

CUSTOMER ANNUAL REPORT

23
24



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HELLO AND WELCOME TO OUR 2023/24 CUSTOMER ANNUAL REPORT.

Hello and welcome to our 2023/24 customer annual report. This report shows the progress made by Citizen over the last financial year, how customers have helped shape service delivery and it explains how money is spent. It also showcases the new initiatives Citizen has introduced to help provide a foundation for life for customers.

Citizen is investing in its homes, people and partnerships. This means customers are put front and centre, homes that are needed are built, and improvements are being made to existing homes. The organisation is also working with partners to deliver more successes and services to customers.

There have been several highlights over the last year which fit into these categories and include work by our dedicated damp and mould team who have carried out 2,745 treatments.

‘Help Me Fix’ was introduced – a video calling app where customers could call an engineer to talk through their request for a repair with the aim of cutting waiting times.

Further work has also been carried out on regeneration schemes. This includes at Spirit Quarters where detailed plans for phase six of the development are being worked on. Citizen also progressed with the regeneration of Spon End through holding a public consultation on the plans so customers could comment before the final details are submitted to planning later this year. Work is also progressing in Wyken, Coventry, with the demolition of Vincent Wyles House and customers are also being rehomed from William Malcolm House.

Citizen’s development team has had a brilliant year with a record number of completions, and it was great to see the extended modular pilot completed this year with 24 homes built at eight garage sites across Coventry.

Of course there are areas that still need to be worked on. There needs to be more development and refurbishment of older housing stocks to ensure homes are safe, comfortable and sustainable for customers.

It’s also important Citizen is more active with other partners to develop more local communities and bring them together. It would be good to see Citizen working more closely with schools, colleges and universities to encourage more people to choose social housing as a career.

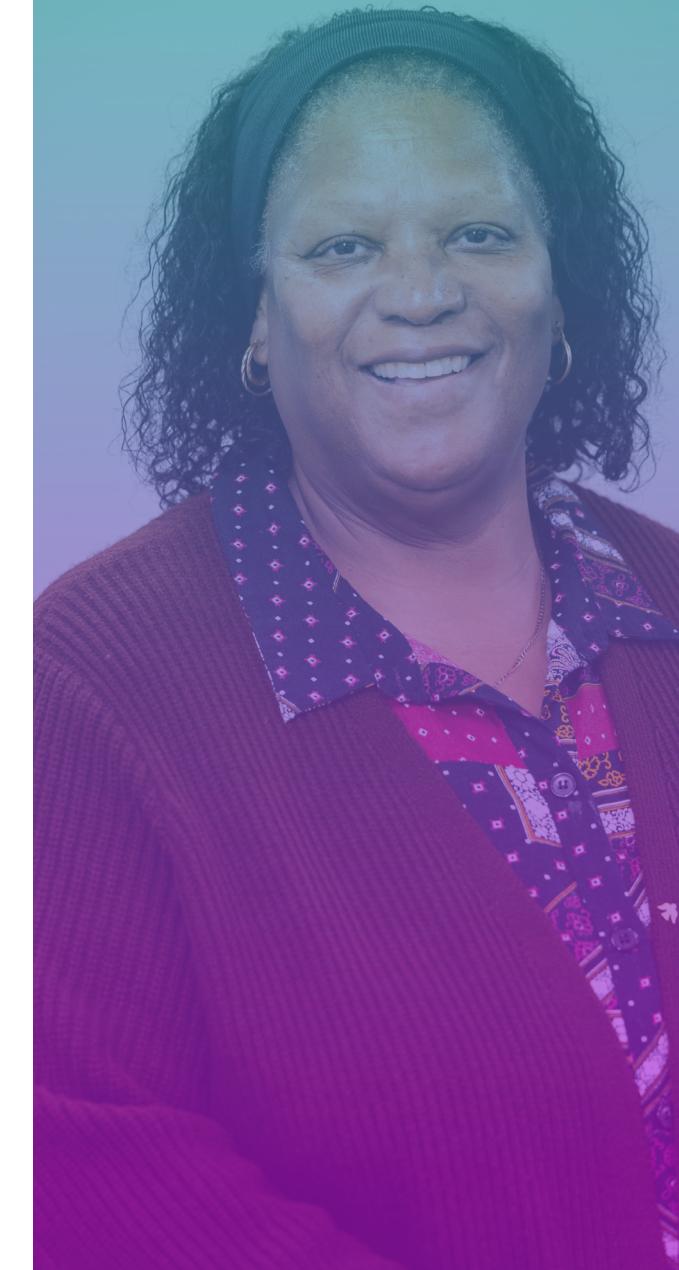
It’s important to me as a Citizen customer to live in a home and area where I feel safe, secure and respected. Home for me is a place where I feel a sense of pride and I get value for money. I am pleased that Citizen has made such an effort to encourage and support genuine and meaningful customer involvement, well before the new regulations and standards began.

Citizen’s approach and determination to make changes and improvements that I have seen and been involved in over the years has been inspiring and I’m pleased I have been given the opportunity to be a part of this.

I would encourage all customers to get more involved in gaining an understanding of how Citizen operates, learn about their ambitions for the future and help shape the service that is offered. There are several ways customers can get involved and learn about past success stories, current highlights and future strategies. I have found over the years it is so easy to sit back and shout or moan about what we don’t like, what is going wrong or what we are not happy about, but with a little input, working with Citizen and other customers can change things for the better.

I am looking forward to sharing more of Citizen’s work with you in this customer annual report.

**Thanks,
Joan**



**JOAN ALLEN,
CHAIR OF CITIZEN'S CUSTOMER
ASSURANCE COMMITTEE**

KEY HIGHLIGHTS OF 2023/24

364

involved customers
working with us

1,700

people helped to
escape homelessness



75%

increase in spend on major
improvement works to homes



£48.3m

spent on repairs and maintenance
– 15% increase from last year

174

customers rehomed as part
of our regeneration projects



500

homes benefiting from
energy efficiency works



703

new homes
completed



3,625

damp treatments carried out by
our damp and mould team



£50,560

awarded to community
groups by the Citizen Local Fund

ENGAGEMENT AND ACCOUNTABILITY





CUSTOMER INVOLVEMENT IS KEY

Our customer assurance committee is made up of nine involved Citizen customers and two board representatives. It acts as a committee of our main board and is there to ensure that customers are involved in the governance of our organisation and in scrutinising our services to make recommendations for improvement.

The customer scrutiny panel is made up of 11 customers and it carries out a number of scrutiny reviews each year. Its role is to gather customers' views, carry out site visits and work with Citizen colleagues to identify ways in which we can improve our services.

This year the panel has presented two reviews to our customer assurance committee on:

- the customer experience of reporting anti-social behaviour (ASB)
- customer communication within our complaints process

As part of these reviews, the panel made 44 recommendations of which 43 have been accepted or are being considered by Citizen.



Watch the video to hear from Joan our customer assurance committee chair, about the work they have been involved with over the last year.



**GREG SMITH,
CUSTOMER ASSURANCE
COMMITTEE MEMBER**

"I've been a member of the customer assurance committee since 2021 and joined because I wanted to be a voice for customers living in high rise blocks. I live in a high rise building and it has had a couple of fires which is why I joined Citizen's High Rise Living Forum to work with other customers and to help them feel safe. I'm pleased to see Citizen's building safety officers in my block recently completing fire door checks and the weekly fire alarm tests.

"I feel the customer assurance committee has a real role in helping Citizen shape the work they do by listening to customers and utilising feedback."

WAYS YOU CAN GET INVOLVED

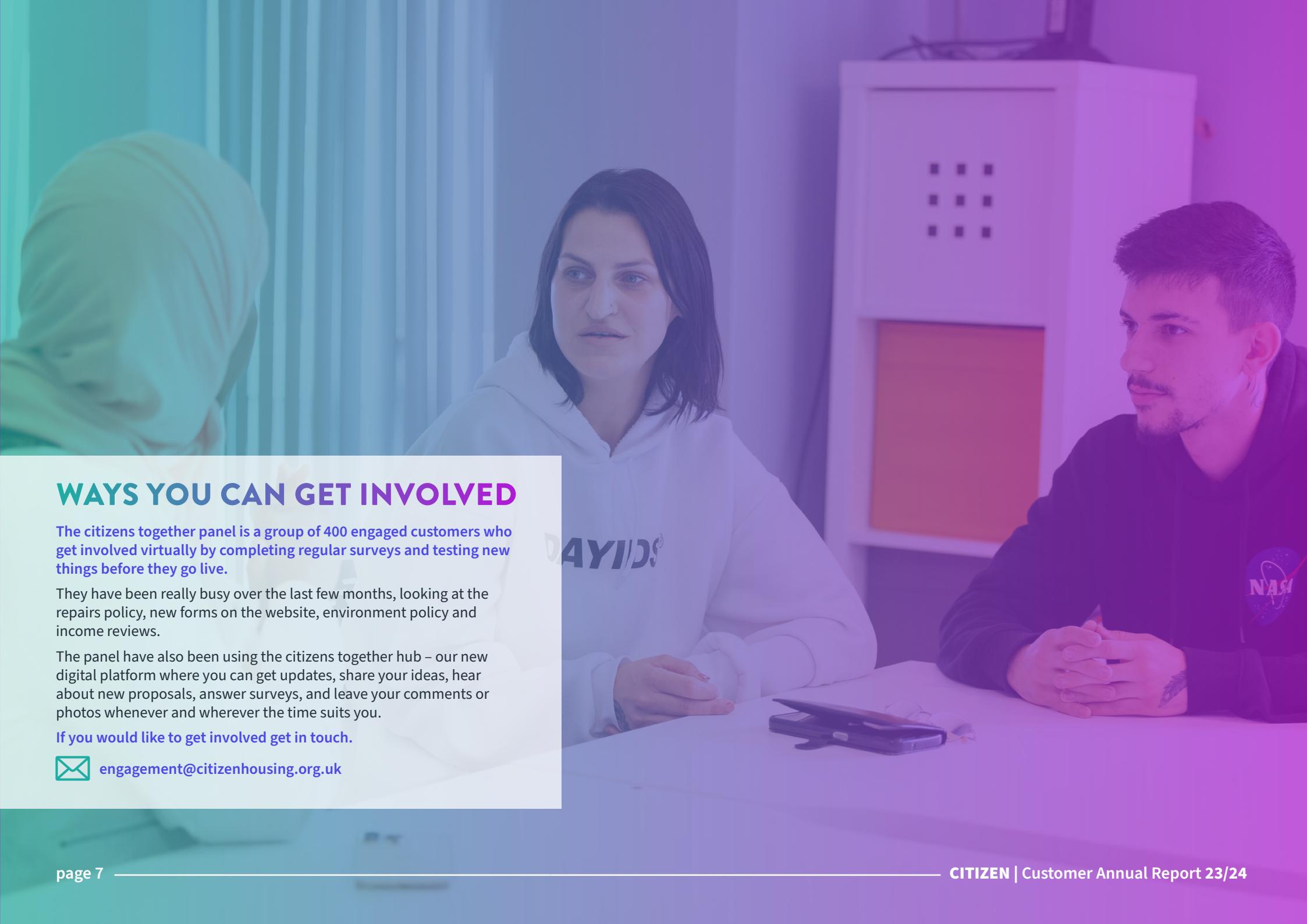
The citizens together panel is a group of 400 engaged customers who get involved virtually by completing regular surveys and testing new things before they go live.

They have been really busy over the last few months, looking at the repairs policy, new forms on the website, environment policy and income reviews.

The panel have also been using the citizens together hub – our new digital platform where you can get updates, share your ideas, hear about new proposals, answer surveys, and leave your comments or photos whenever and wherever the time suits you.

If you would like to get involved get in touch.

 engagement@citizenhousing.org.uk



ENGAGING WITH OUR CUSTOMERS

Over the last year the customer engagement team has been busy working with and talking to many of our customers.

This has helped influence us to:

- appoint Axis a repairs contractor to deliver more repairs and reduce the amount of time customers have to wait
- create block engagement agreements for each of our tower blocks so that we listen and are highly responsive to building safety customer concerns
- take steps to improving the functionality of our existing website and My Account
- host webinars to provide tips and support to help customers with the cost-of-living crisis
- increased officer presence in the Hillfields, Coventry area along with improved parking, replacement door entry systems and area clean ups
- promote our tenancy sustainment service more widely
- recruit two dedicated domestic abuse advisors
- improved customer leaflets, letters and documents so they are easier to read
- improved our guidance for preventing damp and mould and how to report it
- introduced 'Help me fix' video calls for customers be able to see the repair needed and increase the opportunity for first time fix
- involved customers in kitchen colour and finish choices

20

surveys sent to 8,891 people with 813 responses received.
(11.67% response rate)



21

events – engaging with over 240 customers.



395

customers have joined our citizens together panel our digital engagement platform.



30

residents attend each residents meeting in Hillfields.



373

doors knocked – supporting our service charges pilot.



3

task and finish groups in progress.



£50,000

of community local funds awarded to 30 projects.





TENANT SATISFACTION MEASURES (TSMS)

The Regulator of Social Housing has developed a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. The TSMSs show tenants of social landlords how their landlord performs and compares them against other social landlords. There is a combination of performance measures around safety, for example whether we have completed the gas and fire safety checks that we are required to do, and also customer perception questions.

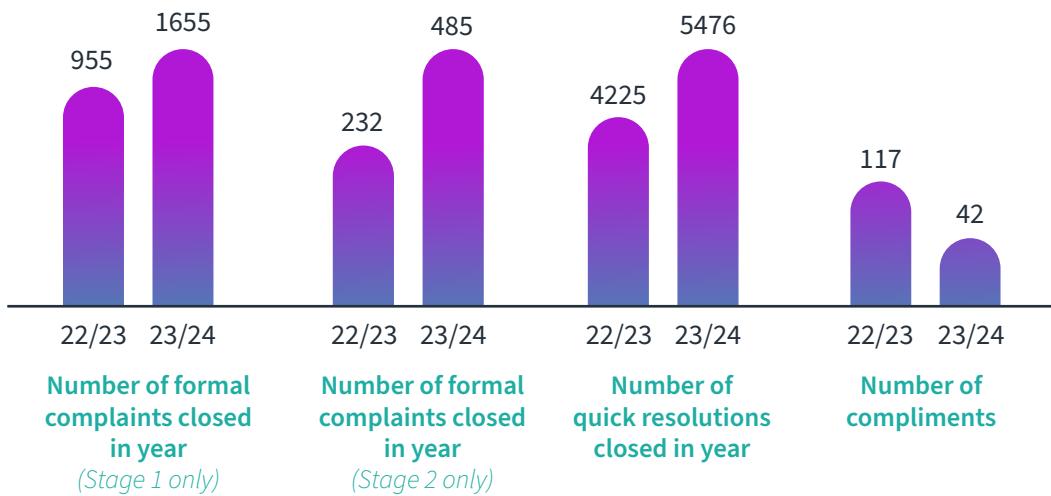
We carried out our first round of tenant satisfaction measures surveys with our customers in February 2024 and will be doing this periodically throughout the forthcoming year. We will create a separate individual report to show how we have performed on the TSMSs and then the Regulator will publish the results from all social landlords in the autumn of 2024.

[Take a look at the results here.](#)



DEALING WITH COMPLAINTS

We have a dedicated complaints team who work with customers to understand what went wrong and how we can learn from it in the future. Our aim is to make sure that when you complain we listen, treat you with respect and manage your complaint as effectively as possible. **The volume of our complaints has significantly risen again this year by 41%.**



From 1 April 2024, we no longer use a quick resolution process, and all new complaints are handled in line with our policy as stage 1 complaints. They are investigated and responded to within 10 days.

- 92% of stage 1 complaints were responded to within 10 days.
- 91% of stage 2 complaints were responded to within 20 days.

ROOT CAUSE OF COMPLAINTS



To view our annual complaints report [click here](#).

SAFETY

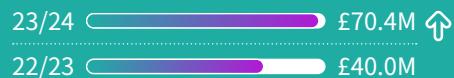


INVESTING IN OUR HOMES AND KEEPING CUSTOMERS SAFE

We carry out regular checks and services of gas supplies and electrics to keep you safe at home. Our fire safety programme regularly checks and replaces fire doors and other key safety elements, so they continue to protect your homes and any communal corridors in case there is a fire.



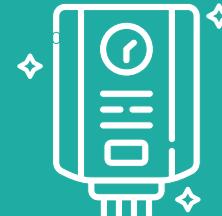
TOTAL SPENT ON MAJOR IMPROVEMENT WORK ON OUR HOMES



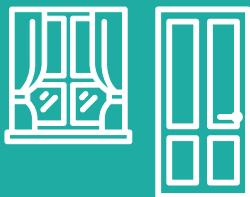
NEW KITCHENS INSTALLED



NEW BATHROOMS INSTALLED



NEW BOILERS INSTALLED



WINDOW AND DOOR REPLACEMENTS



FIRE DOOR REPLACEMENTS



GAS SAFETY COMPLIANCE



TAKING BUILDING SAFETY SERIOUSLY

The building safety team has focused on activities to ensure our homes and buildings are safe for customers.

The team has delivered safety inspections across all of our homes on items including gas appliances, electrical systems and lifts, and our legally required checks were completed on time. The team also ensured buildings continued to be safe from fire risk, asbestos and legionella hazards.

A personalised fire safety leaflet was sent to 16,000 customers living in our high, mid and low-rise blocks highlighting what customers should do if a fire breaks out in their home, provided advice on how to charge and store e-bikes safely (due to the fire risk) and introduced who the building safety manager was for the block where they live.

The building safety and customer engagement team have gathered feedback from customers who live in two of our tallest tower blocks, to understand how they wish to be engaged with around building safety. Using this feedback, a template for a block safety engagement agreement was developed. This explains what Citizen is responsible for and how the people in that block want to be engaged with around fire safety. We plan to do the same across all our other high-rise blocks and other homes over the next year.

We have also established a high-rise living forum that helps our customers engage with us on a monthly basis. We present topics to them and ask for their input, but if customers have any issues or queries relating to building safety they can be raised at the meeting and the building safety team will investigate it.

Six sessions have been held so far and the forum is made up of 10 customers who live in a variety of high-rise blocks. Some of the topics we have covered include our door replacement and inspection programme, our stay put policy, building safety case reports and why fire doors are important.

PROGRESS ON OTHER WORK:

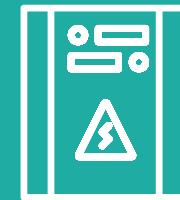
- carbon monoxide detectors installed in all homes with a gas appliance
- upgrades carried out to domestic smoke detection systems in homes (this work is taking place over the next five years)
- structural surveys of all high-rise buildings completed

ANNUAL SAFETY CHECKS

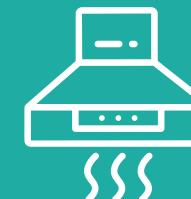
Where possible we try to carry out our annual home safety checks in one visit. It's important you give us access to your home so that we can make sure your home is safe to live in. **The checks include:**



GAS BOILER AND HEATING SYSTEMS



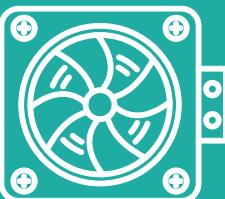
ELECTRICAL INSTALLATION TESTS



EXTRACTOR FANS - CHECKING AND SERVICING TO IMPROVE



FIRE DOOR CHECKS (IN BLOCKS OF FLATS)



VENTILATION IN YOUR HOME



SMOKE AND CARBON MONOXIDE DETECTION TESTING

TACKLING DAMP AND MOULD

Responding quickly to reports of damp and mould is still a real focus for us. Our damp and mould team are a designated resource who organise surveys and remedial works and follow up actions.

This year we have:



APPLIED MOULD TREATMENT TO
3,625
OF OUR PROPERTIES



FITTED OVER
1,500
EXTRACTOR FANS

CARRIED OUT DAMP AND MOULD REMEDIAL WORK TO OVER
800
HOMES

CARRIED OUT OVER
800
DAMP AND MOULD HOME INSPECTIONS

FUNDING TO HELP IMPROVE OUR HOMES

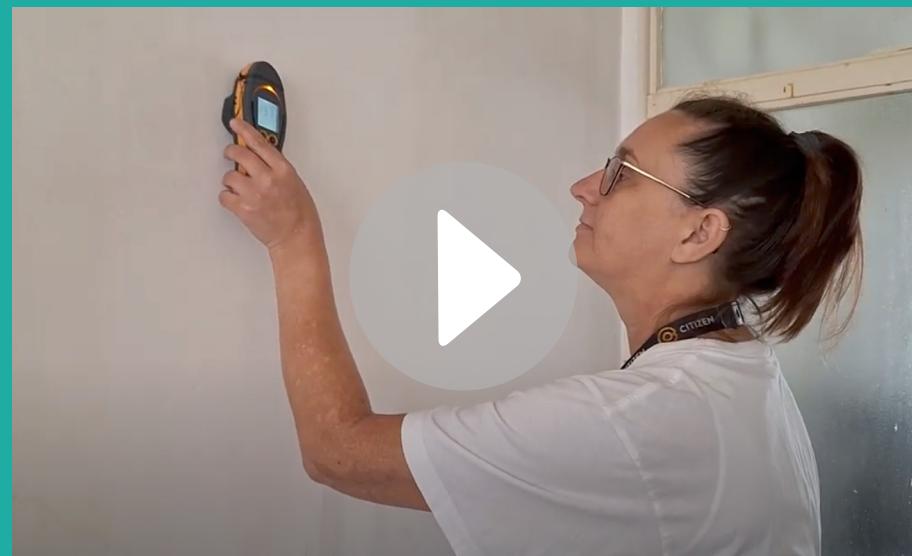
In 2023 we were successful in securing a grant of £2.3m from the West Midlands Combined Authority (WMCA) through the Social Housing Quality Fund to improve the quality of our homes. This included 1,045 homes in Coventry, 84 in Solihull and 37 in Walsall.

The funding is being used to help us tackle damp, mould and condensation issues in customer homes, so far, we have installed over 1,500 fans in kitchens and bathrooms.

In January 2024 the WMCA granted us a further £343,000 in funding to improve an extra 84 homes in Solihull and 37 homes in Walsall, of these homes 17 will also have new heating systems installed.

DAY IN THE LIFE OF OUR DAMP AND MOULD TEAM

You can find out more about the work of our damp and mould team by watching this video.



DAMP AND MOULD CUSTOMER CAMPAIGN

In preparation for autumn 2023 the scrutiny panel and our engaged customers on our citizen's together panel were contacted for feedback on our damp and mould factsheet, video and webpage content. Based on the feedback we received from customers updates were made to improve the content. We then carried out a targeted campaign via email and letter to all customers that reported damp and mould to us and also any homes that we had treated in the last 3 or 18 months. You can check out our damp and mould content on our website.

Click here:

[CITIZEN - DEALING WITH DAMP AND MOULD](#)



QUALITY



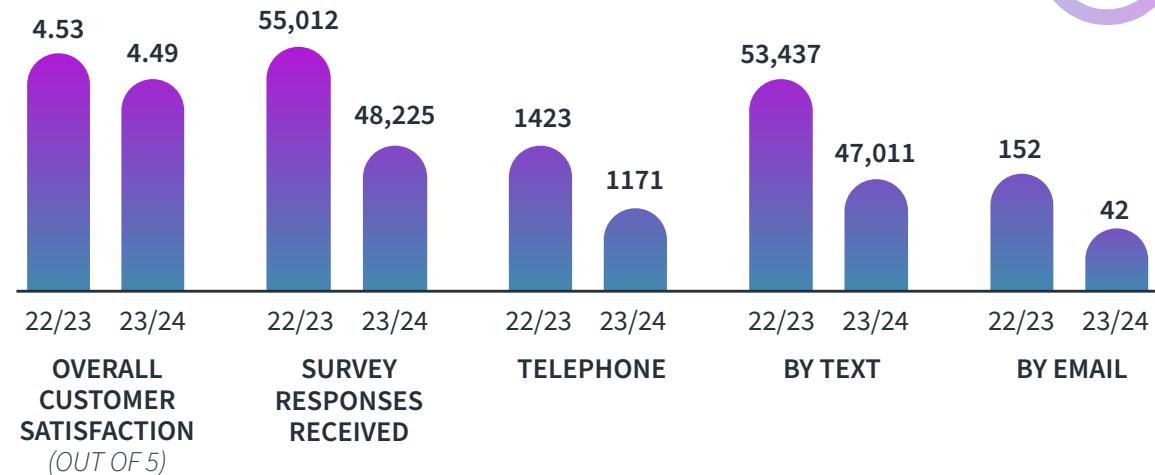
FEEDBACK ABOUT OUR SERVICES

We are committed to improving our services and our customer feedback platform is vital in helping us achieve this.

The platform allows us to send surveys to you via SMS, email, or phone message, giving you the opportunity to feedback on your experiences of things like repairs, customer service, lettings, complaints, matters about your tenancy, grounds maintenance and much more.

The survey asks for a score out of five and gives the option for you to include comments. We use your comments to improve and shape our services.

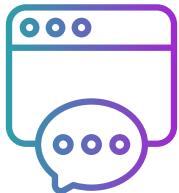
To find out in more detail what feedback has been acted on go to pages 20 and 21.



OUR CUSTOMER EXPERIENCE PERFORMANCE IN NUMBERS



Total number of calls into the customer experience centre
2023/24 **315,155** 
2022/23 **291,858**



Web chats
2023/24 **13,599** 
2022/23 **7,585**



Emails
2023/24 **66,426** 
2022/23 **49,537**



Repairs online
2023/24 **18,627** 
2022/23 **20,749**



Phone calls answered
2023/24 **286,289** 
2022/23 **266,489**



Average call waiting time
2023/24 **02m 22s** 
2022/23 **02m 06s**

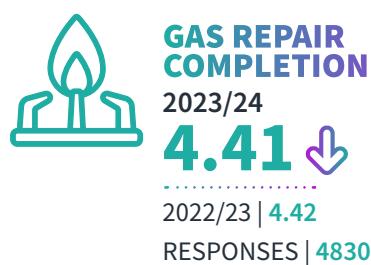
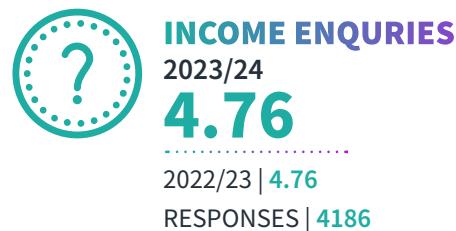
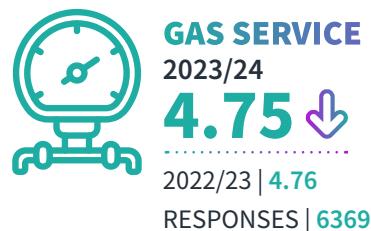
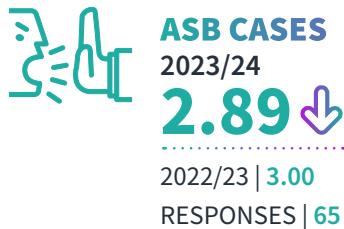


Enquiries online
2023/24 **8,474**



HOW CUSTOMERS RATED US IN 2023/24

SCORED OUT OF 5 (BASED ON 48,225 SURVEY RESPONSES)



USING YOUR CUSTOMER VOICE

The detailed insight we receive from our customer feedback platform gives us real-time intelligence and allows us to make changes to reflect what our customers are telling us. Using this regular customer satisfaction feedback and insight from our perception survey in 2022/23, we created action plans to support the improvement in our customer satisfaction. The recent TSM survey results show that the changes we are making are starting to have an impact in some areas.

Below are the improvements that we have made over the last 12 months:



IMPROVED ENGAGEMENT ON SAFETY:



- block engagement agreements created bespoke to customer communication preferences
- fire safety information leaflet sent to all customers in high, mid and low-rise blocks
- posters in blocks of the relevant building safety officers and their contact details
- electronic information boards being installed and rolled out in blocks
- high-rise living forum established to engage with and involve customers in key decisions being made in tower blocks

INTRODUCED A MONTHLY DIGITAL CUSTOMER NEWSLETTER



- surveyed customers on what they wanted to see in these newsletter and shaped content to include this

LISTEN TO OUR CUSTOMERS VIEWS AND ACT ON THEM



- introduced home safety visits and tenancy management checks (TMC) for all customers (since April 2024 over 3,000 customers have received a TMC visit)
- enhanced customer consultation on: improvement works ahead of bathroom/kitchen replacements, scooter store, flooring, door replacements, careline upgrades and improved written communication to support customer choice and information
- regular programme of scheme meetings introduced at all retirement living schemes to shape service improvements
- survey results shared internally for teams to action and improve

IMPROVING THE STANDARD OF COMMUNAL AREAS



- communal areas improvement programme developed
- all communal areas assessed by the cleaning teams and ten blocks had flooring and communal decorating completed. The cleaning team are currently re assessing the condition of the blocks for this year's programme

IMPROVE OUR APPROACH TO HANDLING COMPLAINTS



- employed a new-build customer care manager in development to handle complaints and actively monitor and address defects in new build properties.
- created a complaint steering group to ensure trends and learning from complaints are shared across the organisation, regular reporting is provided to customer assurance committee on complaints, and all teams have been asked to make complaints outcomes a part of their team discussions.
- complaints process review designed to be entirely customer focussed whilst meeting the Ombudsman's requirements.

IMPROVE HANDLING OF ASB AND MAKE A POSITIVE DIFFERENCE



- entrance door replacement programme initiated to improve safety and security in all our blocks to prevent unwanted access and anti social behaviour.
- revised tenancy sustainment service and now tenancy sustainment officers support victims of ASB when referral made by neighbourhood officer.
- ASB Policy review- which included a significant customer consultation to improve recording and response.
- increased neighbourhood officer numbers to increase presence in neighbourhoods.

IMPROVE THE EFFICIENCY OF OUR REPAIRS SERVICE



- trialled electronic van stock solutions to ensure engineers have the right materials at the right time and thus enhance productive time and first-time-fix rates.
- recruited additional planning resource to improve oversight and efficiency of engineers.
- trialled repairs sense software to identify repeat repairs as they occurred. This allowed interventions to take place to reduce demand and help to reduce complaints and disrepair. The pilot proved successful by identifying up to around 1,000 repairs in the pilot group that could have been prevented with the correct intervention.



PROVIDING QUALITY HOMES - REPAIRS PERFORMANCE

Investing in our homes and keeping you safe is some of our most important work. It is essential that you have a home that is both safe and maintained. Over the last year we have spent £48.3m improving our homes and fitting new kitchens and bathrooms. We replace our kitchens, bathrooms and heating systems on a planned cycle to make sure we are keeping our homes in a good condition.

Considerable progress has been made to reduce our number of outstanding repairs which was the result of high levels of demand. Our in-house teams combined their efforts with our new support contractor, Axis Europe, and we have seen a reduction of 4,000 outstanding repairs.

Axis started working on our repairs at the end of February 2024 and they are now our long-term support partner going forward.



TOTAL SPENT ON REPAIRS AND MAINTENANCE

2023/24

£48.3M 

2022/23 | £42.1M



REPAIR SPEND PER HOME

2023/24

£631.38 

2022/23 | £549.46



APPOINTMENTS KEPT YTD

2023/24

98.24% 

2022/23 | 97.94



TOTAL SPENT ON MAJOR IMPROVEMENT WORK ON OUR HOMES

2023/24

£70.4M 

2022/23 | £40.0M

SURVEYING HOMES TO CHECK CONDITION

During the last year our assets team visited 10,400 homes to carry out stock condition surveys.

This is where a surveyor will check the home for damage and maintenance issues. The results from these surveys have generated 4,000 repairs for our maintenance operations team and will help to inform our investment plans for the future.

Our target is to visit 12,769 homes to carry out stock condition surveys by March 2025. This will mean that all our homes will have been given a survey within the last five years.

As part of our investment planning, we carried out reinforced autoclaved aerated concrete (RAAC) surveys to all our high-rise blocks in Coventry and Birmingham and these suggest there are no significant structural issues, however, maintenance to the roofing, cleaning gutters and parapets is required in some blocks, and this has been scheduled in.





ENVIRONMENTAL MONITORING IN OUR HOMES

This year we have also installed 2,095 Switchee environmental monitoring devices in customers homes, this enables us to collect information on the thermal efficiency of the home.

The Switchee device measures the average internal temperature, humidity, heat loss rate (how quickly a property loses heat once the heating is switched off) and the time to heat (the time taken for the internal temperature to increase by one degree celsius when the heating is turned on).

We're able to access a Switchee dashboard which flags homes to us that are consistently below the Public Health England recommended temperature of 18 degrees celsius and therefore at a higher risk of damp and mould.

This information is enabling us to proactively monitor those homes and take action where necessary and give customers the right advice to keep condensation, damp and mould at bay.

IMPROVING THE ENERGY EFFICIENCY OF HOMES

We have continued to work on our social housing decarbonisation wave two project with Coventry City Council to improve the energy efficiency of more than 2,000 homes in the city to bring them up to an EPC C rating.

We submitted a bid to the Department of Energy Security and Net Zero and were successful in a £23.8m grant. A further £44m was added by us to create a £67.6m investment. And during the last financial year we achieved a key milestone of completing work on 500 homes.

Find out more about the project by watching this video:



NEIGHBOURHOODS



IN YOUR NEIGHBOURHOOD

ANNUAL TENANCY CHECK

You told us that you wanted to see more of Citizen colleagues out and about where you live, this year we increased the number of neighbourhood officers and reduced their patch sizes.

We also started to roll out our tenancy management checks. This is an annual check where we talk to customers about what is going on in their homes, check the home is looked after and for customers to raise any issues they have.

Since April 2024, over 3,000 customers have received a tenancy management check and all our customers will receive one each year.

REGENERATING OUR COMMUNITIES

In Wyken, Coventry we started to demolish Vincent Wyles House in January 2024 and the demolition of this is now completed. We are currently rehousing our customers living in William Malcolm House and when they have found new homes, demolition of this block will start. Once both towers are demolished, around 90 modern homes will be built in the area.

Our plans for Spon End, Coventry are moving along, in the last year we further developed our proposals for the area and a public consultation was held in May 2024 for customers to provide their feedback.

[Watch the video to find out more about your annual tenancy check.](#)



Our proposed plans include an ambitious £120million redevelopment programme of the below areas which will see us build 750 new homes:

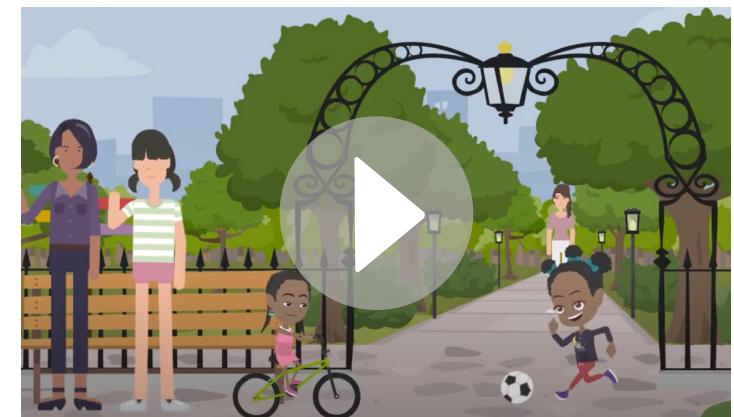
- Kerry House / Milestone House / Trafalgar House
- Spon Gate House
- Grindlay House / Drinkwater House / George Poole House
- Gardner House / Fennel House / Winslow House / Corrie House and Givens House
- Wellington Gardens / Sherbourne Street and Upper Spon Street (85-99).

Plans will be submitted to Coventry City Council for planning permission later this summer. Detailed proposals have also been worked on for phase six of Spirit Quarters. The project has transformed the area in Northeast Coventry and since 2010 we have demolished around 500 homes and built more than 1,000 new homes. The detailed plans for the site (reserved matters) will be submitted to the local planning authority later this summer.

OUR NEIGHBOURHOOD OFFER

This year we created a neighbourhood offer animation to highlight what services you can expect to receive from us, it also advises how your neighbourhood officer can help, what will happen if you experience anti-social behaviour and provides details about our concierge service.

[Watch the animation here](#)



TACKLING ANTI-SOCIAL BEHAVIOUR IN OUR COMMUNITIES

We are committed to working with our partners to reduce anti-social behaviour (ASB) in our communities. This year we introduced the ASB respect line, so that our customers can report ASB around the clock.

The ASB respect line is provided by an external company, Case Management Solutions Group, who take note of anti social behaviour incidents that have happened since a customer last contacted us and they can give advice on what action should be taken next. This can include contacting police or the environmental health team.

ASB Respect Line number: 0800 075 6699.

The line is available for customers between 5pm and 9am.

Our **noise nuisance advice and support booklet** was also created, and this has been sent out to all our customers.

CAUSES OF ANTI-SOCIAL BEHAVIOUR



HELPING COMMUNITY GROUPS WITH OUR CITIZEN LOCAL FUND

Our Citizen Local Fund is an initiative offering people in our communities the chance to apply for grants of up to £3,000.

The money is awarded to groups that improve mental health and physical wellbeing, reduce isolation and loneliness, enhance local areas, and improve community cohesion by bringing people of all ages and backgrounds together.

Between 2023 and 2024 we have:

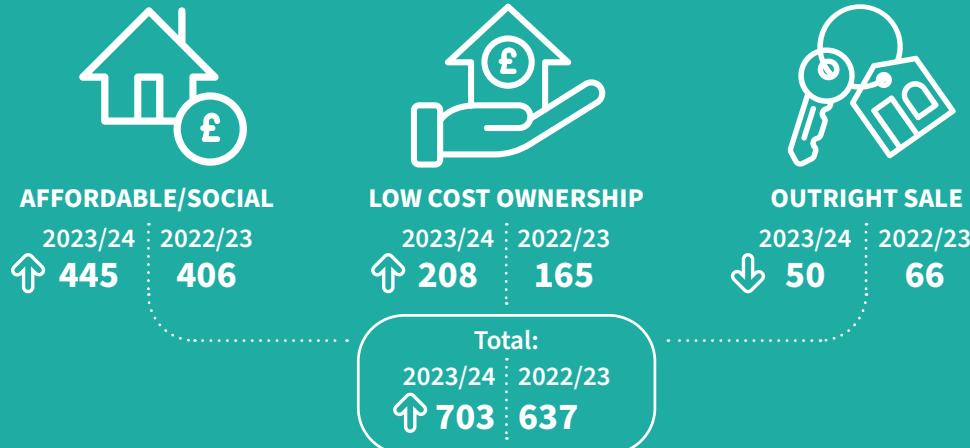
- hosted three rounds
- received 86 applications
- supported 30 projects
- rejected eight projects based on location
- spent £50,560.49

To find out more about which community groups received funding [click here](#).

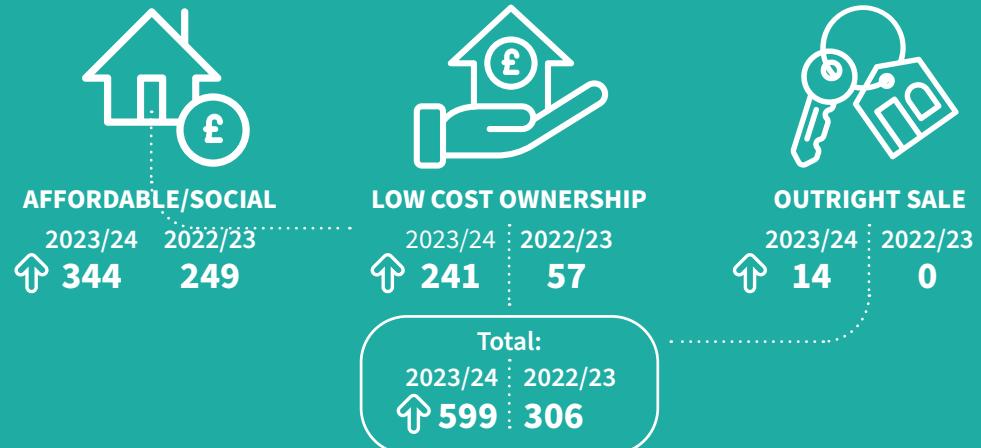


RECORD YEAR FOR DEVELOPMENT

NEW HOMES COMPLETED



NEW HOMES STARTED



Our development team has had a record-breaking year and completed 704 homes – this is the first time the team has completed more than 700 homes in a single year.

Profit from market sale homes is all reinvested into our services.

2022/23
£0.49M

2023/24
£1.34M



LOCATION OF HOMES COMPLETED IN 2023/24

HEREFORDSHIRE

12 BRIMFIELD BYPASS

10 ORCHARD HOUSE

SANDWELL

20 DUDLEY ROAD

BROMSGROVE

98 CHURCHFIELDS

BIRMINGHAM

20 WHITEHALL ROAD

10 SIMPSON STREET

58 LEA CASTLE

NUNEATON

27 CALLENDAR FARM

COVENTRY

17 BURBAGES LANE

30 SWIFT COURT

16 PICKFORD GREEN

47 TAMWORTH ROAD

5 ROOKERY FARM

31 SPIRIT QUARTERS

14 SHERWOOD FARM

39 WESTWOOD HEATH ROAD

HEREFORDSHIRE



TRANSPARENCY

Being transparent means we are open, honest and share information with you in a clear way. Our information is accessible and easy to find so you can understand how we work.



OUR WEBSITE

Our website holds a wide range of information and resources for customers. It includes policies – rules and guidelines to tackle certain issues and processes – advice about tenancies, how to give us feedback and make a complaint.

We also have an ‘about us’ section where you can find out more about our organisation, including our business strategy, how we’re performing, our annual reports and financial statements, our board and governance structure, and how you can get involved with shaping our services.



MY ACCOUNT

My Account is our secure online portal which you can access from our website.

You can use it to pay rent, report a repair, log anti-social behaviour or make a complaint.

It’s an easy and simple way to access everything you need to manage your tenancy.



FRAUD AWARENESS HUB

Our Fraud Awareness hub provides you with information, tips and advice about how to protect yourself from fraud.

It provides information about the latest scams, tenancy fraud and what we are doing to detect it and keep you safe.

[Find out more here.](#)





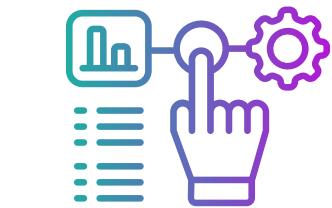
TENANCY



OUR RENT PERFORMANCE

The rent you pay for your home is our main source of income. We use this money to manage our properties, carry out repairs and improvements to your home, and help us provide you with good, quality services.

HOW WE SPEND YOUR RENT (PER POUND OF INCOME)



MANAGEMENT

2023/24 | 2022/23

⬇️ 4p | 5p



INTEREST COSTS

2023/24 | 2022/23

⬇️ 10p | 11p



OTHER COSTS

2023/24 | 2022/23

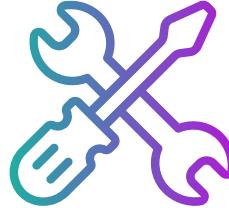
⬇️ 13p | 16p



SERVICE CHARGE COSTS

2023/24 | 2022/23

6p | 6p



DAY TO DAY REPAIRS

2023/24 | 2022/23

12p | 12p



PURCHASE & IMPROVEMENTS TO PROPERTIES

2023/24 | 2022/23

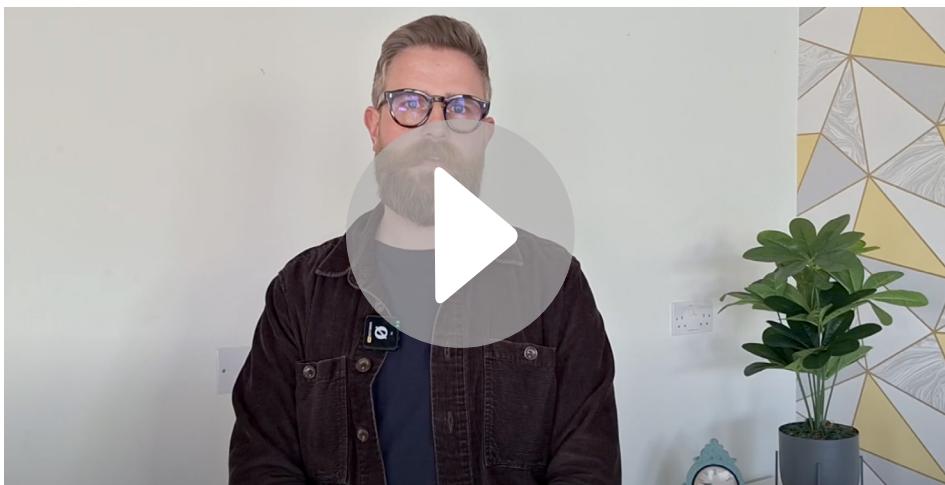
⬆️ 55p | 50p



OUR ADVICE SERVICES

We want to do everything we can to support you to pay your rent and to help you stay ahead of the game when it comes to your monthly bills. Our advice services team help customers with managing debt, energy bill advice, employment coaching and support.

Total financial impact from engagement with customers for the 2023/2024 financial year is £7,063,805.25 which is an increase of £4,401,253.22 compared to the previous year. Of the figure above, this includes a social value impact value of £3,064,006.



**EQUIVALENT INCOME
GAINED BY CUSTOMERS
WITH OUR HELP**

2023/24	£3,999,799	
2022/23	£2,786,045	



**CUSTOMERS
IN TO WORK**

2023/24	40	
2022/23	300	



**FINANCIAL GAIN
OF EMPLOYMENT
COACHING**

2023/24	£706,000	
2022/23	£66,717	



1,138 awards made to customers in financial crisis via the Citizen Hardship Fund totalling £65,502.



6,232 customers received one-to-one help and support, via phone, text, email or in person.



674 customers supported with home energy advice.



61 customers supported into employment or training opportunities.



1,081 money advice appointments held with new customers.



34 of customers were supported via community events.



60 customers were supported with accessing digital service provision who otherwise would be digitally excluded, with either skills equipment or both.

OUR WEEKLY RENT COMPARED TO OTHER LANDLORDS

COVENTRY WITH MORE THAN 300 UNITS

STONEWATER LIMITED	£103.95
CLARION HOUSING ASSOCIATION LIMITED	£99.76
ORBIT HOUSING ASSOCIATION LIMITED	£98.29
GREENSQUAREACCORD LIMITED	£97.23
MIDLAND HEART LIMITED	£94.83
CITIZEN HOUSING GROUP LIMITED	£88.47

BIRMINGHAM WITH MORE THAN 1000 UNITS

BOURNVILLE VILLAGE TRUST	£109.99
BROMFORD HOUSING ASSOCIATION LIMITED	£102.99
PLATFORM HOUSING LIMITED	£102.83
LONGHURST GROUP LIMITED	£99.77
CITIZEN HOUSING GROUP LIMITED	£99.43
MIDLAND HEART LIMITED	£97.69
THE PIONEER HOUSING AND COMMUNITY GROUP LIMITED	£97.23
GREENSQUAREACCORD LIMITED	£97.00
SANCTUARY HOUSING ASSOCIATION	£94.99
TRIDENT HOUSING ASSOCIATION LIMITED	£93.90
CLARION HOUSING ASSOCIATION LIMITED	£93.07

HEREFORD WITH MORE THAN 100 UNITS

PLATFORM HOUSING LIMITED	£102.63
CITIZEN HOUSING GROUP LIMITED	£97.23
STONEWATER LIMITED	£97.00
BROMFORD HOUSING ASSOCIATION LIMITED	£94.83
CONNEXUS HOMES LIMITED	£92.49

WORCESTER WITH MORE THAN 100 UNITS

BROMFORD HOUSING ASSOCIATION LIMITED	£101.45
CITIZEN HOUSING GROUP LIMITED	£96.76
SANCTUARY HOUSING ASSOCIATION	£92.62
PLATFORM HOUSING LIMITED	£91.18



THE NUMBER OF HOMES WE MANAGE IN EACH AREA

BIRMINGHAM	5,259
BROMSGROVE	196
COVENTRY	16,437
HEREFORDSHIRE	1,090
MALVERN HILLS	389
NORTH WARWICKSHIRE	31
NUNEATON AND BEDWORTH	205
REDDITCH	137
RUGBY	115
WARWICK	156
WORCESTER	1,213
WYCHAVON	476
WYRE FOREST	561

