

## Why this review?

**Purpose of the theme** To ensure our Theme Planner reflects customers requirements, we need to ask customers what themes they would like to see included in 2019. To see whether customers had got involved with e2i activities over the past year &, if not, why not.

**Why undertake this theme?** We remain constantly aware that the best way to improve our services to customers, is by listening to customers.

**When did we undertake the survey?** Throughout October 2018.

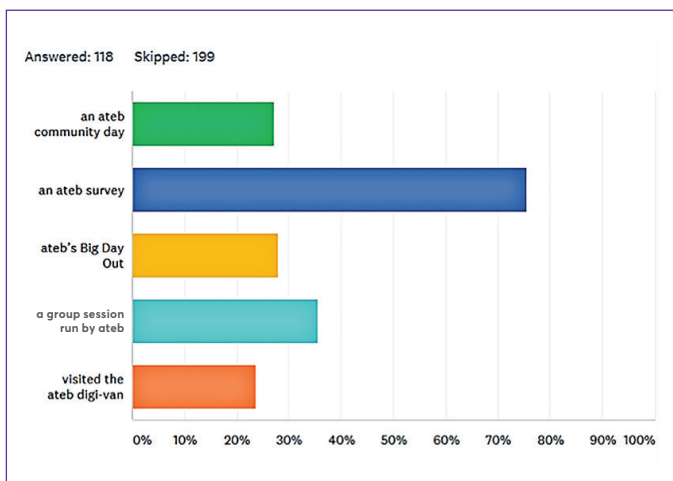
## You said...

**Thank you for your support!**

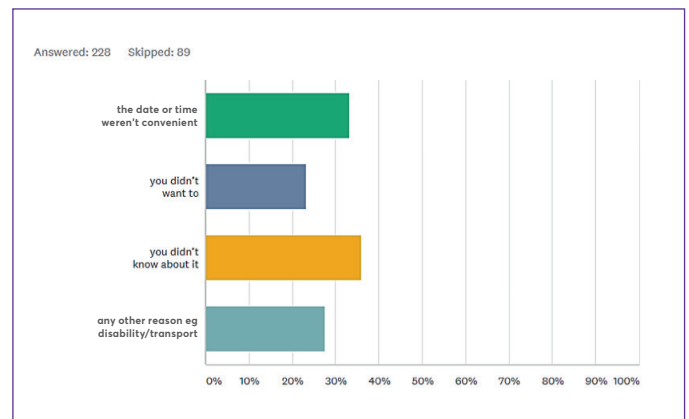
We received information from **317** of our customers, about 75% of whom were under the age of 65.

**These were the responses our e2i Co-ordination Team received:**

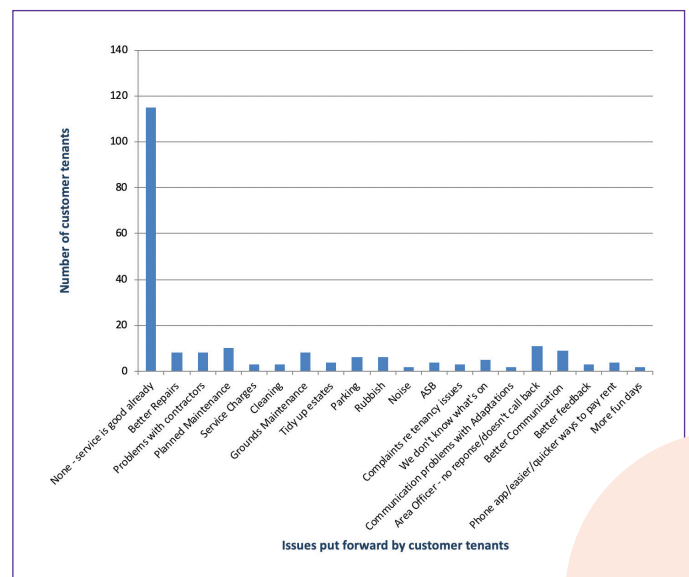
**1/ Over the past 12 months, have you taken part in:**



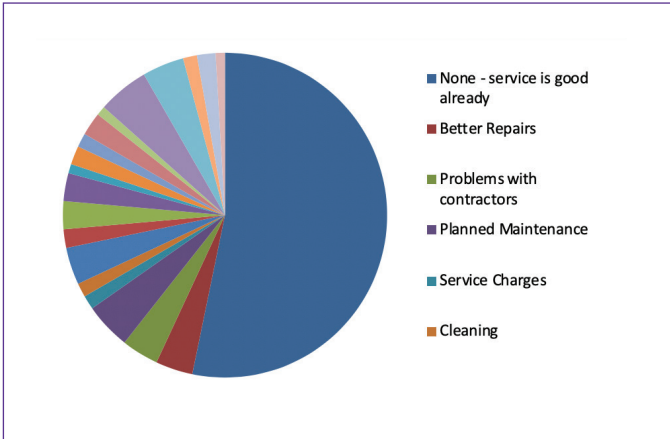
**2/ If not, was this because:**



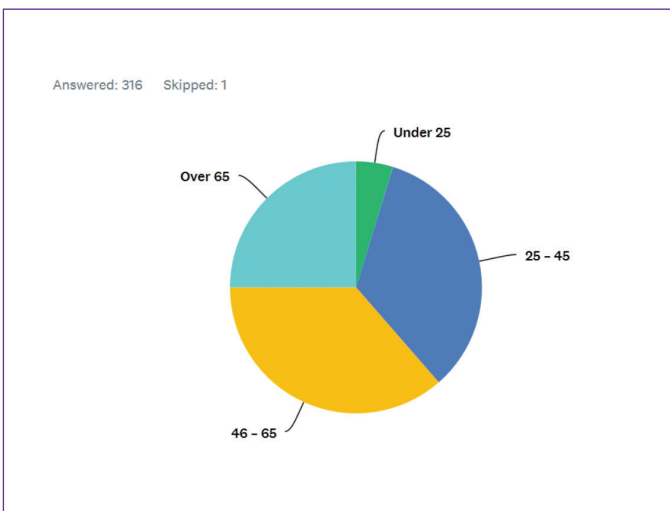
**3/ What improvements to our services to you would you like us to explore in 2019?**



Looking at the responses in a different way, the pie-chart below shows that about half of the 178 responses simply say that the customer is happy with the current service. The other half show a myriad of many issues shared by a few.



#### 4/ What age category do you fit into?



These were some of the comments we captured having asked, "What improvements to our services to you would you like us to explore in 2019?"

- > Think service is very good, happy with current situation
- > Introduce a phone app to pay rent and get information etc
- > More fun days like these
- > Paint the front of my house, keep your promises
- > Never had a complaint in all the years I have lived here. 1st class

- > Nothing, things repairs are fast and everyone is very pleasant
- > Ground Maintenance lets you down. Issues all over my estate
- > Advertise these events better, I would like to go but not heard anything
- > Think you are all great – no complaints
- > I struggle to speak to my area officer
- > Make sure rent letters are standardised and plain English
- > Get back in touch – follow up phone calls. Everything else is good
- > More of a personal touch with problems and ASB issues
- > Generally some of the internal team are great, others do let the service down
- > Paid for handyman service would be very helpful
- > Get Area Officers to return calls
- > Think the service is very good, working to high standards
- > Estate management, general maintenance of fencing etc
- > None, except AO call backs seem difficult to happen
- > More cleaning for flats
- > Complaints about tenancy issues being met

#### Summary

The survey shows that customers are getting involved, but that we need to advertise our events more. The most involvement is occurring through the surveys.

It's rewarding to see that this method of involvement is encompassing a wider range of customers, albeit that in this particular survey, only the age range is evidenced.

The Customer Services Team, especially one member of staff who carried out the majority of the surveys (1/3rd), are doing most of the work, when it's supposed to be an all-company approach.

Although this survey focused on Customer Engagement, given a free rein, people still highlighted poor communication channels as one of their top concerns.

Apart from poor communication channels, no major trends were revealed, although the largest number of concerns raised related to Planned Maintenance, Grounds Maintenance & communication with Area Officers.

We have been able to add to our list of customer concerns to explore in 2019, which was one of the aims of this survey

It's good to see that just over half of the people listened to felt that they had no concerns.

## We did...

**Based on the e2i theme findings we intend to undertake the following improvement actions:**

1/ Structure a way to create Departmental competition to encourage facilitation of surveys

- 2/ Engage Co-ordinator to contribute more help & advice re – how to run the surveys most easily
- 3/ Find more ways to advertise the e2i events: hold more ad hoc conversations with customers re events at every possible chance
- 4/ Use the once a year post-out to all customers to advertise ateb events eg the Xmas hamper
- 5/ Use colourful envelopes to entice customers to open them
- 6/ Emphasise to Executive Management Team that communication is still flagging up as the most major cause of concern

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**We really appreciate all those involved in this theme review.**

*Need to know more or raise an issue?*

**e2i / If it matters to you, it matters to us.**

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