

# #22 Customer Engagement 2022

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

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## Why this review?

### Purpose of the theme:

To look at how we can continue to expand & improve our **Engage** offer; to check out how well **engage2improve** is working; to find out what **you, our customers**, want to see us improving in 2023.

### When did we undertake the survey?

Throughout July & August 2022

## Thank you for your support!

We received information from 349 of our customers

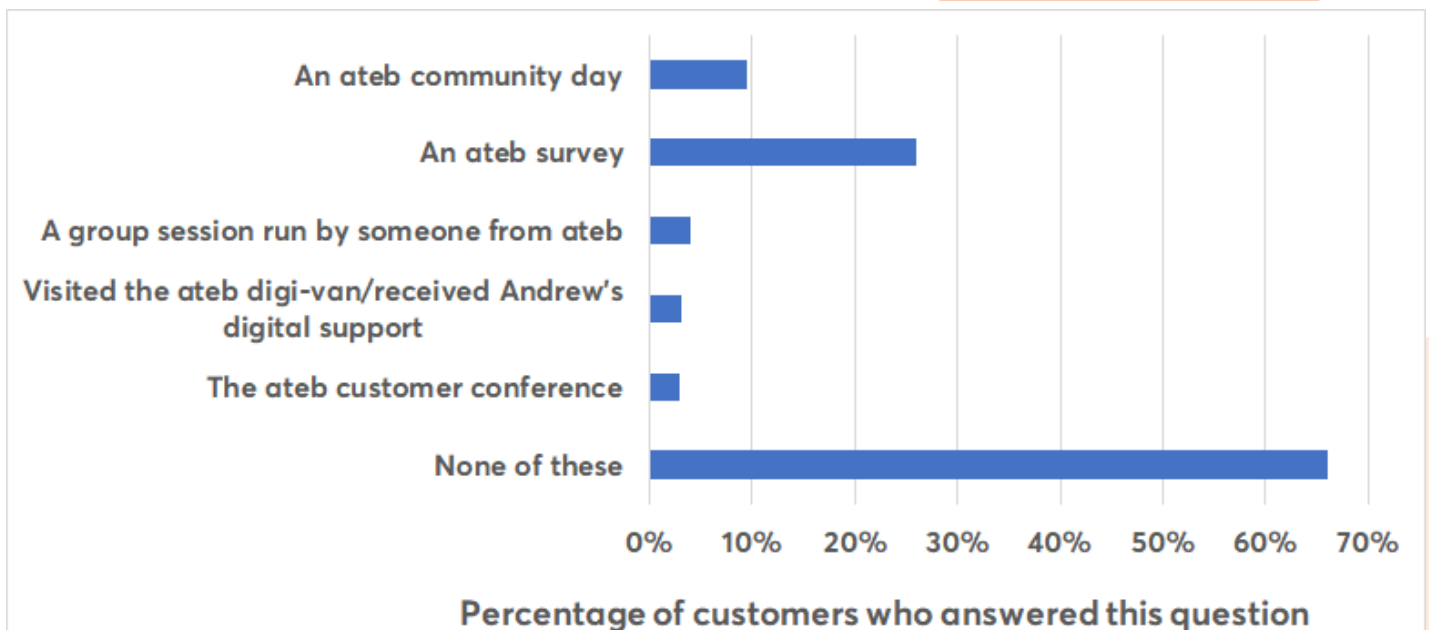
## You said . . .

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

### 1/ Over the past 12 months, have you taken part in:

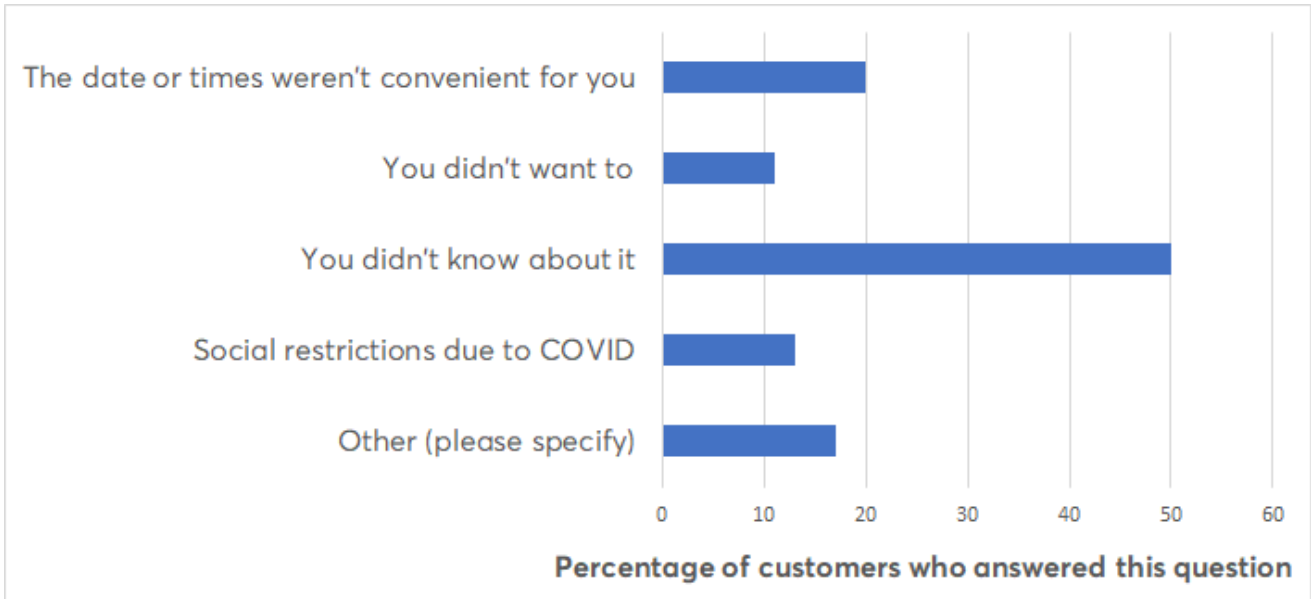
Answered: 349

Skipped: 0



2/ If not, was this because:

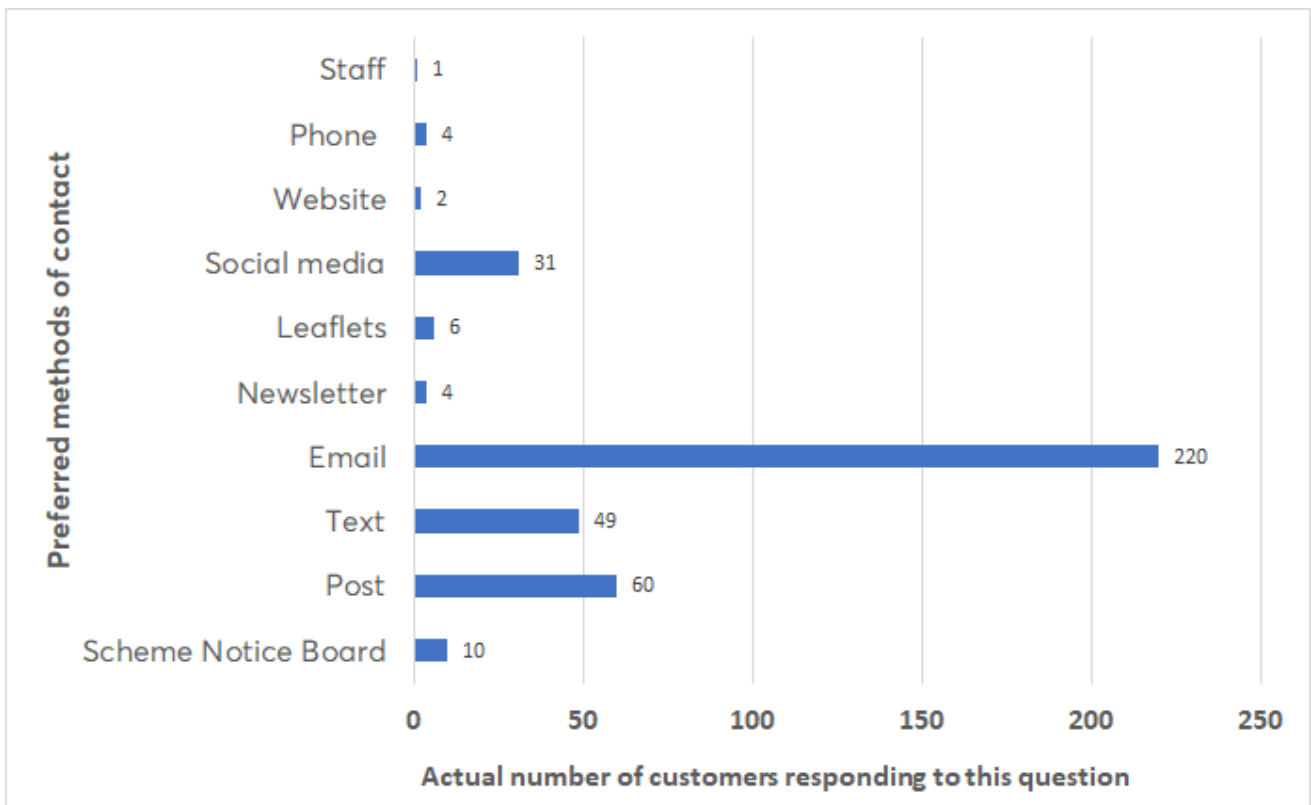
Answered: 313 Skipped: 36



In 'Other', 5% of the 313 people who answered this question said that health or disability was their reason for not taking part.

3/ What would be a good way to let you know about our engagement events?

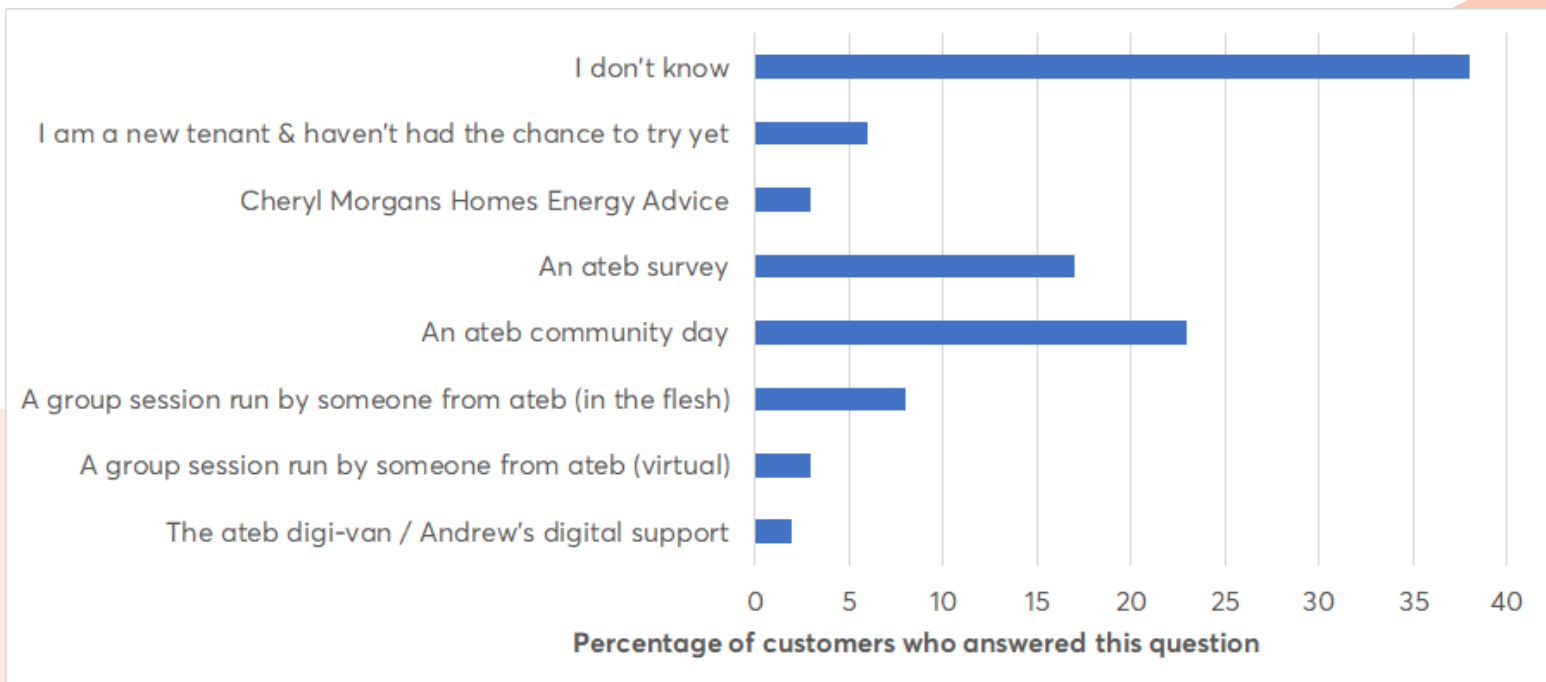
Answered: 335 Skipped: 14



#### 4/ Please say which of these is your favourite type of ateb event:

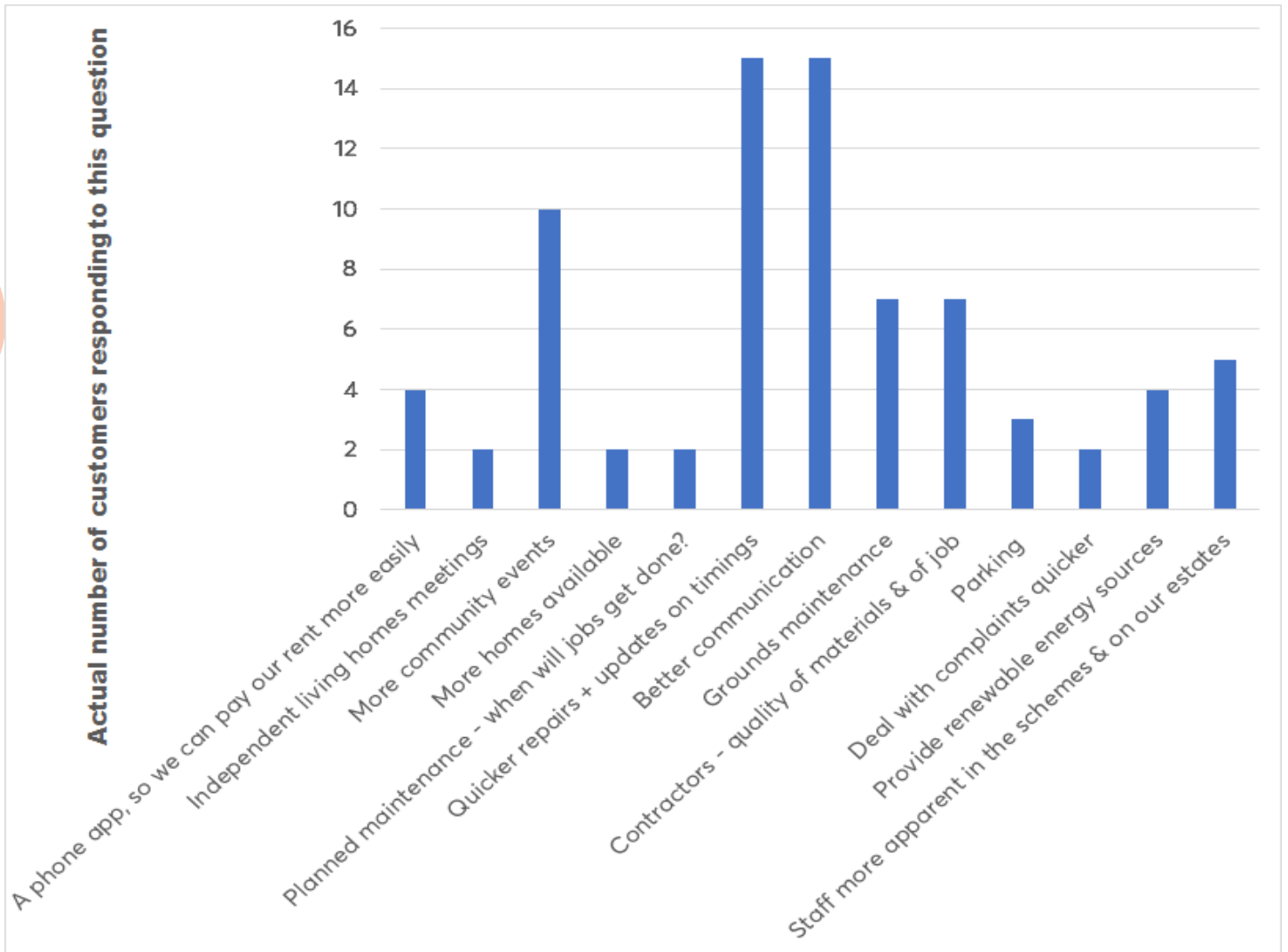
Answered: 344

Skipped: 5



### 5/ ateb tries to do its best for you, but is there anything you'd like us to work on so that we can improve even more?

Answered: 308 Skipped: 41



## These were some more comments we captured:

**"At last community day, I asked, was the new builds paying the same rent as the old builds? The reply was 'Yes'. Which I thought was very unfair - it is only fair that our rent should be reduced or fit solar panels, taking into account the cost of gas & electricity."**

**"Getting back to customers"**

**"Provide us with renewable energy sources for our homes ... and support tenants with fuel cost crisis"**

**"Alternative energy sources. Wind turbines for our houses or solar power?"**

**"Would like it to be mandatory that contractors use proper protection where needed on carpeted floors, they clean up all mess they may have made, wear overshoes if they have go into our flats. The mess made by outside contractors has been terrible with no regard to our home environment."**

**"When you phone and get told someone will call you back they don't"**

**"Customer service from ateb staff has always been outstanding. The attitudes of some external contractors are not so pleasant - their customer interaction could be more closely monitored."**

**"Follow up on repairs undertaken to ensure quality and safety are complied with. Use the best contractors and check work."**

**"Checking on heating with disabled residents as a matter of course before winter. Having shared gardens might be good too, where food could be grown and flowers shared."**

**"Help with cost of living"**

**"Get the area housing managers to visit their areas and meet their residents. More officers wanted on the streets."**

**"Take complaints about bad neighbours seriously and listen to problems, and update tenants on said issues."**

**"apps to pay rent / not sure if My Account is working properly"**

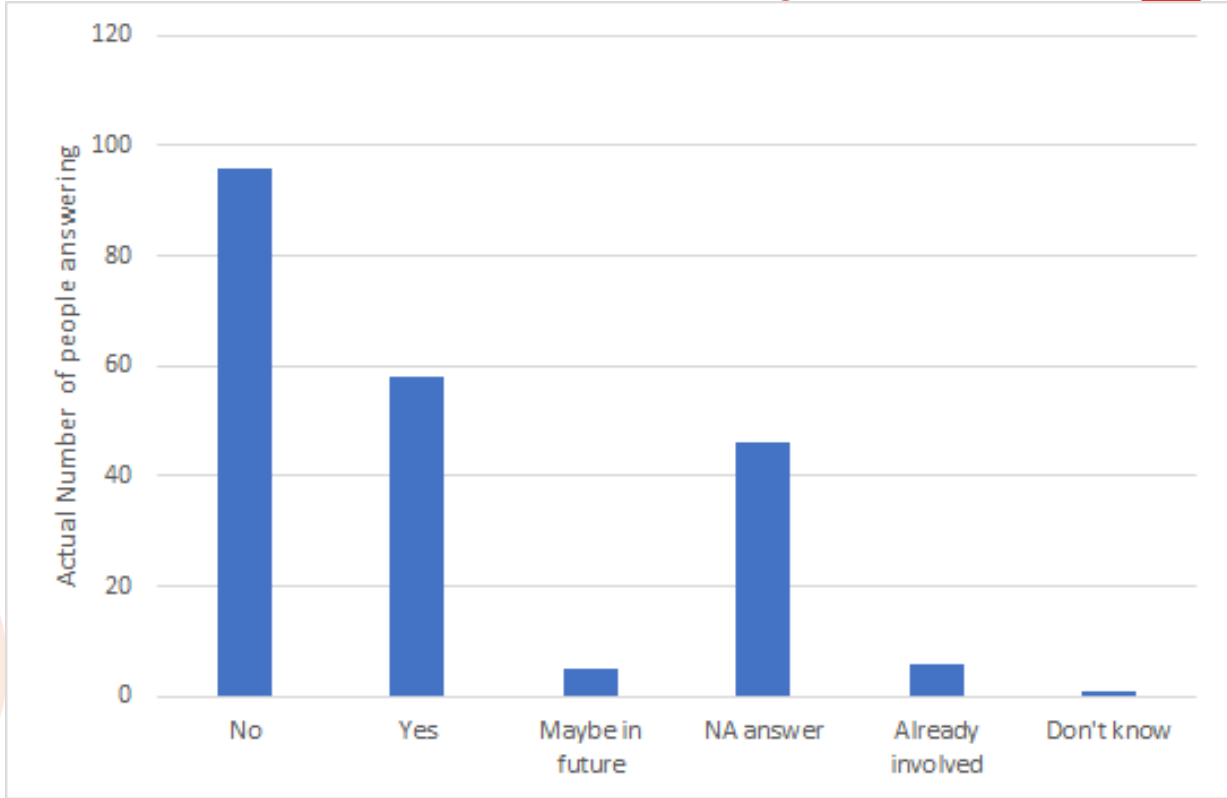
**"Acknowledge my email"**

**"All staff really friendly but repair slots seem to be further ahead than they were. E.G. leaking tap when we are meant to be conserving water, appointment 2 weeks away."**

6/

**Would you like to get involved with ateb more (digitally or face-to-face)? You could make a difference. If you would like more information, please write your name & contact details here:**

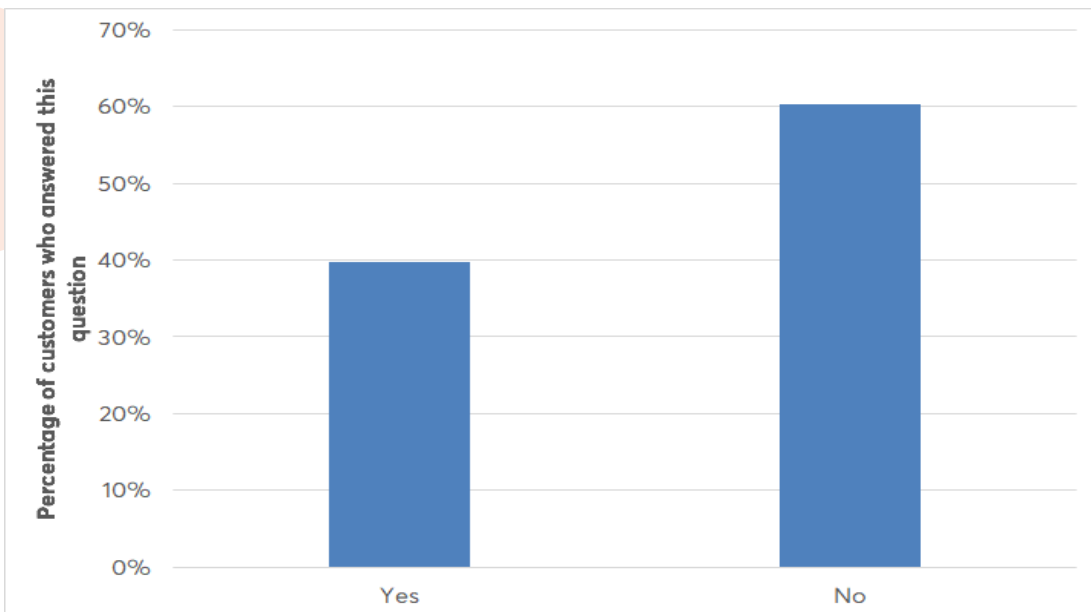
**Answered: 230      Skipped: 119**



7/

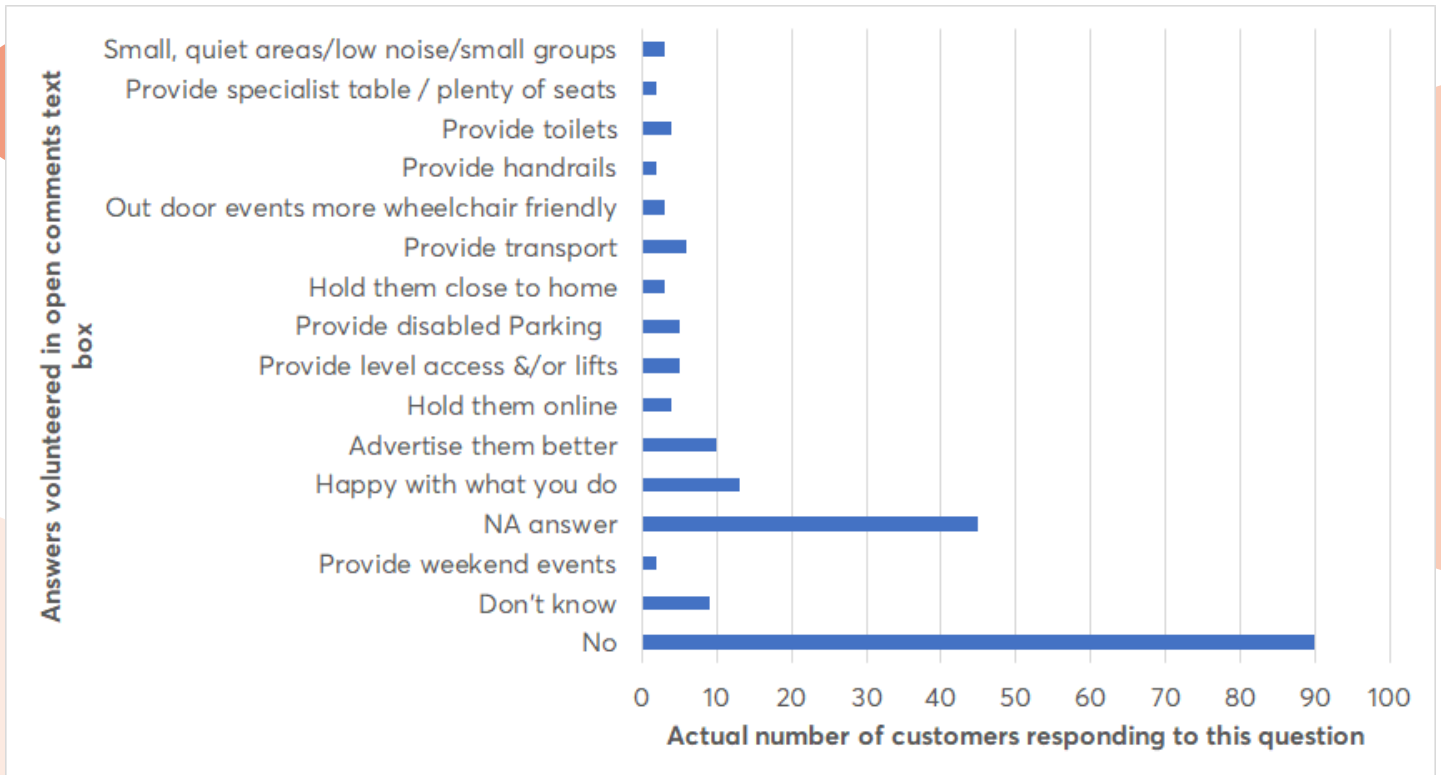
**To help us understand if our events are inclusive, please can you confirm if you identify yourself as disabled.**

**Answered: 322      Skipped: 27**



8/ **If 'Yes' to question 7 above, is there anything we can do to make our events more accessible for you?**

Answered: 202    Skipped: 147



**These were some more comments we captured:**

**"You are very good at accommodating people with disabilities already"**

**"No everything is usually local to my area"**

**"Ensure it's made clear on publicity who the event is suitable for"**

**"Lucky ATEB have covered any disabled issues I can encounter and am able to participate"**

**"Run them online or post videos via Facebook"**

**"Provide plenty of seats"**

**"It's normally well thought through"**

**"Make it wheelchair friendly. The last one, by Saint Mary's school in Buffalo, was on a bumpy field and I didn't know where the flat area was, so had to go up a little hill in my chair."**



## We did...

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

1. Use every method possible to engage more customers
2. Community days & physical (rather than virtual) sessions were recognized as favored forms of engagement – run more of those
3. Keep the surveys going (statistics in this survey show that this was customers' most engaged with activity)
4. Run more evening events ("The date & time weren't convenient" scored high as a reason not to attend events & both evening events held this year visibly attracted more people.

## Themes for 2023:

Areas for improvement that arose from this survey were:

- Renewable energy sources
- Planned maintenance
- The work of contractors
- Communication

These themes will be put into the pool of themes to consult ateb customers on in the near future.

**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 14/03/23 @ 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](mailto:engage@atebgroup.co.uk)

Visit our website: [www.atebgroup.co.uk](http://www.atebgroup.co.uk)

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