

We hear you



CITIZEN

Your voice really matters.

Listening and acting on your feedback is a priority for us. We want to deliver the very best service and get even better - **we won't stop focusing on that.**

We're owning it.

We've been changing how we deal with your complaints. We're working across Citizen so that the right teams are involved. **Learning from complaints** is a priority for us.



We're listening.

We've spoken to over **400 customers** through our Independent Scrutiny Panel and other customer groups. We've had **101 recommendations that we're acting on**. We're working with you to improve our services.



We're checking in.

We've been **visiting homes to check in** with you and update our records. Since April 2024 we've completed **6,000 visits** so far.

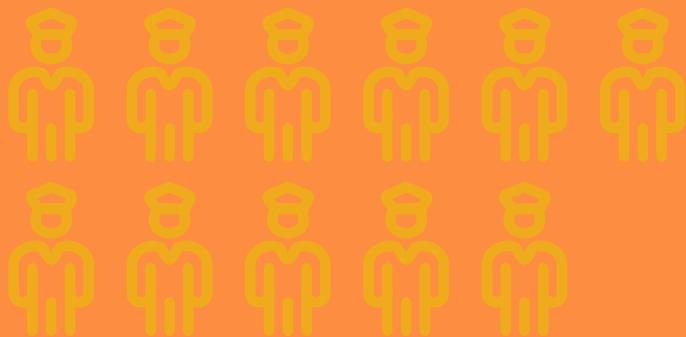


We're supporting.

We've investigated **644 cases** of anti-social behaviour (ASB) and carried out 40 evictions. In February 2024, we also launched a new **ASB Respect Line** for advice and support after hours.

We're growing.

We've hired **11 new neighbourhood officers**, two new domestic abuse officers, introduced dedicated **building safety officers** and created a team just for homeowners. Supporting you really matters to us.



We're getting cleaner and greener.

We've **listened to concerns about fly-tipping**. We've piloted closing bin chutes and adding recycling options to keep areas cleaner and safer. We'll be rolling this out across our blocks.



We're acting.

We've helped **713 people** keep their homes with our Tenancy Support team.



We're changing.

We've added **digital sign-ups** to make onboarding quicker so that you can get into your home sooner.



We're upgrading.

We're **updating shared spaces** with new flooring and redecoration. We're upgrading fire safety, scooter storage, and improving kitchens and bathrooms.



We're keeping you safe.

We've **added caretakers** at five high-rise buildings to look after the communal areas and to get small repairs done quickly. We're keeping on top of the small things, so they don't become big things.



We're improving.

We've made **our repairs process easier and faster**. Our new system lets you know about follow-up repairs and keeps you updated. We're focused on completing repairs right first time and to continue getting better.



We're caring.

We've **changed our letting policy** so we can help families who need more space.

We're helping.

Last year, we helped **6,200 customers** access over **£4 million** to help with the cost of living. We've also started 'money matters' sessions. We'll do as much as we can to support.



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