
#00

**Customer Contact:
How do you want to
be in touch with us
in the future?**

*If it matters to you, it
matters to us....*

Why this review?

Purpose of the theme:

Following changes made during 'Lockdown' to how we communicate with our customers, we now would like to know how our customers would like to communicate with us into the future.

When did we undertake the survey?

Throughout July 2021

You said...

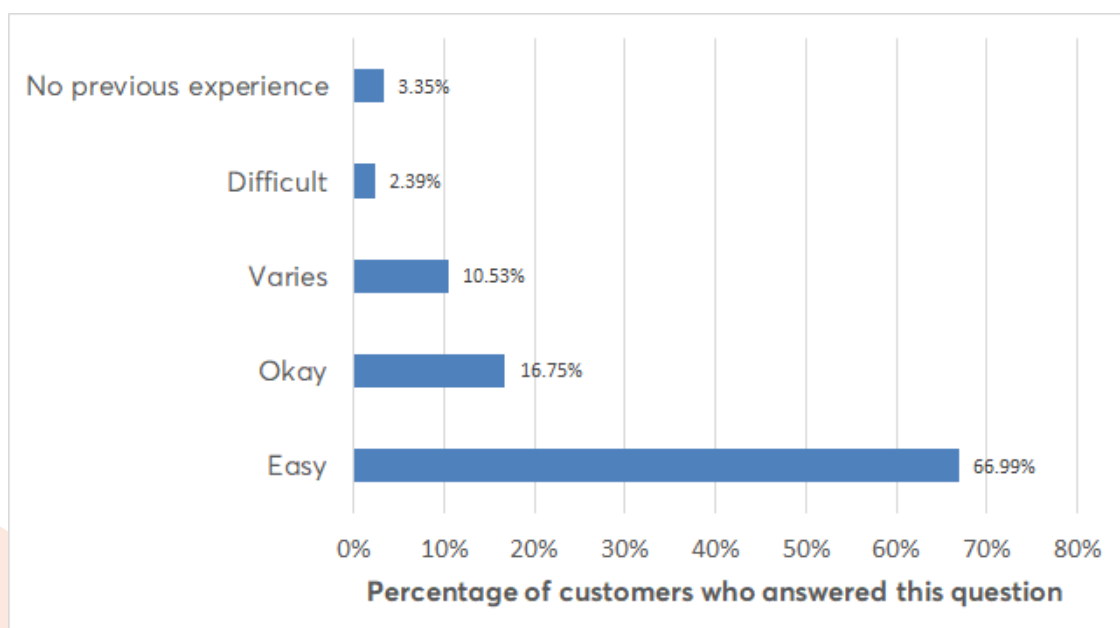
Thank you for your support!

We received information from 209 of our customers

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

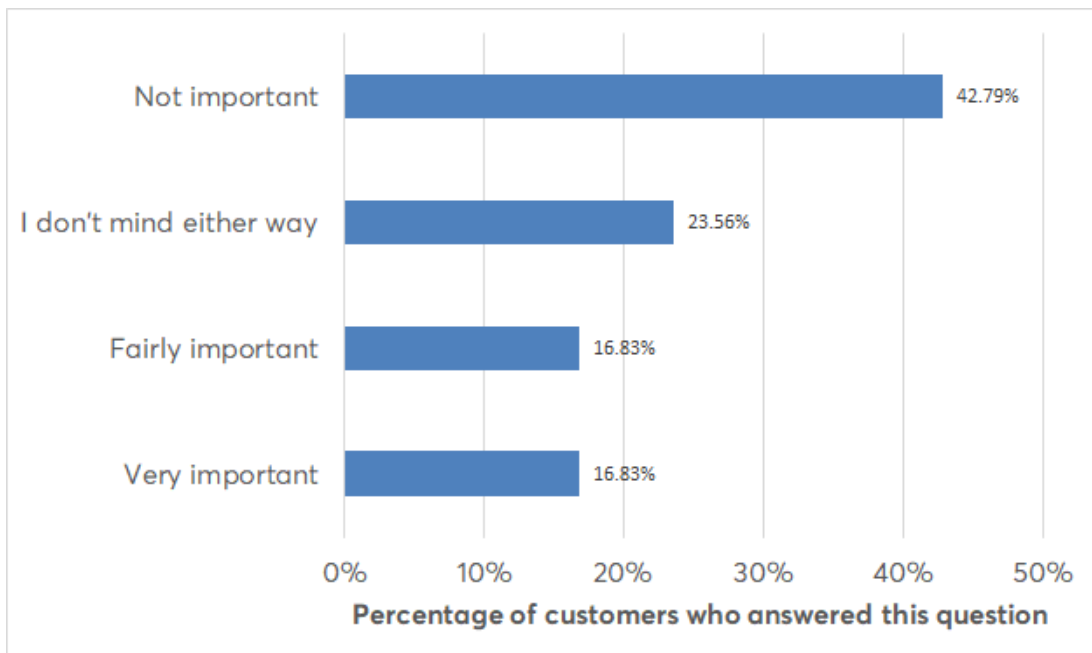
1/ During the last 6 months, when you have needed to contact ateb, how have you found the experience?

Answered: 209 Skipped: 0



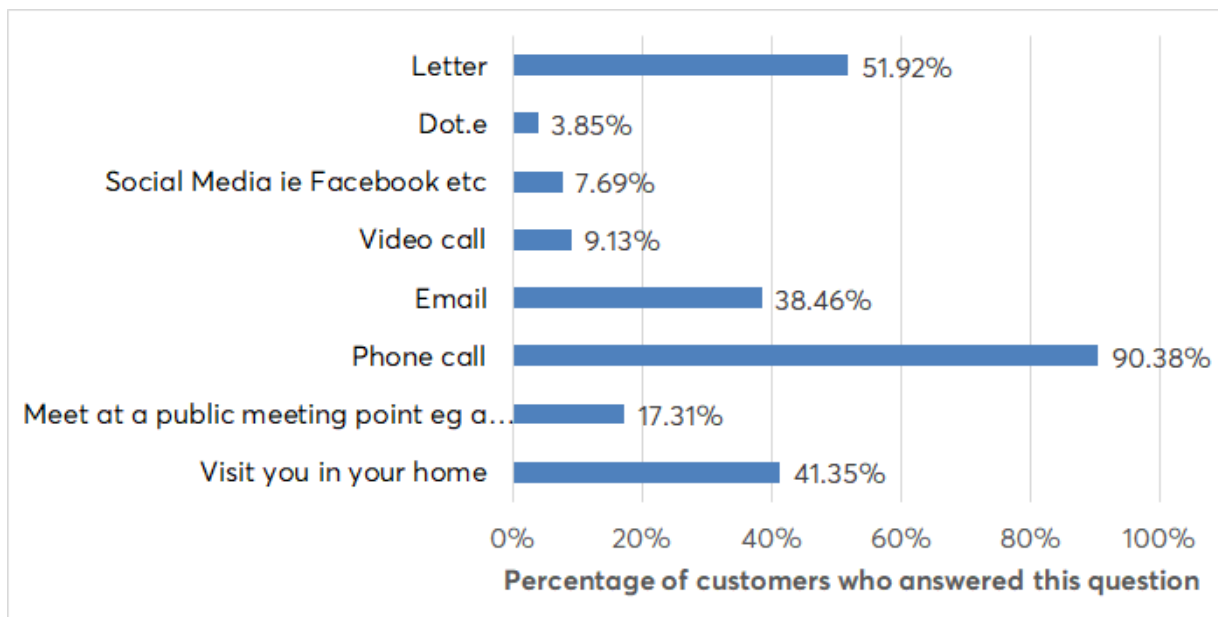
2/ How important is it to you that ateb opens its Reception area on a permanent basis?

Answered: 208 Skipped: 1



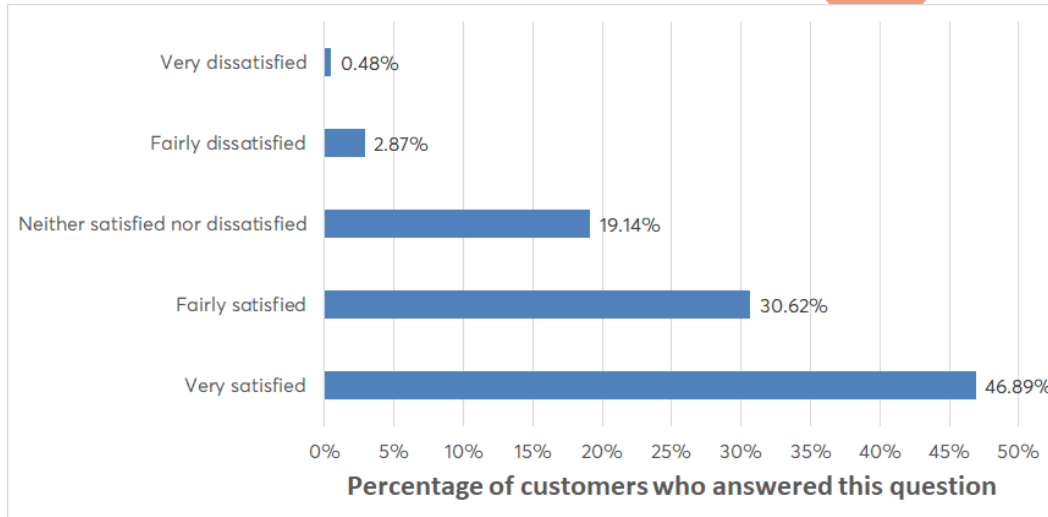
3/ ateb communicates in many different ways with its customers: how would you like ateb to communicate with you? (You may select as many of the options as you like)

Answered: 208 Skipped: 1



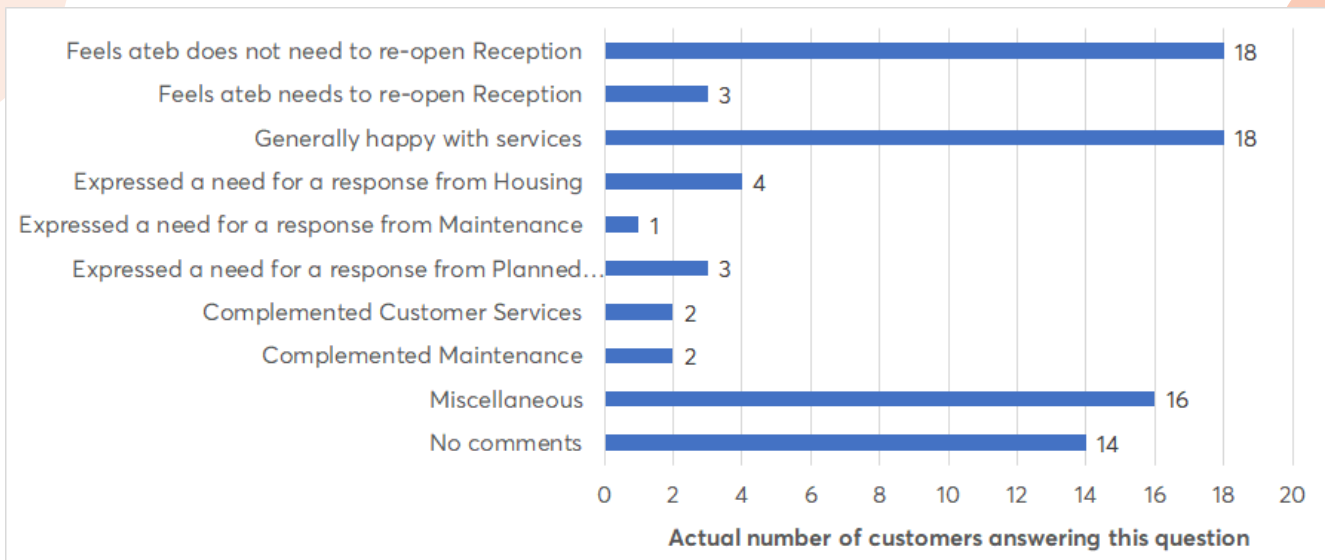
4/ How satisfied or dissatisfied are you that your social landlord gives you a say in how services are managed?

Answered: 209 Skipped: 0



5/ Any further comments?

Answered: 81 Skipped: 128



Miscellaneous were uncategorizable & include such comments as:

- "Recently service not up to standard - having to wait long time and things being passed from pillar to post"
- "Of course, we always have our Scheme Manager help us with communication anyway."
- "Nothing gets done after discussion."

- "Find that I am on hold for longer than usual at the moment"
- "Personally, I think ateb is getting too big for its boots, not quite as personal as we were."
- "Yeah, a bit of empathy and sympathy when a tenant passes away..."
- "Unable to get out of Angle other than (on a) coastal cruiser."

These were some more comments we captured:

"Frustrated that My Account is not working."

"Never had any problems getting in contact before; meeting in a local community centre would be good for people who cannot get to town."

"Prefer to come to office to pay rent by cash, and am still waiting for a ramp to be fitted to side of house. Covid has put a long delay."

"Asked about repairs procedure, because customer feels left unsure without response."

"There is the feeling amongst tenants that ateb don't care about us; I don't feel like that - I know that if I want something, all I have to do is pick up the phone."

"Happy with how ateb have handled the safety of its customers and staff during this difficult period. New technology has been employed at the scheme to help the communication."

"Tenants need to speak to people face to face or by telephone."

"I will call you if I need you, the office doesn't need to be opened - it's not safe."

"I am disabled, and I wouldn't come to the office anyway."

"Rang a couple of times when office was closed for training. Not well advertised."

"When I rang on Friday nobody answered the phones, it was not advertised you would be closed."

"(The) help by Ania (is) much appreciated esp by customers who don't have friends or family close by."

"Feel it would be beneficial if there was more communication Re people coming to carry out jobs in the building as people just walk in as there is no keypad entry."

"You are always there on the end of the phone, you have been marvellous through lockdown."

"The reception is personal - if I need to see people face to face - but I don't think it's crucial for the office to reopen because I can still speak to people on the phone without leaving the house."

"Mobility issues, would not go into Haverfordwest - use phone"

"I did not know I was able to communicate via Facebook. This would have been useful when I ran out of minutes."

"No issues at all with ateb, however their contractors leave a lot to be desired."

"Really happy with being able to get through to Customer Service and the MS Team and the service they provide but not so happy with the Housing department. An issue that I have reported does not appear to have been resolved."

"Awkward for us to get to the office, would prefer to phone"

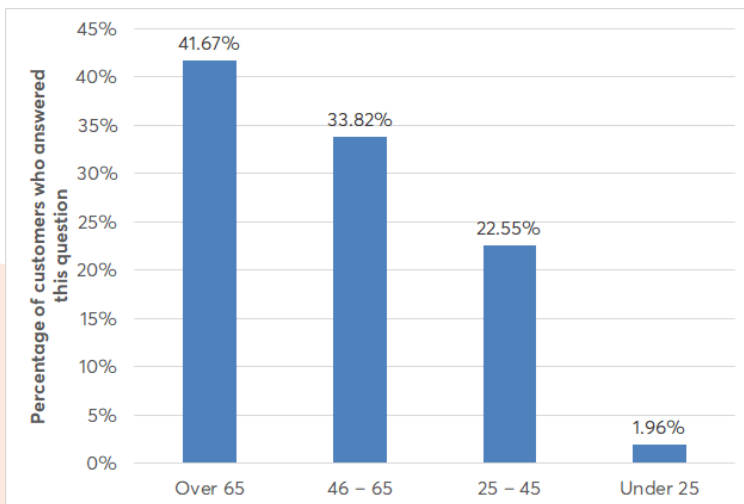
"Need to have more contact with area officers or know who to contact, area meetings would be good so we can meet our AO."

"Geraint is amazing, nothing is too much trouble eg shopping for customers."

6/ To make sure we are hearing from a wide range of our customers, please tell us what age category do you fit into?

Answered: 204

Skipped: 5



We did...

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

1. Based on customer response to these questions, ateb is continuing to assess appropriate ways, including the possible use of Reception, to communicate with customers into the future
2. Results of surveys will be displayed on the scheme portals & in, in-house newsletters, so that customers have more ways to see the difference the work of the surveys is making.

To discuss with staff & other ateb customers the progress made with these actions, please come to our Survey Planning Group which is currently scheduled for 11/01/22 @ 10:00, but please keep an eye on our website for updates.

We really appreciate all those involved in this theme review

Need to know more or raise an issue?

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

Visit our website: www.atebgroup.co.uk

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