

Why this review?

Purpose of the theme To ensure that our Repairs Service is operating to its highest effect in repairing ateb homes suitably for all our customers.

Why undertake this theme? To identify areas for improvement in enabling ateb customers to have appropriate repairs meeting their needs.

When did we undertake the survey? Throughout December 2019, up until 17th of January 2020. The extended period was to make up for the Christmas break.

You said...

Thank you for your support!

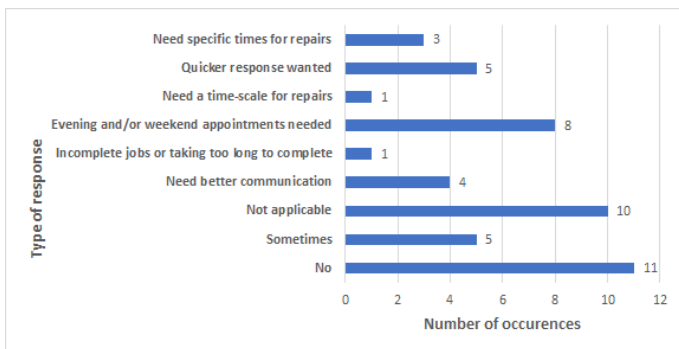
We received information from 284 of our customers

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

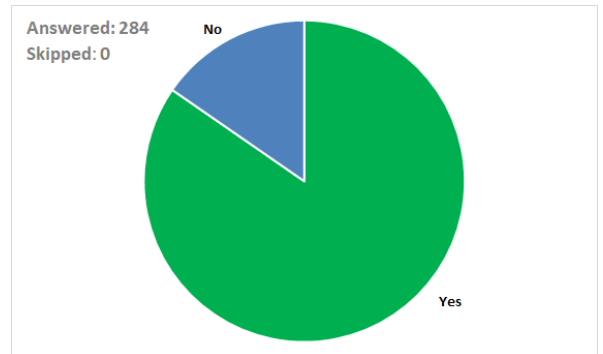
1/ Do you think our day to day repairs

service suits your needs?

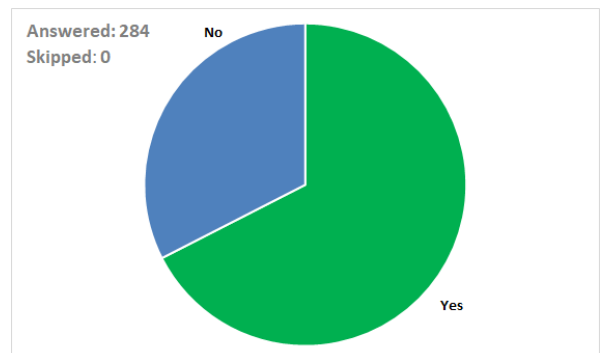
Although 231 of ateb customers said that they felt that our day to day repairs service does suit their needs, this is what a further 48 customers said...



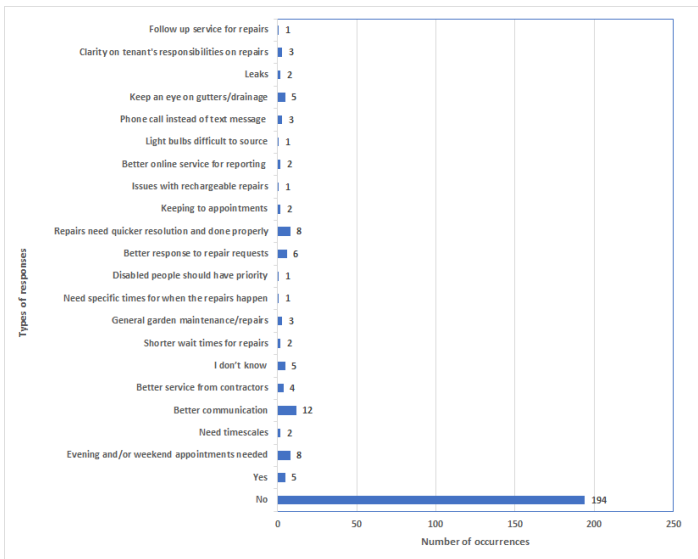
2/ Do you feel that you would benefit from text messages to keep you updated on the times of arrival of the work people?



3/ Do you feel that you clearly know what repairs are your responsibility and what are ateb's responsibility?

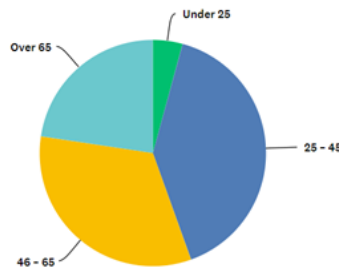


4/ Are there any other areas in reactive repairs that you'd like us to improve upon?



5/ What age category do you fit into?

Answered: 283 Skipped: 1



When asked, "Do you think our day to day repairs service suits your needs?" These were some of the comments we captured:

- > Yes, I just find it hard to get external contractors to be as good as you
- > Yes, very much so. I think it has improved since everything is now in-house. Made a big difference, been tenant for 18 years. The appointments system is marvelous.
- > No – always a hassle, had socket moved as put in incorrect in first place, and issue with drains, involved outside contractor then back and forth
- > Yes, I think it is brilliant. All inhouse teams are fantastic, I have never known such an amazing team of people
- > It's great, everything is always done when a repair is raised, rough times are given and are stuck to

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

- > Already good thank you, maybe a bit more communication
- > Finish off jobs properly, waiting too long for jobs to be completed
- > Weekend appointments would be good
- > If urgent, ASAP, if not, as long as I have a timescale as to when they will do it
- > Could be better in time wise i.e. a week for someone to come out is not acceptable
- > Yes, they are brilliant. Recently had a leak and it was sorted straight away
- > Knowing when a repair is being carried out
- > Not really - I think I have just been unlucky with my houses and previous tenants - these should have been sorted before I moved in.

Summary

- > 85% of responders said they would benefit from a text saying when their repair would arrive and others added in open questions that they needed more specific times as to when work-people would turn up.
- > 67% of responders said they weren't sure what was their responsibility and what is ateb's.
- > When asked a completely open question, the biggest negative answer suggested was that there should be better communication within ateb.
- > About 3% of respondents asked for extended working hours for repairs to be carried out.
- > The work of contractors was questioned in terms of keeping to appointments, turning up without warning, not finishing jobs, the quality of the work & not doing a follow up visit to ensure the problem is solved.

We did...

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

- 1/ We will aim to introduce an automated text

alert for customers as part of the digital transformation project to be delivered during financial year 2020/21.

- 2/ We will include information on repairs responsibility in the new customer handbook which we are planning to have completed by 31st May 2020
- 3/ As with point 1 we aspire to improve communication through the implementation of a new Housing Management System

4/ We will undertake a wider survey on times available for repairs and servicing outside of current core hours during 2020/21

5/ We have appointed new Team Leader roles who will have a key role in the monitoring of standards of work relating to external contractors (completed)

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**