



Citrus Energy Ltd

Void Service – July 2025



GUESS
WHO'S
BACK



citrus energy
Refreshingly Different

Due to demand our service is back

Citrus Voids

- The Citrus Void service operated between 2013 and 2021. We had over 80 social landlords that used the service, spread across the UK, we processed an average of 35 voids per day.
- When the pandemic happened, we had to stop the service. Landlords had stopped allocating properties, which meant we had no void work to do.
- Over the last few years, we have had many social landlords ask that we bring back our void service. They tell us that there are other services that offer a void utility management service, however the standard and level of service varies, and most of these services rely on the new tenant switching to their preferred or chosen suppliers. This can detrimentally affect the tenant and can lead to the tenant paying more for their energy than they need to, affecting their tenancy sustainability.
- Landlords have told us that although many of the services available are free to the RSL, they recognise that their tenant is paying for this within the energy agreement set up with the preferred suppliers, and at times paying more than £100 per year extra for their energy contract than they should be paying.
- **From the 1st of July 2025, our service is back. Contact our team to find out more, call 0800 221 8089 or email Paul Clark on pclark@citrusenergy.co.uk to arrange a presentation.**



Why choose us?

Why choose us

- We **don't change the supplier** during the void period – there would be no break in supply. You can reduce void timescale and allocate the house quickly. (The average timescale for re-registering one supplier to another can be more than two weeks)
- **Tenancy Sustainability** is our priority – we won't burden the new tenant with a higher energy price.
- We will endeavour to **help new tenants** understand how energy works.
- We will deal with all supplier interaction on your behalf – **no more time-consuming calls** to suppliers.
- We will **deal with all void utility issues** on your behalf no matter the complexity



What makes use different?

What makes us different

- We are a **social enterprise subsidiary of a housing association**; we understand your priorities and have honed our void service to suit these priorities.
- We are **truly impartial** and will ensure we do what's best for your tenant with no commercial interest. We have no bias towards any supplier. Our priority will be always be to act in your tenants' best interests.
- We will **champion supplier issues** on your behalf.
- In our funded areas we will ensure **tenants receive ongoing energy advice** and support. In other areas we will refer your tenant to services that will benefit them.



Voids Process

COT1 – Gathering Information - 1/2

Housing Association will supply the property and meter information which will include the following:

- **Date Void starts from**
 - The void starts on the day you provide photos/video of the meter after/during your first inspection of the property.
 - No 28 day's notice required.
- **Full address including post code**
- **Meter information i.e. meter type, meter reads, serial number and debt.**
 - Ideally, we would prefer a video/photos uploaded to What's App and sent through on the day of inspection.
 - This video/photos should clearly show the meter serial number, and the read if a dry meter, if prepay the read but also each screen showing debt and backscreen debt. Our initial training will help your staff identify the screen information required.



Voids Process

COT1 – Gathering Information – 2/2

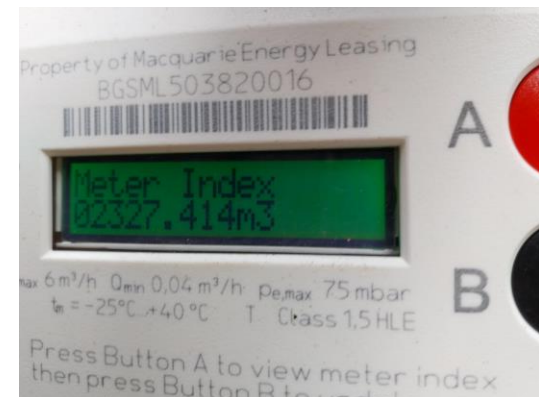
- **Additional information** i.e. key/card not present or new ones needed sent in the post.
Tampered meter with details. We will deal with all problems.
- **Name and contact details for the person responsible within your organisation, in case an appointment is required**
- **We will open the housing account with the same suppliers**

We will aim to complete the COT1 within 24 hours.

Please note, failure to provide the above information will result in the void being returned to make our process efficient and fair.



Voids Process Meter Photographs



Voids Process

Email Template

- We can supply a template for you to complete whilst at the tenancy. We require the following information;

Date tenancy starts from:

Full address including post code:

Electric meter type:

Electric meter serial number:

Electric meter read:

Front debt:

Back debt:

Gas meter type:

Gas meter serial number:

Gas meter read:

Front debt:

Back debt:

Additional information: e.g key/card not present or new ones needed

Name and contact details for the person responsible in case an appointment is required:

Attach clear photographs/video of the whole meter and the important screens

- Meter read, front/back debt and credit
- Tampering i.e. seals broken or burn marks.

You would complete the template then take a picture of it and send it to our WHATS APP site along with the video/meter pictures.



Voids Process

Complete COT1 and Correspond with Housing

- **We will complete the COT into the housing associations name. The housings details will be provided to the supplier**
 - Email and telephone number.
- **An email will be sent to the Housing Association confirming the COT has been completed providing the top-up codes, if not emailed directly to the Housing Association.**
 - The old British Gas platform require 4 hours for the account to be updated before providing a top-up code.
- **If an engineer appointment is required, we will book the earliest appointment available and provide the contact details of the person responsible at the housing.**
- **Additional Information**

New keys/cards usually arrive in the post within 1-5 working days. These are usually posted to the property.
British Gas no longer provide RTI codes for gas, these can only be issued in the post.
Utilita will replace the meter if it was a key/card meter to a smart meter.



Voids Process

COT2 – Gathering Information

- **A COT2 will only be completed once the tenant has agreed and signed for the tenancy.**
- **Housing association will supply the property and meter information/closing reads for COT2.**
 - The meter reads must be taken at signup for accuracy.
- **COT2 - Part of a Void and Move ins only (if tenant wants our help)**
 - Date tenancy starts from.
 - Tenant's details – Full name, D.O.B, mobile number and email address.
 - Meter read (most suppliers only take an actual read from the meter when the bill is due, so the closing read is important).
 - Please check the front/back debt has been cleared for prepayment meters.
- **Please note, failure to provide the above information will result in the COT2 being returned.**
- **If housing are providing their top-up codes to the tenant for prepayment meters, please advise the tenant these should no longer work when the housings account is closed.**



Voids Process

Complete COT2

- **Send us the closing reads and the tenants' details.**
- **We will close the account in the housing associations' name, then connect the tenant to the supplier to complete their move in. Where possible we will complete the move in for the tenant and correspond with the tenant afterwards.**
- **We will provide clarity to the tenant on how to use the meters and heating system.**



Voids Process

COT2 - Complications

- **British Gas (Old Platform – prepayment meters) and Scottish Power are the only suppliers who will complete a COT2 by a 3rd party. Once the tenant receives their welcome pack, they can contact the supplier to set up a DD if they want this method of payment.**
- **Every other supplier require the tenant to contact the supplier directly.**

What we do to get around this

- Arrange a suitable time with the tenant and do our best to call them at the agreed time. The difficulty is supplier wait times.
- When we call the supplier to close the account in the housings name, we will call the tenant and connect them with the supplier on the same call completing a warm handover.
- **If the tenant is unresponsive**
 - We will send a text message if they do not answer our initial call. If there's no response within 24 hours, the account will be closed in the housings name.
 - If the tenant does not answer the phone when a time has been agreed, we will close the account in the housings name.

We will send an email informing your team of the outcome. It will then be up to you to decide how you proceed.



Voids Process Summary



Step 1: What's App/Email from the housing association to complete the COT1.



Step 2: Complete COT1 and correspond with housing.



Step 3: Email containing the closing reads and tenants' information. Close the housings account and complete COT2 with/for tenant.

It would help to keep an email thread to avoid multiple emails containing various information.

