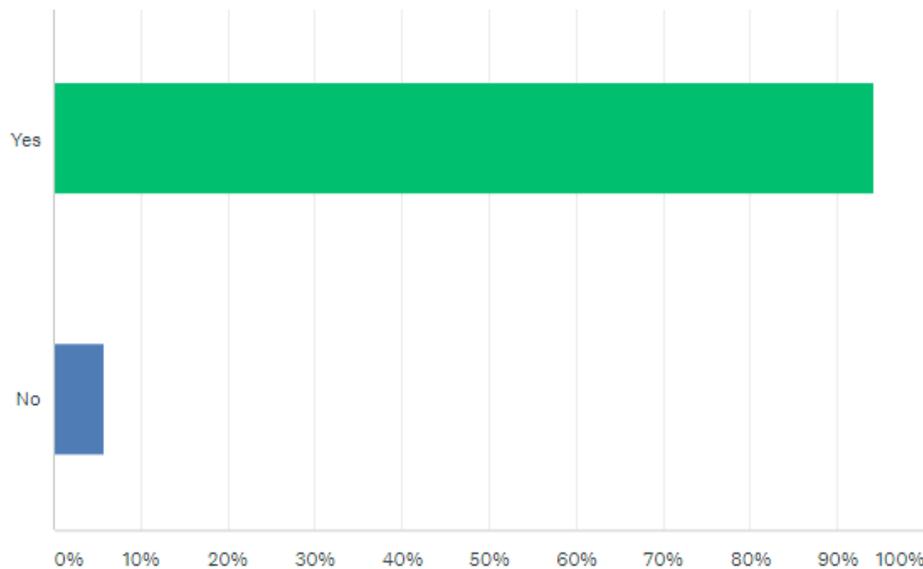


Communicating with ateb during the pandemic

Q1 During the last few months have you found it easy to contact and speak with ateb?



Of those that answered this question we had over 94% tell us that they have found it easy to contact us during the last few months. Having 9 out of 10 tell us this is fantastic. We have picked through any comments left to see if we could raise any improvement actions.

We received some comments saying that making rent payments over the phone was a little long winded, with tenants having to wait for someone from Finance to call them back to process the payment.

We quickly solved this by having both our Money Solutions Team and Customer Services Team set up and trained to take payments at first point of contact.

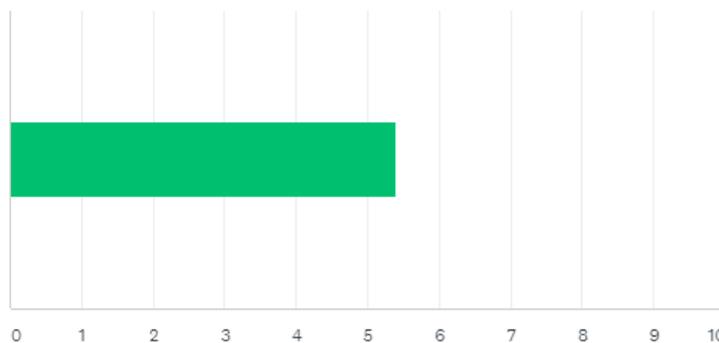
Another improvement we have made is with our telephone system. Some of our customers raised that they have found us a little disjointed not being able to speak to the person they need straight away.

Our new system allows us to transfer calls across ateb and externally so that the customer can be directed straight to the right teams.

Some of the positive comments:

- ✓ staff lovely and willing to help
- ✓ Always been easy
- ✓ Exceptional service
- ✓ Better than anywhere else
- ✓ Nothing has changed
- ✓ Excellent service over the phone. Very knowledgeable staff always happy to help
- ✓ Extremely easy, even easier than usual, managed to get Clayton. Contact great when working from home. Would have liked to have been called at start of lockdown, really appreciate it now
- ✓ Ateb have contacted me – delighted
- ✓ Amazing service
- ✓ First class, every time I've rang it has been as normal, very efficient

**Q2 On a scale of 1 to 10, how difficult have you found lockdown?
(1 – Not at all, 10 – extremely)**



Of the 730 customers that answered this question we averaged at 5 on the scale. From the feedback we can see that there has been a bit of a split, where around half have found it very difficult but many have found it easy and have not struggled with anything. Those that answered more than 5, we referred for an initial Welfare call to then establish whether ongoing support would benefit that customer.

Q3 How have you contacted us during this time?

Phone – 82%

Ateb website-online forms – 6%

Facebook – 2%

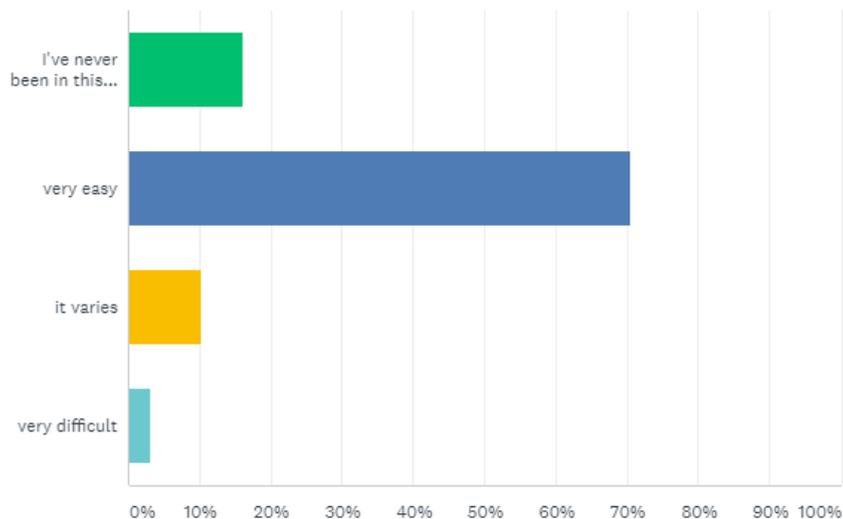
Email – 9%

Letter – 1%

From this we can see that most of our customers still prefer to call us although whilst running this survey we found that many did not know they could email us direct or through our website and Facebook.

We had much feedback saying that they generally had a very quick response by phone. An improvement we would like to make is to promote this more to encourage channel shift

Q4 When you have made a request to ateb, how easy has it been to follow up?

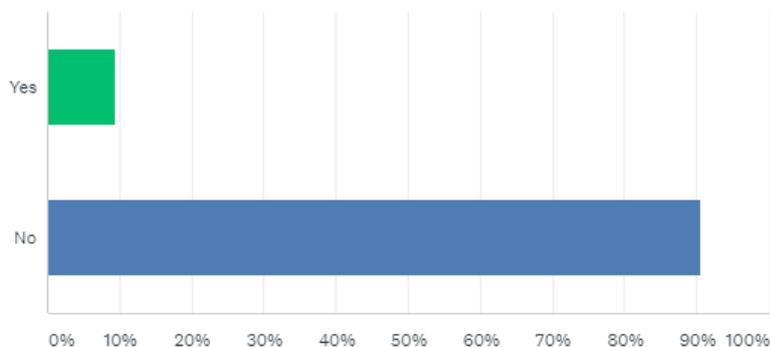


If you discount those that answered they've never had to follow anything up with ateb the percentage of customers that have found it very easy is 84%, around 4% said they have found it very difficult.

Those that said it varies have given comments. We have received feedback here that there can sometimes be a breakdown in communication when needing to be referred to a second stage team and feedback on repairs being handled by some of our external contractors.

All negative feedback where there is outstanding work has now been followed up.

Q5 During the last few months, have you changed the way you contact us?

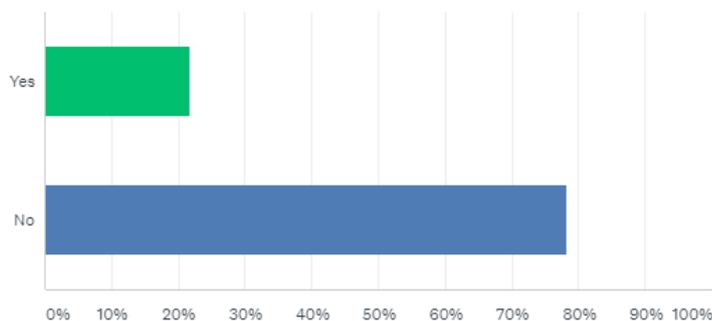


We received 74 comments with many saying that they used to visit the office in person, but they now are contacting us by phone/email or via our website instead. These comments were not negative, 9 of 10 customers were happy with the communication from ateb.

Q6 In future, would you be interested in taking part in in video conferencing sessions with ateb?

Would you be interested in future to take part in video conferencing sessions with ateb?

Answered: 896 Skipped: 5

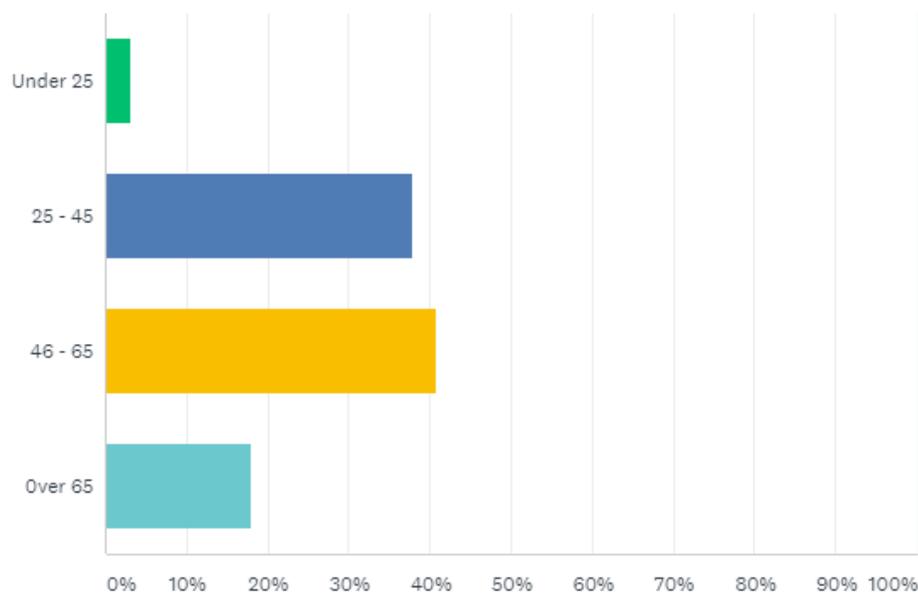


We had almost 22% say they would be interested in video calls with ateb. Ali is now contacting these customers to collect more detail and plan future communication.

Q7 Would you like to see anything improved with our communications?

Of those that answered this question left comments thanking ateb for the support and great service. We did have some comments saying we need to be more tech savvy, make further improvements to our website and the tenant online account.

Q8 What is your age?



With almost 40% of our customers under 45, it's positive to see different age groups giving their feedback. We usually receive most of our feedback from our older customers.

For all those that answered our questions we gave the opportunity to be put into a prize draw for the chance of winning £100 E-vouchers. We have drawn 3 winners!