

#23 ateb Contracted Works (Dec 2022)

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

Why this review?

Purpose of the theme:

To find out more precisely why ateb has received on-going negative feedback about its contracted works service.

When did we undertake the survey?

Throughout October & November 2022

Thank you for your support!

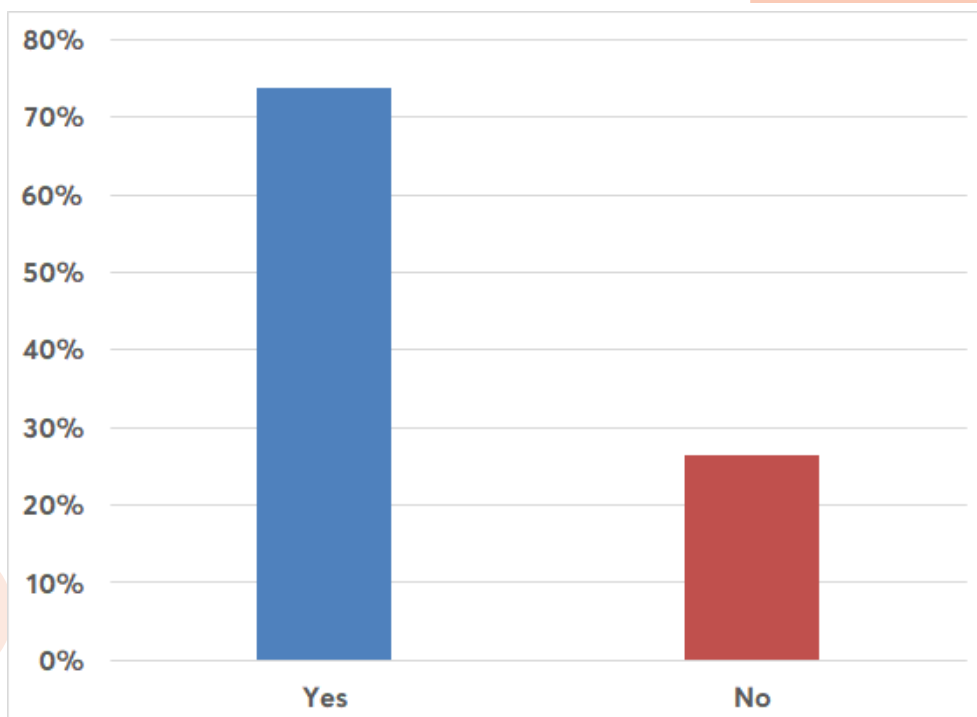
We received information from 206 of our customers

You said . . .

These were the responses our e2i Survey Planning Group received:

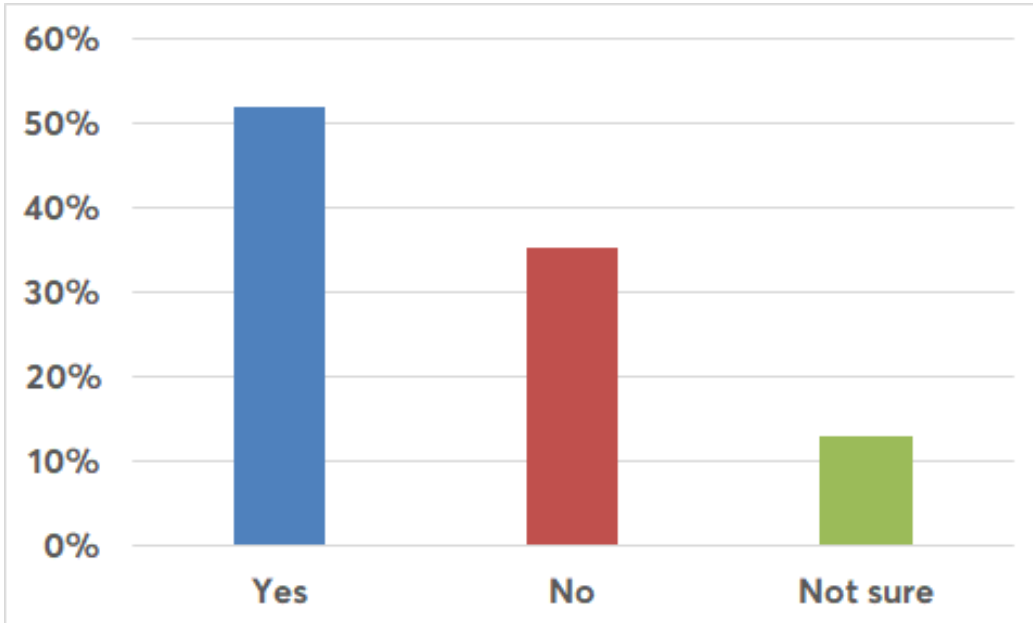
- 1/ Have you, within the last year, been visited by a contractor? (an individual, or company, undertaking work for ateb eg installing new windows, painting your home, who is not an ateb member of staff) If 'No', go to Q9**

Answered: 205 Skipped: 1



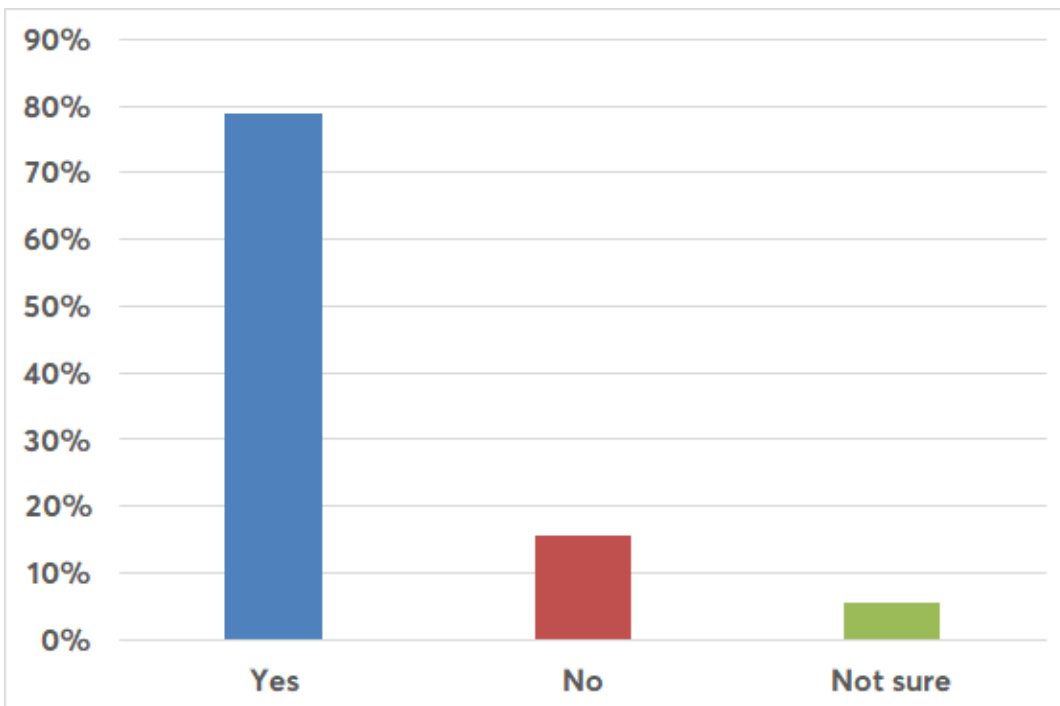
2/ Did they show any ID?

Answered: 162 Skipped: 44



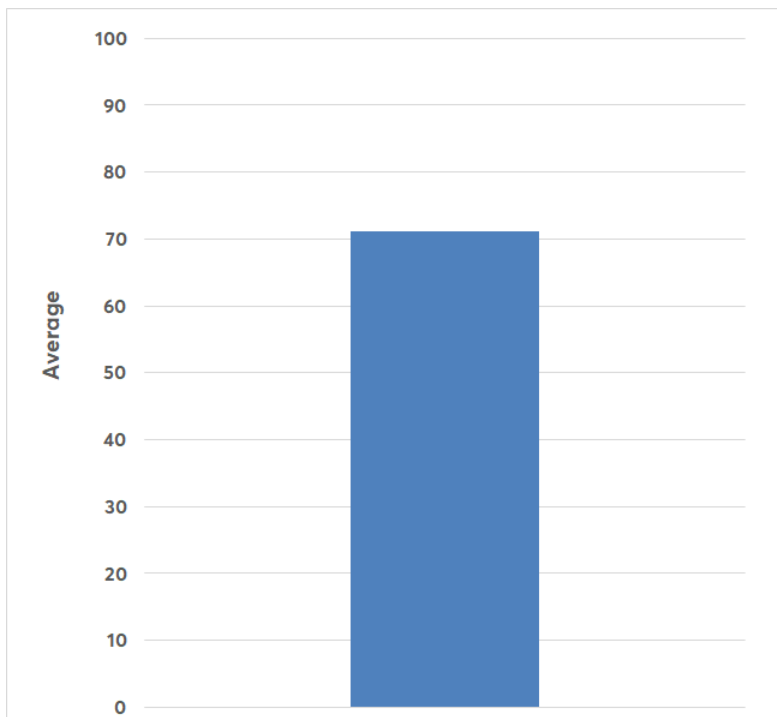
3/ Did they arrange a convenient appointment?

Answered: 161 Skipped: 45



4/ On a scale of 10 – 100, what did you think of the quality of the work?

Answered: 160 Skipped: 46



5/ Please add more to your answer here if you'd like to:

Answered: 101 Skipped 105

These are some of the comments we received:

"Morley electricians were more than helpful, friendly, polite and tidy.. the exterior painters were fantastic, polite, and very tidy."

"They came when I had to do school run and get my son with my new born, so he re scheduled for a time when I would be in he was very nice and spoke to the kids."

"We had the painters painting the house. We only knew the house was being painted when they knocked in the door to ask what colour we would like. I thought ateb might have informed us first."

"Arranged to put flooring in downstairs toilet, but did not turn up again to do the job."

"Engineers came to renew door bells, intercom system and fire alarms. Came with covid and spread it to eight residents within a week. Work still unfinished, no door bells, no intercom, no new fire alarms."

"Men erecting fence were fab. Felt very comfortable they were in our garden. Very polite and helpful."

"Didn't clean up after them and remove the spoil until several months later. Guttering still leaks like a cascade when raining."

"Appreciate the house being painted but they said they don't paint the window sills."

"Unfortunately, most contractors seem to have a flippant attitude when it comes to dealing with issues ... in ateb properties. Most show up when they want to, even if they have an appointment. The quality of the work is that of .. a school child I see a lot of ateb customers who don't want to upset anyone, or don't know who to call, when work is badly done. ALL ateb customers should have a report form, that the contractor puts their company and personnel names on, and the job number. This way the customer can put their true comments about the job on the form.....,"

"Arrived at time he said did the work left everything clean and tidy."

"David Evans fencing, lovely staff, fantastic job."

"When touching up the paint work, they used a different colour leaving my hall bottom and top with big patches of different colour paint all over it - quite obvious. I can't understand how this was allowed. The excuse was they couldn't find the paint code to get the right shade. It went through most of my home with patches painted over cracks and marks. It was totally disrespectful to do something like that."

"Polite helpful & efficient."

"Good workman ship and cleaned up after themselves."

"I am an ex British steel worker. They introduced contract packers throughout the industry. We lost the packing Jobs resulting in redundancy. Thousands of lost jobs. While there is a need for some contract work, there should be a fair compromise. Wherever possible, there should be kept as many of your own employees as possible. Obviously, cost is a big factor, but so too is the community."

"Had a contractor call to install a new fence earlier this year. I am currently still waiting for the work to be done."

"Work was not completed within the time frame they arranged. Subsequent appointments were not kept; they just turned up whenever they felt like it which was very problematic when trying to work full time, having only booked annual leave for the previous time they had agreed. The quality of work was poor and materials used seem to be cheap, non-lasting and used very sparingly. Ateb do not appear to care that tenants remain unsatisfied with the work and they never visit properties to check on finished quality of contractors work. I'm extremely disappointed with being treated like a second class citizen and contractors knowing they can get away with any poor quality of work because Ateb do not have any quality controls in place for inspection of contractors work during the process and the finished result we're left to live with."

"WBG we're great. I met 4 different people and all were lovely and extremely helpful. Especially 'Chris' and 'Nathan'. I suffer from severe mental health problems and they both made me feel relaxed and comfortable while they were here carrying out the repairs."

"He was very polite, left no mess and done a very good job of my bathroom floor!"

6/ What street or estate do you live in?

These are some of the areas our responders are coming from:

Answered: 157

Skipped: 49

Ashford Park
Parc Maen Hir
Havard Close
Westaway Park
Church Close
De Clare Court
Green Meadow Avenue
Three Meadows
Silverstream Drive
Ashdale Lane, Pembroke
St Davids Close,
Hubberston

Park Avenue, Kilgetty
Freemans View
Harcourt close
Laugharne Close
Poyers Grove
Springfield Avenue
Hanover Court, Milford Haven
John Morgan Close, Narberth
Vineyard Vale, Valley Road
Gordon Parry Road, Neyland
Bush Street
Plas Peregrine
The Gables
Vaynor Road, Milford Haven
Cuckoo Wood
Spring View
Hafalnod

Green Meadow Avenue
Trafalgar Road
Town Meadow, Marloes
Redstone Court, Narberth
Ocean Drive, Roch
Pembroke Dock
Sunnybank Gardens
Hawkstone Road
Vetch Close
Erw Lon, Penycwm
Cromwell Heights, Milford Haven

Rose Avenue
Swyn y Mor
Howarth Close
Gordon Parry Rd
Central Court, Milford Haven
Deer Park view
Parc Derwen, Fishguard
St Clements Park
Mayfield Road

Fir Tree Close
Greville Court
Honeyhill Grove
Knight Court
Three Meadows
Preseli Court
St David's Close
Hanover Court
Vaynor Road, Milford Haven
Woodland Close
Dingle Close, Crundale
Rocky Park
Ael y Felin, Penparc
Cefn Gallod
Harrier Road

Laugharne Close
Old School Court
Cuckoo Wood
Church Close
Gordon Parry Road, Neyland
Station Road, Letterston
Priory Road
Sunderland Avenue
Rose Avenue
Woodland Close
Bush Street
Maes yr Ysgol
Peregrine Close, Haverfordwest

Barn Court
Roch Road
Croft Court, Pembroke
Princess Royal Way
Brooklyn's Close
Cutty Sark Drive
Vaynor Road
Newell Hill
Stryd Shearwater
Williams Court
Freemans View, Haverfordwest

School Lane
Bro Waldo
Springfield Avenue
Hafalnod, Tenby
Croft Court, Pembroke
Acorn Drive
Acorn Heights, Tenby
Munro Court
St Clements Park
Shoemakers Court
Lake Drive
Mayfield Road
Williams Court
St Marks Close
Wentworth Close, Milford Haven
Albion Court, Wellington Street
Barn Court

Howarth Close
Redstone Court, Narberth
Britannia Drive, Pembroke Dock
Central Court
Howells Close
Powell Close
St James Street
Stratford Road
Fairways
Maes-y-Mor, Solva

7/ What works were undertaken?

This is a selection of the examples sent in:

Answered: 156 Skipped: 50



A word cloud of various contracted works. The words are in shades of blue and teal. The word 'New' is the largest and most prominent. Other words include: Painting house, bathroom flooring, kitchen, New fencing, Plumbing, work, check, Bathroom, Gas heating, alarms, light, door, Painting repair, electric, inspection, ceiling, Fencing outdoors, windows, New bathroom, Electrical, front door fitted, Fixing, Boiler, Exterior painting, House painted.

... and this is some of the detail we captured ...

"Painting over mould, removal of brick outside"

"Glass fitted in our front door"

"Remedial work following an oil leak"

"New slabs fitted in garden"

"New kitchen installation"

"Asbestos check"

"Repair windows"

"Water tank inspection"

"TV aerial broken from high winds"

"Work carried out after a year of new build, cracks and marks where the plaster came off; nails and edges"

"Electric front door"

"Measured up for new bathroom"

"Plumbing of new heating system"

"Removal of dead grass and stones laid instead"

"Servicing of my stair-lift"

"New electric meter fuse box"

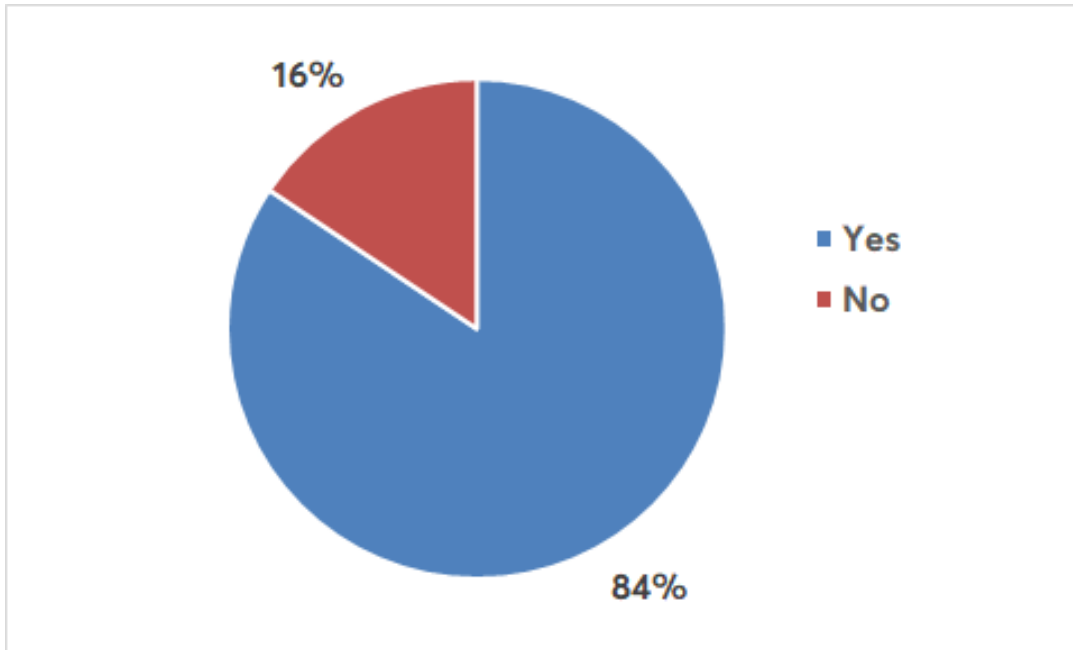
"Outside communal lights"

"Alarms"

"New bathroom ceiling due to damp/mould, all ceilings upstairs repainted. Attic relaid with insulation"

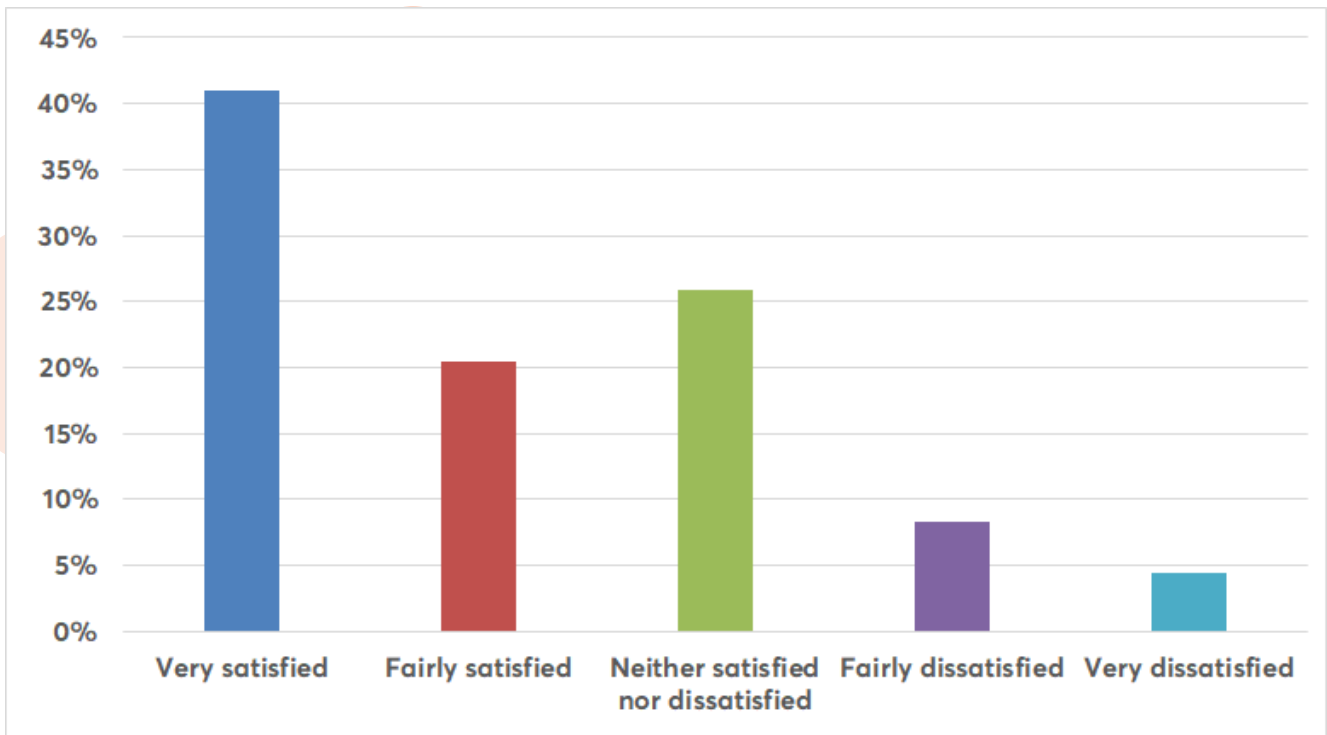
8/ Is it ok for ateb to contact you to ask you about your comments?

Answered: 160 Skipped: 46



9/ How satisfied or dissatisfied are you with opportunities given to you to participate in ateb's decision making processes?

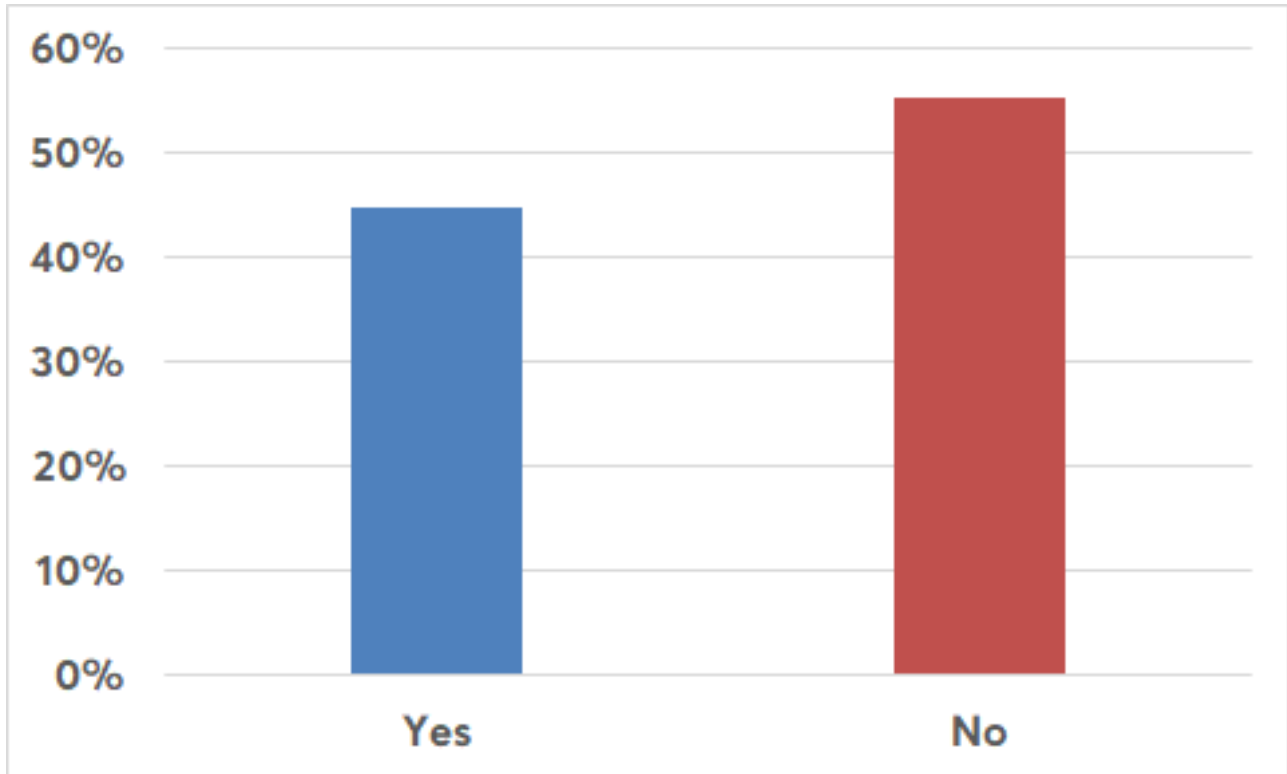
Answered: 205 Skipped: 1



10/ To help us understand if our events are inclusive, please can you confirm if you identify yourself as disabled. ateb may be required to share this data with Welsh Government as part of their equality, diversity and inclusion standards. By entering information here, you are agreeing to allow ateb to share this data with Welsh Government.

Answered: 201

Skipped: 5



We did...

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

1. **Re-communicate & promote ateb Contractor Code of Conduct responsibilities**
2. **Consider returning to Customer Satisfaction Survey sent with repairs acknowledgements**
3. **Create improvements to regular contract meetings using meeting templates and recording / taking minutes**
4. **Contract meeting schedule: Currently working group in place looking at improvements, led by Ceri Morgan and Dan Teale (Allyn Prichard representing Property Team)**
5. **Post inspection / customer satisfaction surveys process improvements to be considered**
6. **Review Planned Maintenance consultation with customers, with Customer Team**

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 12/09/23 @ 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

Visit our website: www.atebgroup.co.uk

Phone/text: 07500 446611 / 01437 774766