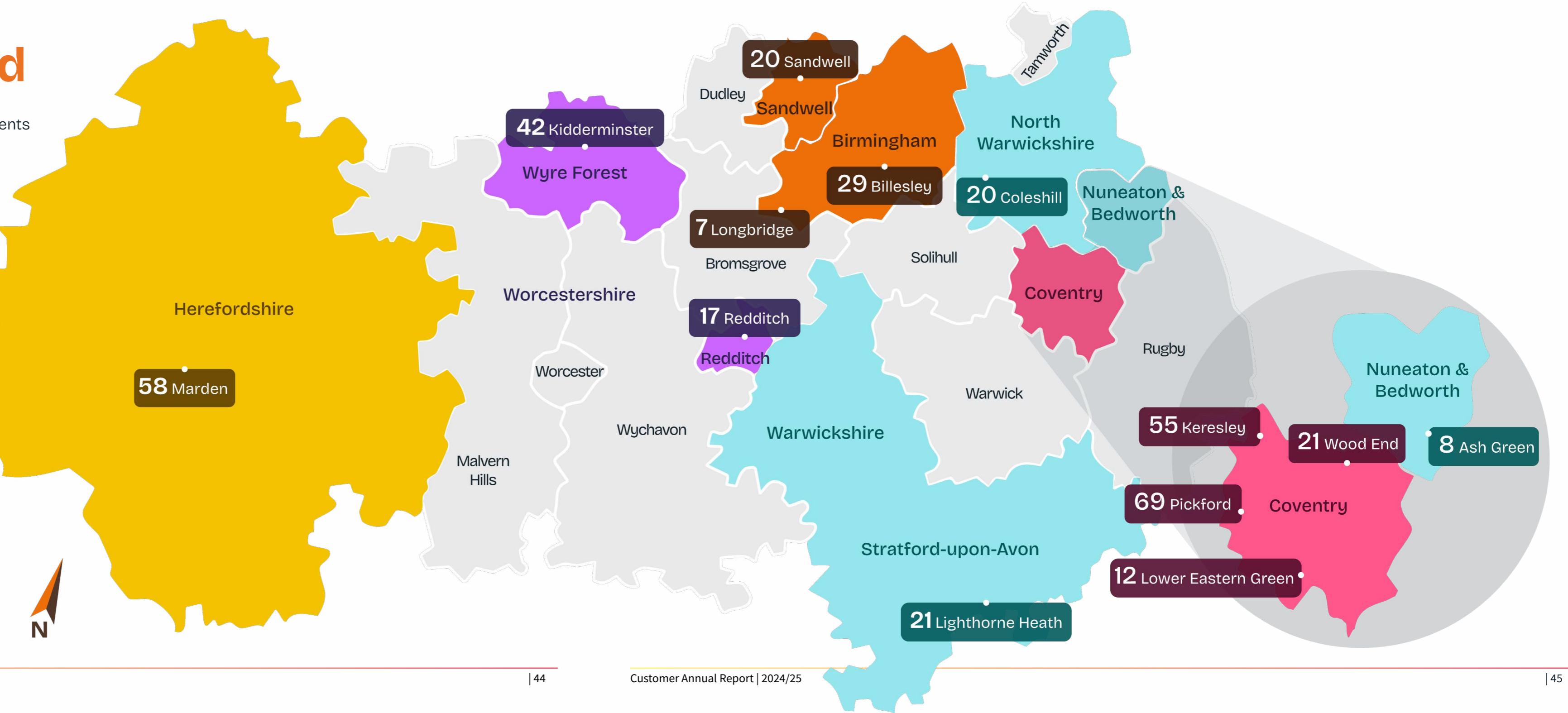
20 Sandwell

157 Coventry

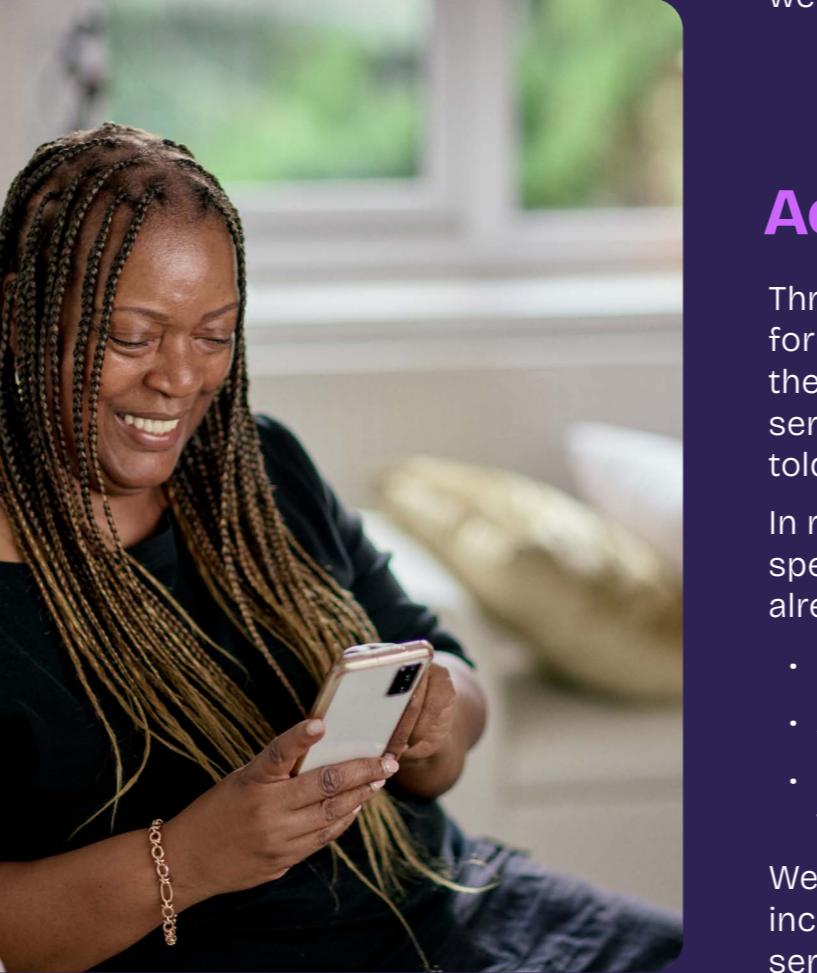
21 Stratford-upon-Avon

20 North Warwickshire

8 Nuneaton & Bedworth



Shared owners and leaseholders



Listening to our shared owners and leaseholders

We know that shared owners and leaseholders want to see their experiences better reflected in our communications, and rightly so. That's why this year, we've made space in the report just for them.

Acting on feedback

Through our dedicated Home Owners Group and wider forum of around 100 customers, they've told us what they want clearer information on. That's everything from service charges to Electric Vehicle chargers. They've also told us what they'd like us to improve.

In response, we've launched a monthly newsletter specifically for shared owners and leaseholders. It's already proving popular, and topics including:

- How to extend a lease
- Applying for EV charging points
- Results of our buildings insurance re-tender – leading to an average 40% drop in premiums

We will be looking at topics for forthcoming newsletters, including articles on money advice and understanding service charges, two of the most requested topics.

Better access to information

We're also improving how and where leaseholders can find answers. Our new website, launching later this summer, will include dedicated leaseholder pages and for shared owners.

While some enquiries are similar, we know there are important differences, and this change will make it easier to find the information that applies.

We've also tightened up how we deal with any reported defects on newly built homes, so it's now easier to report problems, track progress, and share feedback. Satisfaction with this process is now being monitored more closely.

Learn more about our Home Owners Group here

Your Leasehold Officer – here to support you

Our Leasehold and Commercial Services Officers are here to help customers manage their homes with confidence. They understand leases and leasehold law and can offer advice or act on behalf of a customer when needed.

They can:

- Explain who's responsible – Citizen, the customer, or a managing agent
- Send out copy of leases (if held electronically)
- Provide sales packs and solicitor information
- Discuss service charges
- Guide customers through lease extensions or alterations
- Approve subletting or re-mortgaging requests

Leases can be complex and vary by home. If there's any uncertainty, our Leasehold Officers are here to help.



Get involved and help shape services

A recent Customer Scrutiny Group reviewed how we support shared owners. We've agreed to take forward their recommendations, especially around marketing, sales and customer service.

We want to continue to improve services for leaseholders and shared owners, and to do that we need to hear from customers. Our Customer Engagement Team makes sure feedback is heard and acted on.

In 2025-26, we'll be speaking to more homeowners to better understand what matters. If you want to get involved:

- Sign up: citizenstogetherhub.com
- Email us: engagement@citizenhousing.org.uk

Recent feedback has already helped us focus on key areas, including:

- Clearer responsibilities
- Better communication
- Easier access to 'My Account'
- Greater transparency on service charges and lease terms

We're listening and acting on what you tell us.

Our priorities for 2026



Looking ahead

Setting our future direction

We'll be designing a new Business Strategy that will be informed by feedback from customers.

Putting customers at the heart of our plans

We're creating new Customer Experience, Development, and Engagement strategies, and there will be plenty of opportunities for customers to help shape them.

Improving the places you live

This autumn, we'll begin customer research into our neighbourhoods and communal areas. The views of our customers will directly shape where we invest and what we improve.

Building more homes

We plan to deliver over 700 new homes for people who need them.

Transforming communities

We'll be starting major regeneration work at Spon End in Coventry, creating better homes and a stronger neighbourhood for the future.

How you can get involved



Getting involved

Would you like to have your say on our services? It's easy to get involved.

All you need to do is call us on **0300 790 6555** and we will register you as an 'Engaged Customer'.

We will then be in touch with opportunities you can take part in. This includes anything from phone surveys and face to face sessions to walkabouts on our estates and more.

You can also register an account on our Citizens Together Hub, which is a platform where you can share ideas, discuss important topics and register your feedback.

You can sign up to the platform by visiting citizenstogetherhub.com

**Join the Citizens
Together Hub**

Ways to get involved

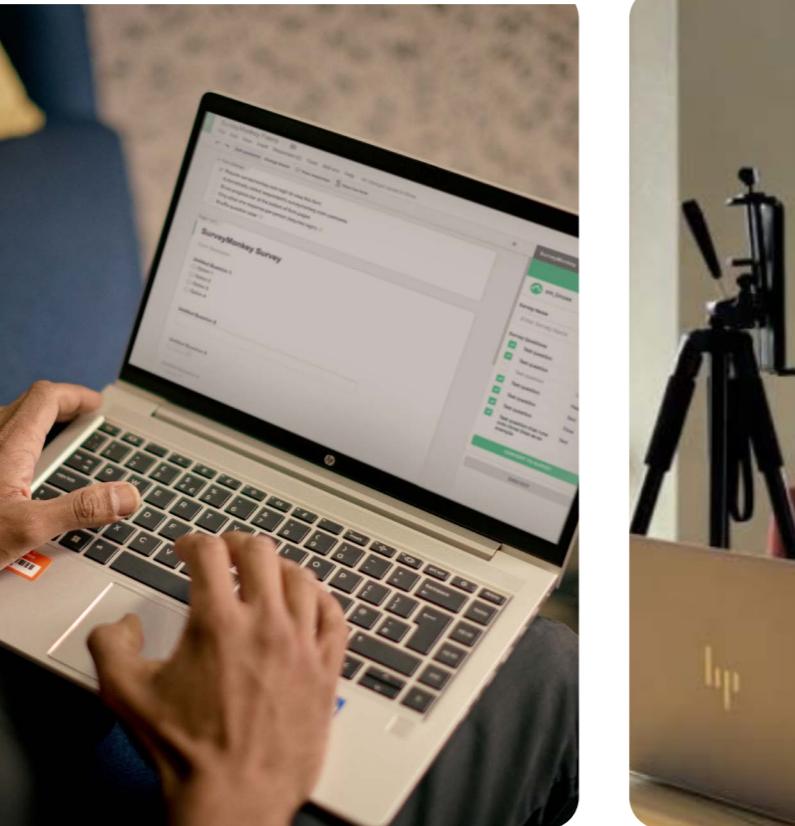
Community Events

Litter picking, tree planting, and clean ups to help improve and take pride in your local area.



Surveys/Polls

Share your views on a service, policy, or process by answering short questions via email.



Facebook Lives

Join our live online events and put your questions directly to a panel of staff.



Drop in events

Speak to us in person, share what matters to you, and hear useful information firsthand.



Task and finish groups

A temporary sub-group of a larger committee, formed to deliver a specific objective (e.g, the Repairs group).



Citizen Youth panel

Opportunities for young people to get involved, develop skills, and share their views.





Customer annual
report for the
year 2024-25

www.citizenhousing.org.uk/

