

Tenant Satisfaction Measures

Our 2024/25 results

About this report

This report shares the results from our latest Tenant Satisfaction Measures (TSM), conducted in line with guidance from the Regulator of Social Housing. These measures help us understand how well we're delivering key landlord services, from repairs and safety to communication and complaint handling, and reflect what our customers think about the homes and services we provide.

The TSMs are made up of both survey questions, which capture what customers think about our services, and results, based on our operational performance. Customers told us if they were very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, or very dissatisfied about our services.



The survey was carried out independently by a research agency called TLF Research. They used telephone and online surveys to reach over 4,000 of our customers across both rented and shared ownership homes, which is enough for it to be a representative sample of our customer population.




The results give us a valuable view of where we're performing well and where improvements are still needed.

Each page shows the question we asked for each measure, and a summary of the response we received. We've included the comparisons to last year's results so you can see how we compare.

We remain committed to listening and acting on what matters to you.

Key:

-  Customer answered either 'very satisfied' or 'fairly satisfied'
-  Customer answered 'neither satisfied or dissatisfied', 'fairly dissatisfied' or 'very dissatisfied'

-  Growth compared to the previous year.
-  Same result as the previous year.
-  Drop compared to the previous year.

A word from our Customer Assurance Committee Chair



Thank you for taking the time to read our Tenant Satisfaction Measures (TSM) report for 2024/25.

Listening to customers and acting on our feedback is central to how Citizen works. That's why this survey – and what Citizen, as our landlord does with the results – is so important. As Chair of the Customer Assurance Committee and a customer, I see first-hand how seriously Citizen takes our views, and how they inform both day-to-day improvements and long-term plans.

This year's results show a consistent picture. Good progress has been made in several areas – including repairs and safety – and it's clear that investments such as kitchen and bathroom upgrades are having a positive impact. Satisfaction among tenants in low-cost rented homes has increased, particularly in areas of how fairly people feel treated and how well their voice is heard and acted on.

At the same time, Citizen is aware that there are areas where they must do better. Shared owners continue to report lower levels of satisfaction, particularly when it comes to complaint handling and communal areas. Together Citizen, the Customer Assurance Committee, and other engaged customers are responding to this with specific scrutiny reviews, better communication, and deeper engagement.

Thank you to everyone who took part in the survey. I am encouraged to see that the customer's voice is helping to shape the services that Citizen provides and the decisions that are made.

Joan Allen

Low Cost Rented Accommodation (LCRA)



Overall satisfaction

This year just under two-thirds of our customers who answered the survey (65.6%) said they're satisfied with the overall service we provide. While we're pleased to see **a continued rise in satisfaction** and a consistent picture year on year, we know there's more to do. Customer feedback has helped shape the changes we've made so far, and it's guiding our next steps as we keep working to improve.

Proportion of respondents who report that they are satisfied with the overall service from their landlord.
(3,727 customers responded)



▲ That's 1.4% higher than the previous year.

Keeping properties in good repair

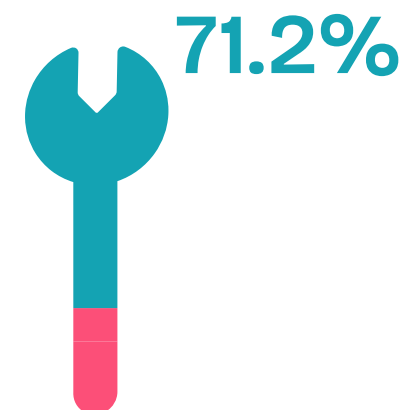
Providing a home that is well maintained is really important to our customers' overall satisfaction, it's pleasing that we've seen a slight increase in the score.

Over 75% of customers who we surveyed said that they have had a repair in the last 12 months and their overall satisfaction is higher than customers who haven't had a repair. The speed of repairs and work not being done is the main reason for tenants not scoring 'very satisfied'.

Over the last year we have improved our first-time fix rate, completed over 99% of emergencies on time, and we have reduced the waiting time for routine repairs so that we are on track with our target. We'll keep improving speed, quality and communication of our repairs service.

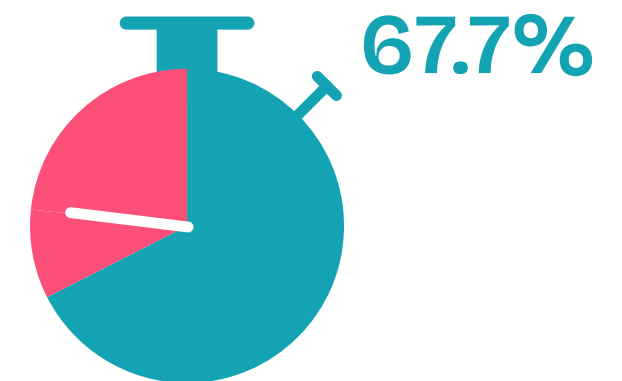
We continue to work on our decarbonisation programme to improve the energy efficiency of our existing homes through external wall insulation, new windows, doors and roofs, as well as boiler and loft insulation. We have invested £42.5 million in improvements to components in our homes over the last 12 months to provide 2,346 new kitchens, 157 new bathrooms, 852 homes with new windows and doors, and 284 homes with new roofs.

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.
(2,612 customers responded)



▲ That's 1% higher than the previous year.

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.
(2,558 customers responded)

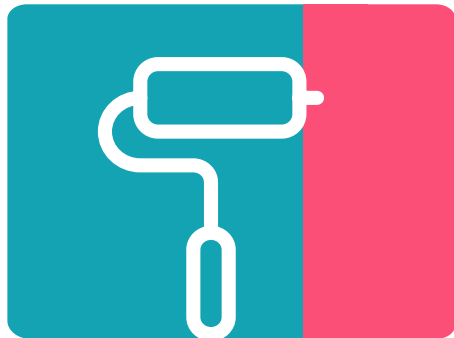


▲ That's 1.6% higher than the previous year.

Keeping properties in good repair

Proportion of respondents who report that they are satisfied that their home is well maintained.
(3,381 customers responded)

66.2%



▲ That's 1.1% higher than the previous year.

Proportion of homes that do not meet the Decent Homes Standard.

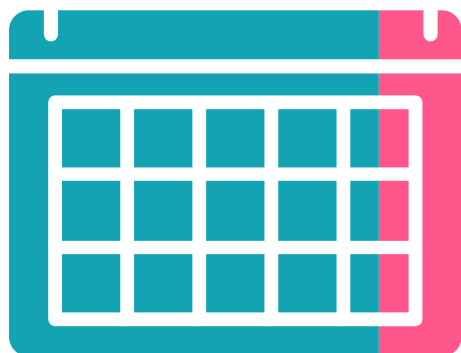
0.1%



▲ That's 0.6% better than the previous year.

Proportion of non-emergency responsive repairs completed within the landlord's target timescale.
(28 working days)

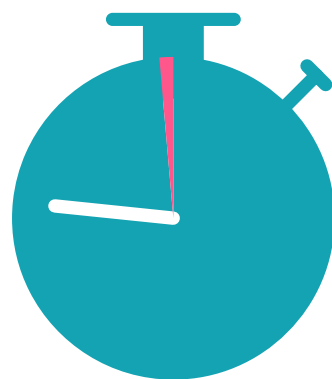
81.7%



▲ That's 26.2% higher than the previous year.

Proportion of emergency responsive repairs completed within the landlord's target timescale. (24 hours)

98.8%



▼ That's 0.4% lower than the previous year.

Maintaining building safety

Our dedicated building safety team ensures all buildings meet the latest safety standards.

Renter satisfaction with safety stayed consistent at 70.8%, reinforcing our commitment to providing safe living environments for all customers.

We introduced annual home safety checks in April 2025. This yearly check includes all the safety checks that are required, including gas, electrical, smoke detector and fire door safety checks along with a health and safety inspection to ensure that your home is, and remains, safe to live in.

Proportion of respondents who report that they are satisfied that their home is safe.
(3,390 customers responded)

70.8%



▲ That's 0.1% higher than the previous year.

Proportion of homes for which all required gas safety checks have been carried out.

99.9%



○ That's the same as the previous year.

Maintaining building safety

Proportion of homes for which all required fire risk assessments have been carried out.

99.8%



▲ That's 1.1% higher than the previous year.

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

100%



○ That's the same as the previous year.

Proportion of homes for which all required legionella risk assessments have been carried out.

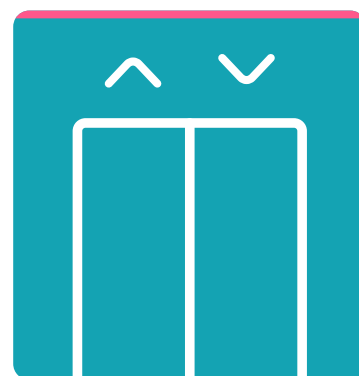
100%



○ That's the same as the previous year.

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

97.8%



▼ That's 1.5% lower than the previous year.

Respectful and helpful engagement

72.2% of customers agree that we treat them fairly and with respect. We've also seen an improved score in satisfaction for keeping customers informed about matters important to them.

We know that listening to customer views and acting on them matters a lot and has a strong impact on overall satisfaction. While we're pleased that satisfaction has increased since last year, it's worth noting that this remains one of our lower-scoring areas, so there's still room for improvement.

We're committed to continuing to learn from complaints and giving more chances for customers to share their feedback with us.

We're also creating new training for our teams to reaffirm what behaviours are needed to deliver excellent customer service – including taking responsibility, keeping customers updated, and communicating clearly.

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.
(3,183 customers responded)

56.5%



▲ That's 0.3% higher than the previous year.

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.
(3,131 customers responded)

69.2%



▲ That's 1.2% higher than the previous year.

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.
(3,238 customers responded)

72.2%



▲ That's 1.4% higher than the previous year.

Effective handling of complaints

Complaint handling remains our lowest-scoring area, however there was a slight improvement on last years score. Customers have given us some really useful feedback on how we handle complaints, they want us to fully resolve the issues raised and improve our communication.

We use complaints to help us spot where things are going wrong, so we can make changes and improve our service.

We're making changes to improve how we handle complaints and give customers a better experience.

Many complaints are about repairs – especially delays and poor communication. We've made changes to how we work, including better messages about appointments and follow-ups. We're also working hard to reduce repair backlogs.

We have improved how we report back after we have looked into repair complaints, and we're training our teams to deal with complaints better.

We now ask colleagues to record any customer vulnerabilities when a complaint is logged, so we can prioritise and respond more quickly where needed.

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.
(1,168 customers responded)

34.7%



▲ That's 4.2% higher than the previous year.

Effective handling of complaints

Number of stage one complaints received per 1,000 homes.

137.1



Number of stage two complaints received per 1,000 homes.

21.3



Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

91.3%



Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

92.7%



• Note: data relates to complaints made by renters only.

Responsible neighbourhood management

We have seen a drop in scores for making a positive contribution to neighbourhoods and the cleanliness and maintenance of communal areas, negative feedback on communal areas largely focuses on the standard of cleaning, maintenance of green spaces, and issues with bins, rubbish and fly-tipping.

We work proactively to ensure our neighbourhoods are great places to live, and our neighbourhood teams are maintaining shared spaces, ensuring that communal areas are clean, safe, and well-managed. Regular inspections, environmental improvements, and responsive cleaning and caretaking services are central to this work.

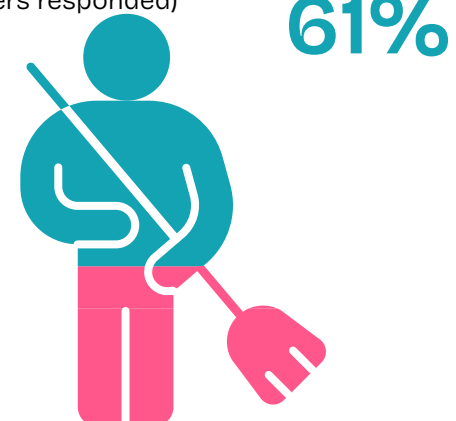
In 2024/25, we improved how we deliver these services and teamed up with local councils to tackle fly tipping and waste. A full review of our Cleaning and Grounds Maintenance services is scheduled for this year.

In 2024/25, 524 anti-social behaviour (ASB) cases were raised, 20 of these involved hate incidents. 38 evictions were completed as a result of ASB investigations.

All neighbourhood staff have been retrained to better manage ASB.

Over the past year, we also completed more than 13,520 tenancy management checks. These visits help us inspect homes, support customers, and stay visible in our communities.

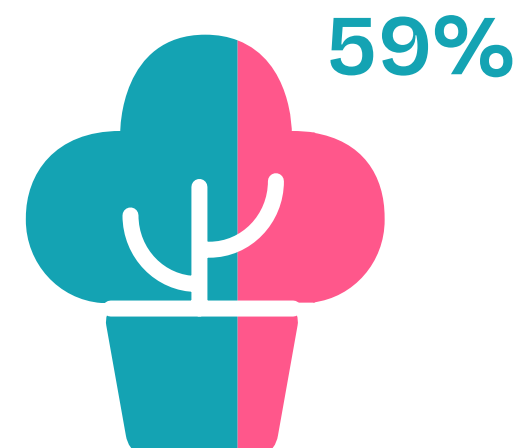
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.
(1,736 customers responded)



▼ That's 2.1% lower than the previous year.

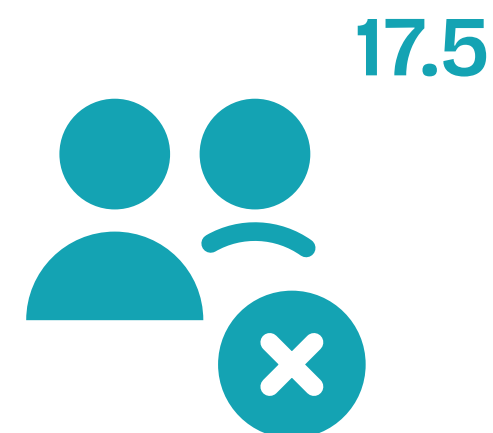
Responsible neighbourhood management

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.
(2,742 customers responded)

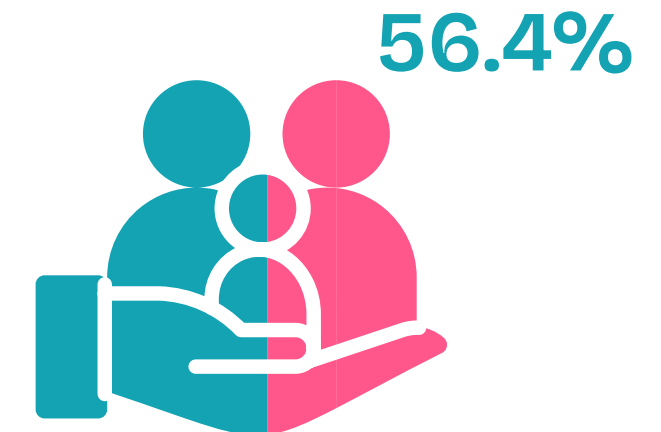


▼ That's 2.1% lower than the previous year.

Number of anti-social behaviour cases opened per 1,000 homes.



Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.
(2,371 customers responded)



▲ That's 0.5% higher than the previous year.

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.



Low Cost Home-Owner (LCHO)



Overall satisfaction

This year, 34.7% of our shared owners told us they're satisfied with the overall service we provide – a slight decrease from 36.7% last year.

We know there's more to do, and we're focusing on the areas that matter most to you.

Shared owners have told us they want clearer, more accessible information - particularly around who's responsible for what in their lease. We also know that our complaints process needs to be better. We're taking this feedback seriously and using it to guide the changes we make.

Proportion of respondents who report that they are satisfied with the overall service from their landlord.
(360 customers responded)

34.7%



▼ That's 2% lower than the previous year.

Maintaining building safety

Citizen providing a home that is safe has had the biggest increase since last year and is the highest scoring question.

Our building safety team have been working hard this year to ensure that your homes and buildings remain safe.

This has included installing new technology such as monitors to our passenger lifts that alert us immediately if a lift breaks down and provides usage and condition information to our contractors so they can work to prevent breakdowns before they happen.

We are also installing electronic notice boards to all our high rise buildings so that we can keep you better informed about your building and on how to stay safe.

Proportion of respondents who report that they are satisfied that their home is safe.
(302 customers responded)

65.9%



▲ That's 3.3% higher than the previous year.

Maintaining building safety

Proportion of homes for which all required fire risk assessments have been carried out.

99.8%



▲ That's 1.1% higher than the previous year.

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

100%



○ That's the same as the previous year.

Proportion of homes for which all required legionella risk assessments have been carried out.

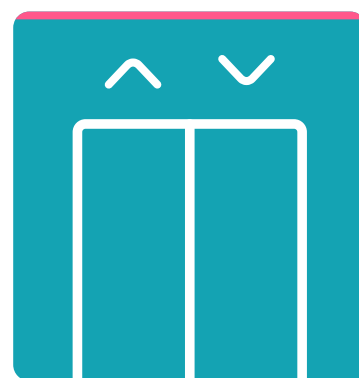
100%



○ That's the same as the previous year.

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

97.8%



▼ That's 1.5% lower than the previous year.

Respectful and helpful engagement

Satisfaction that we keep our shared owners informed about things that matter to you has increased by 2% since last year. At the same time, satisfaction that we listen to your views and act upon them has fallen.

We have a shared ownership group and our Customer Scrutiny Panel recently reviewed and made recommendations to help improve satisfaction levels. Shared owners have told us that they want better information and that they do not always understand who is responsible for what is in the lease. As a result, we have begun a 12-month pilot for 2025/26 to have a dedicated team of officers to support and manage queries from our shared owners.

To improve engagement, we are also planning to send welcome packs to all our new shared owners within six weeks of them purchasing their home.

We have also recently introduced sending new monthly email newsletters specifically for shared owners with relevant information and news, and our new website that is currently being built will have a dedicated information section for new and prospective shared owners.

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.
(288 customers responded)

28.8%



▼ That's 3.5% lower than the previous year.

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.
(300 customers responded)

53.7%



▲ That's 2% higher than the previous year.

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.
(295 customers responded)

46.1%



▼ That's 3.5% lower than the previous year.

Effective handling of complaints

Complaint handling continues to be our lowest-scoring area and has declined since last year. Homeowners have provided us with feedback on our complaint handling process.

We use complaints to help us spot where things are going wrong, so we can make changes and improve our service.

Our customer scrutiny panel assessed homeowners' dissatisfaction and found that better communication and clarity on roles and responsibilities would improve the partnership between Citizen and its customers. We have created action plans to address this.

During 2025/26 we will launch a dedicated home ownership area on our new Citizen website and will ensure written materials are accessible and easy to understand for all customers.

We've improved how we record and report on repair complaints internally, and we're training our teams to handle complaints more effectively.

We also now ensure that we record any customer vulnerabilities when a complaint is logged, so we can prioritise and respond more quickly where needed.

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.
(101 customers responded)

9.9%



▼ That's 11.2% lower than the previous year.

Effective handling of complaints

Number of stage one complaints received per 1,000 homes.

59.9



Number of stage two complaints received per 1,000 homes.

12.4



Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

88.7%



Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

86.4%



Responsible neighbourhood management

We have seen a drop in scores for making a positive contribution to neighbourhoods and the cleanliness and maintenance of communal areas, negative feedback on communal areas largely focuses on the standard of cleaning, maintenance of green spaces, and issues with bins, rubbish and fly-tipping.

In 2024/25, we have continued to refine services, improve communications and work with local councils to improve how we deal with fly-tipping and waste, including supporting our customers through the industrial action in Birmingham. A change to how we deliver services called "one call does it all" has had a positive impact on the way that Grounds Maintenance is delivered. A full review of the Cleaning and Grounds Maintenance services, which will involve our customers, is to take place in the coming year.

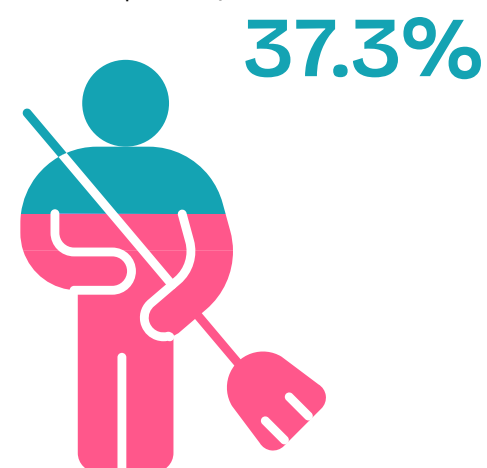
Following feedback from our Customer Scrutiny Review, we commissioned an independent review of our ASB service. We've developed a detailed action plan to address areas the review identified as areas for improvement, which is helping us shape a more responsive and effective approach to tackling ASB.

Over the last year, we've investigated 524 cases of ASB and completed 38 evictions.

We've introduced new and enhanced services to improve neighbourhoods including 6 specialist Safer Neighbourhood Officers.

We've also focused on enforcement, reintroduced an environmental budget for local safety improvements, and made secure door upgrades and airlocks in high-rise buildings.

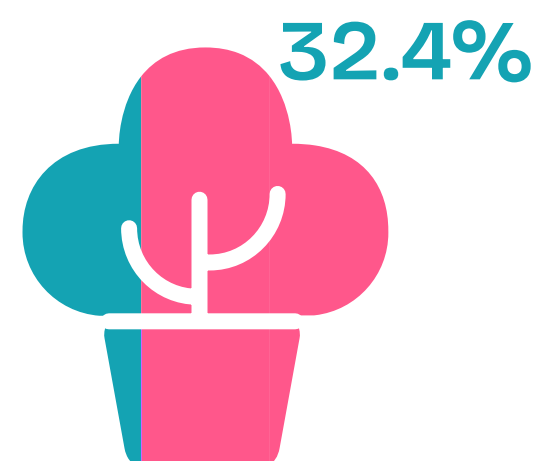
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.
(110 customers responded)



▲ That's 0.8% higher than the previous year.

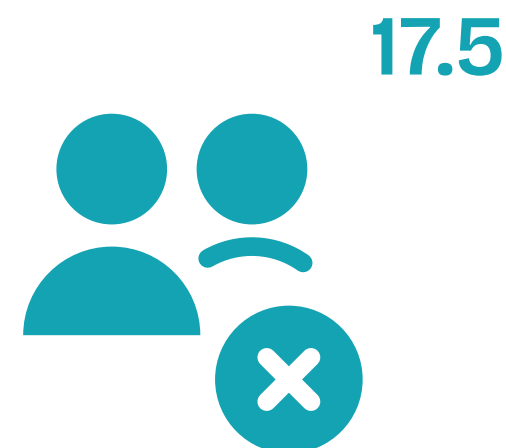
Responsible neighbourhood management

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.
(253 customers responded)



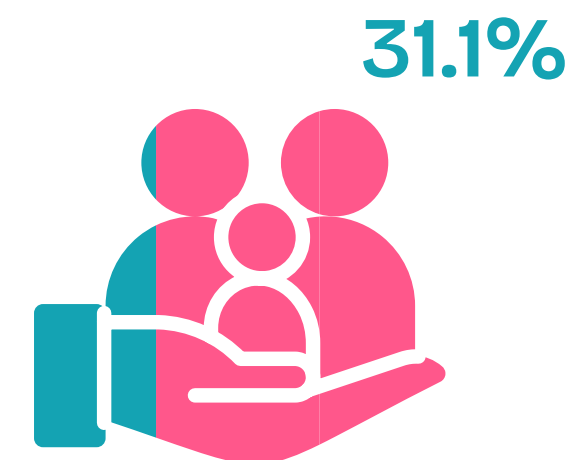
▼ That's 3.4% lower than the previous year.

Number of anti-social behaviour cases opened per 1,000 homes.



• Note: combined data relates to ASB reports of both shared owners and renters.

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.
(2,371 customers responded)



▼ That's 3.6% lower than the previous year.

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.





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Our 2024/25 survey results



CITIZEN