



# Our update on the last 6 months of e2i improvements

> February 2021

*Thank you for your support*

## Thank you for all your support over the last 6 months.

Please find below our update report on the following 2 improvement themes. Due to COVID-19, the follow-up sessions that were meant to happen in order to review progress made on improvement actions regarding these themes were 6 months late.

> **Dec19 #15 Reactive Repairs**

> **Feb 20 #17 Estates Management**

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### #15 Reactive Repairs

#### 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.

#### What have we learned 6 months on?

Over the course of this e2i theme we have specifically learned the following:

- We have learnt that customers would like more immediate & detailed information on the progress of their repairs, including such facilities as updates on appointments via text message. From this we understand why it is important to progress with the new Housing Management System to be able to deliver these outcomes to our customers.

#### Updates (as of 18/09/20) also include:

We will include information on repairs responsibility in the new customer handbook which we are planning to have completed by 31st May 2020 This completion is now due for approximately the end of September, where this info will now not be included. We will direct customers to ateb's website for this information instead. We will also emphasise that this info is specifically accessible when using the 'report a repair' function.

- As with point 1 we aspire to improve communication through the implementation of a new Housing Management System Using Microsoft Dynamics, the first part is being implemented & will include Income Collection & Lettings, partly because these two areas cover such a large amount of customer data ; areas such as Repairs will then be included; the system is due to go live in March/April 2021
- We will undertake a wider survey on times available for repairs and servicing outside of current core hours during 2020/21. This wider survey has been postponed, but not cancelled, due to COVID. Ateb needs to concentrate on getting essential services up & running again before exploring the possibility of expanding services. The use of texts as a means of reminding customers of impending appointments will be considered in that survey.
- 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)..

## #17 Estates Management

### Purpose – of the theme

To find out in what ways our estates management service could be improved

### Why – undertake this theme?

Anecdotal information suggests customers may be frustrated by standards of service regarding shared spaces

### What have we learnt 6 months on?

**Over the course of this e2i theme we have specifically learnt the following:**

- That the service we offered was very poor in relation to customer satisfaction
- We will shortly now have a new team and will attempt to put the customer at the heart of everything we do.
- We will respond in a timely manner and record and monitor these response times. We will be held accountable.

### Updates (as of 14/10/20) also include:

1. **Allocate a dedicated staff member to address any refuse and fly tip issues**

- Recruitment has been delayed due to COVID. Anticipated date now Jan 2021. However we will address issues as always as soon as possible. There will be 3 Facilities people on the team altogether by the end of Jan 2021.

- The Team will then be able to fully encompass the full remit of Estate / Facilities Management works, including communal internal and external inspections.
- Fly Tipping will be dealt with by the team in conjunction with the Area Officer and Pembrokeshire County Council, as appropriate. The council now has a dedicated phone line for reporting Fly Tipping incidents: 01437 775253

## 2 Create a Service Level Agreement so we can respond in a timely manner to any accumulation of refuse or fly tripping

- Once the team is fully in place, Pete Cleary, Facilities Co-ordinator, will be looking into service response times for dealing with customer queries / concerns regarding grounds maintenance, cleaning, fly tipping, tree works. "We are hoping to respond within 3 days of any request (re refuse or fly tripping) once we are fully manned." (PC)
- In addition, more information will be made available to customers on FAQs on our website.
- Our contact centre will also be trained to be able to give information and advice to customers at first point of contact, relating to these queries.

## 3. Your Home Book: We will create a dedicated Home Book page to ensure tenants are fully conversant with the county's recycling process and links to the PCC's website with collections days

- Your Home Book has been updated to provide comprehensive information and advice to customers, with links to additional related information, covering ALL our service areas including Estate / Facilities Management. This is currently in draft format, awaiting final amends prior to sign-off and publication. We plan to make this available in electronic format and other formats as required.

## 4. Cleaning and Grounds: We will address any complaints regarding shared spaces as and when they occur, with regular meetings with the contracts manager.

We carefully monitor cleaning and grounds maintenance contracts and address any concerns as they arise directly with the contractor. We hold regular meetings with our contractors to ensure the service they deliver meets both our, and most importantly, our customers' expectations

- To ensure we get the best possible value for money for our customers, we review and re-tender contracts every 2 years with an option to extend by 1 year, if the contract is running well. This means we are able to get the most competitive prices at the right quality of service, to keep the service charges you pay as low as we can.

5. With the on-line Home Book we will create a dedicated page on cleaning and grounds. This will explain how to get the specifications for each contract for individual areas, to ensure everyone understands what the service charge covers

- Complete

6. Customer Charter: We will create a customer charter to ensure we become accountable to the customers and publish this in the home book

- Complete

## What happens next?

We will continue to monitor the issues raised in these theme reviews. We will report again on progress with the engage to improve initiative in 6 months' time.

*Thank you for your support.*

**We really appreciate all those involved in these theme reviews.**

*Need to know more or raise an issue?*

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