

Why this review?

Purpose of the theme To look at what information customers want to know about their planned improvement programme.

Why undertake this theme? Anecdotal information suggests customers are frustrated by lack of information regarding planned improvements.

When did we undertake the survey? Throughout December 2018. We then extended it until 08/01/19 to make up for the Christmas break.

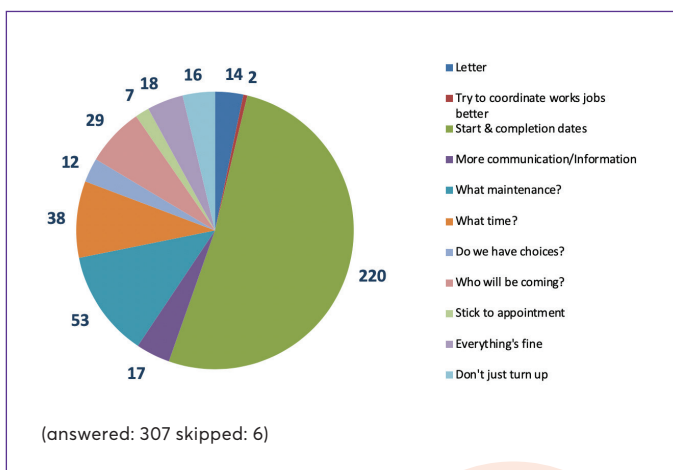
You said...

Thank you for your support!

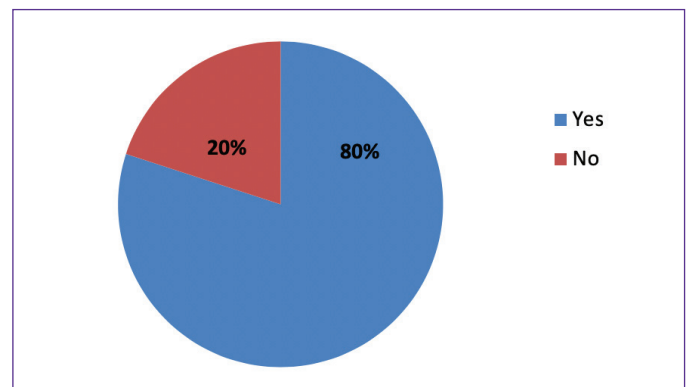
We received information from **313** of our customers from across south Pembrokeshire, including areas such as Letterston, Clunderwen, Lamphey & Saundersfoot.

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

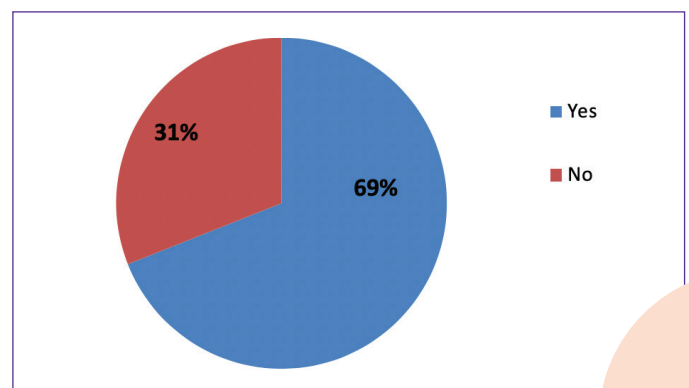
1/ What information would you like to hear from ateb about planned maintenance to your home?



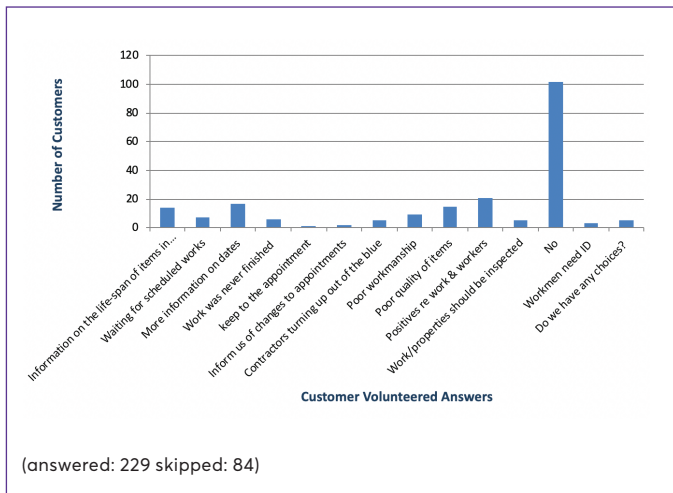
2/ Of the 207 customers who have had planned maintenance made to their homes, this is what they said when asked if they were happy with the quality of the work:



3/ Of the 203 customers who have had planned maintenance made to their homes, this is what they said when asked if they'd received enough information before the work was started



4/ Is there anything else you'd like to add about planned maintenance in your home?



These were some of the comments we captured:

Planned Maintenance Survey October 2018

Question 4: Is there anything else you'd like to add about planned maintenance in your home?

- > I love my new kitchen, thank you!
- > ateb trades staff were very good
- > Keep promising to paint the house but still haven't
- > Information on the time scales for items in the property
- > The boys were brilliant
- > Would like to be able to access on line when things should be changed
- > More information on dates
- > Keep to your appointments
- > Loves the new kitchen – brilliant job
- > Excellent service in office
- > Window company changed dates and did not inform me
- > Assessment was done recently and I've heard no feedback since
- > Always polite workers
- > The painters just turned up without warning
- > I need to know what is being done and when
- > Boilers were done, the boys were excellent
- > Contractors don't seem to finish work, fencing left on the ground for months
- > Bathroom was done very badly and has lead

to other issues but no-one has checked on it – done by contractors who rushed it and didn't seem to care about the job – kitchen fit is good though

- > Polite workers who cleaned up when boiler put in
- > In house team was fantastic, very respectful, clean and tidy in his work and so trustworthy a real credit to the organisation

We did...

Based on the e2i theme findings we intend to undertake the following Improvement Actions:

- 1/ Utilize the planned maintenance work list and make it available on the website to inform customers of the work to be carried out in the current financial year.
- 2/ In addition to existing letters being sent to customers from contractors carrying out the work, the planned maintenance team will issue letters direct to customers highlighting and explaining the nature of pending planned works for the year.
- 3/ Continue to issue the Contact Centre with all pending planned works, to make the information available to customers at first point of contact, but issue monthly updates and include the person dealing with the works where possible.
- 4/ Some contractor's letters have been addressed to the occupier and mail treated as spam, contractors will be instructed in the future to use customer name in all correspondence.
- 5/ Contractors names to be assigned to planned works and displayed clearly on the website to enable customers to know who to expect to turn up to carry out the component replacement.
- 6/ On our website, provide a clear invitation to customers to contact ateb and to ask about their future planned maintenance works, information can be provided by the contact centre or any member of the planned team. Investigate possibility of providing a property maintenance summary to customers with a dedicated e-mail address to handle requests.

e2i / planned maintenance

- 7/ On our website, emphasize to customers that they have a choice of colours regarding specified items.
- 8/ Issue the smaller companies that we use with ID badges.
- 9/ Develop a customer satisfaction process that interacts electronically with our customers using text messages and e-mail addresses.

- 10/ Explain on ateb's website that, every 5 years, customer homes are assessed to see what condition they are in. Stress that's it's important to let ateb staff in to do this job, so that we can assess for future, planned improvements.

Progress made towards improvement actions is typically reviewed six months after the survey was run which, in this case will be 09/07/19.

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.

Drop us an email: engage@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

Pop in and see us at: **Meyler House, St Thomas Green, Haverfordwest, Pembrokeshire SA61 1QP**