



28th September 2020

Dear Customer

Re: COVID 19 Service Update

The impact of Covid-19 continues to be felt and there is unlikely to be an end to restrictions for some time meaning we need to prepare for how we deliver our services to you during the Autumn and Winter months. We want to make sure that the ateb group acts in the best interest of you, our team, and partners. Please see below updates on our services.

Contacting ateb

- All ateb staff are currently working from home and our offices and receptions are closed
- Visits to your home by ateb staff will be kept under constant review. Where it is necessary to visit your home, we will do so under strict safety guidelines to protect you our customers and our team
- It is expected that this working arrangement will be in place until at least Spring 2021 but will be kept under regular review.

How to contact us:

Telephone 0800 854 568 or 01437 763 688

email us at hello@atebgroup.co.uk or repairs@atebgroup.co.uk to report a repair

Visit our web site to book a video appointment www.atebgroup.co.uk

<https://www.facebook.com/TheatebGroup/>

Meyler House, St. Thomas' Green, Haverfordwest, Pembrokeshire, SA61 1QP
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 01437 763688  hello@atebgroup.co.uk  atebgroup.co.uk





Repairs and Essential Safety Checks

- Please be aware that there is a backlog of work to be completed due to the lockdown period and it may take longer than normal to carry out non-essential work
- We will still always prioritise essential safety works
- We still will not carry out repairs in any household that is isolating, unless it is an immediate emergency. Please let us know if you or a member of your household is self-isolating or has COVID-19 before we visit
- To minimise risk to you and our team when entering your home, we ask that you and members of the household present during such visits wear face coverings
- We will only be carrying out planned repairs and replacements when they are outside or in communal areas e.g. new sheds and fencing
- If you were expecting a new kitchen or bathroom this year these will now not be completed until next year, please be assured we are only postponing these planned works
- We will need to enter your home to carry out essential safety checks and we ask that you co-operate with our ateb staff and contractors to ensure that we are able to do this as we have a legal and regulatory duty to ensure your home is safe

Income Collection

- It is important that you continue to pay your rent, if you are struggling to make payments please contact the Money Solutions Team who can provide you with support and advice

Internal Communal Areas

- If you live in a home that has internal communal areas such as stairwells, corridors, laundries etc. we request that you always wear a face covering in these areas and please respect social distancing and remain 2 meters apart

Older Person Schemes (Sheltered Housing and Extra Care)

- Always wear a face covering when in internal communal areas, we ask that you do not congregate in open communal spaces and lounges, where possible communal spaces will remain locked
- Restaurant areas will be closed, and meals will be delivered to your door
- Visitors must go straight to the home they are visiting and must wear a face covering when walking through communal areas, we request that you only have essential visits to your home, where possible we request that you meet your extended household off site. You can meet your visitors outdoors at the scheme, up to 4 people with social distancing

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- Guest rooms will not reopen until April 2021 at the earliest, if you have relatives or friends who usually use these facilities please contact us and we will do what we can to suggest alternative places to stay in the locality
- Scheme staff will provide support over the telephone but if this is not possible, in person support can be arranged but this will be by appointment only, these can be arranged by contacting your individual Scheme Manager
- Laundry rooms will be open, but you will always need to maintain social distancing in this area, wear face coverings and follow the local guidance

Lettings

- We will continue letting homes and have put in place procedures to ensure that this is done safely
- We do request that customers consider carefully before requesting a mutual exchange or transfer due to the current situation

Customer Engagement

- We are now holding Co-ordination Group and Customer Forum sessions with our customers online monthly and we welcome customers getting involved
- We will be conducting surveys and so please take time to provide us with much needed feedback, so we know what we need to prioritise and improve upon
- Unfortunately, we have had to cancel community days for the foreseeable future and the customer conference that was scheduled for November. We will also not be publishing our customer magazine for the remainder of the year – this is to ensure that the information we provide to you is current

Welfare

We know that many of you took advantage of the welfare service we delivered during lockdown, and we had a lot of positive feedback. As restrictions were eased over the summer, we gradually reduced this service. We will keep this decision under regular review particularly if new restrictions are imposed locally and/or nationally. We have launched a new welfare service, please visit our web site for more information. In the meantime, if there is anything, we can support you with please do not hesitate to contact us.

We will keep all these arrangements under regular review.

Yours sincerely

Nick Hampshire

Chief Executive

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