

Customer Scrutiny Review of Relet Standards

Purpose

Citizen aims to provide good quality homes to all its customers. Before a property is offered as a new home it should have been cleaned and brought up to an approved standard. Our Customer Assurance Committee asked the Scrutiny panel to review this standard.

We reviewed whether



The Customer Scrutiny Panel (CSP) reviewed whether Citizen's relet standard is adequate (i.e., sufficient, suitable, and satisfactory) by examining:

- Current relet standards
- Sample of recently relet properties
- Survey feedback from new tenants
- Relet standards from other organizations

Key findings

Less popular properties sometimes receive extensive refurbishment; others get minimal work

34.4% of tenants were satisfied with decoration. Complaints included excessive paint layers and physical inability to decorate

Tenancy and Costs

7
years

Average Tenancy

18
days

Average relet preparation

£2,568

Average cost per relet

Recommendations & actions taken

Tenant Inspectors

Recommendation

Use tenant inspectors to check relet quality



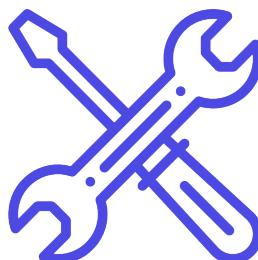
Action

A new tenant inspector team will start in early 2025

Repairs Prioritisation

Recommendation

Address outstanding repairs before move-in



Action

Increased pre-move-out visits to identify necessary repairs

Recharge Policy Enforcement

Recommendation

Apply charges for clearing homes and gardens



Action

Pre-move-out visits now inform tenants of clearance costs

Consistent Decoration Standards

Recommendation

Improve & standardise decoration



Action

Customers are now offered decoration vouchers and paint

Window Lock Keys

Recommendation

Provide keys for all window locks

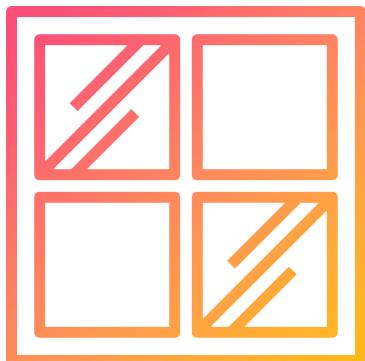


Action

All windows are now checked for functional locks

Improvements & customer feedback since review

Windows



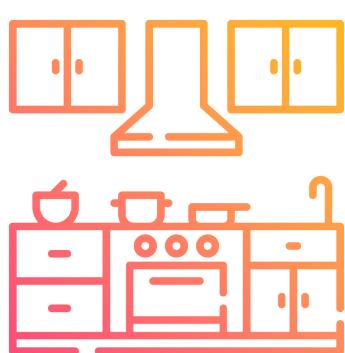
*Cigarette-burn-free windowcills;
restrictors on above-ground windows*

Living Room



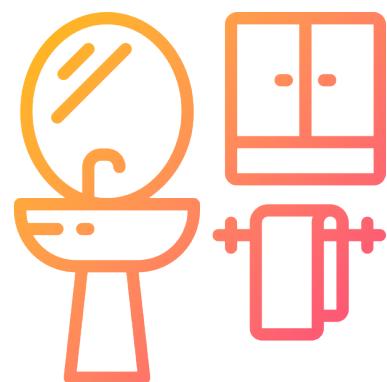
If decoration is poor standard, walls and ceilings will be painted and carpet fitted

Kitchen



Consistency in base and wall unit finishes

Bathroom



New toilet seats and shower curtains provided

Get Involved

Want to support Scrutiny reviews? Contact Citizen Customer Engagement at engagement@citizenhousing.org.uk