

Wellbeing Commitments

November 2023



Creating
better
Living Solutions



We understand the pressures that so many of our customers are facing when it comes to the cost-of-living and the impact that can have on their wellbeing.

In October 2022 in response to the cost-of-living crisis we co-produced with customers several actions ateb would take to support our customers, that have been delivered over the last 12 months with the support of partners.

Sadly 12 months on these challenges and the increased risk of our customers being in fuel poverty and struggling with day to day living costs, have not gone away, and we came together again with customers this Autumn to review and refresh how we might support our customers over the next 12 months with our partners.

Please contact us on 0800 854 568 if you want to know more about the support that might be available.

Mark Lewis

Executive Director for Customer



The ateb team are committed to working with partners in supporting customers who are experiencing problems that are having an impact on their wellbeing, including paying bills, paying rent, heating homes, and eating well.



You told us:

You want more home energy advice, including how to get a SMART meter installed. You want ateb to specifically target advice to vulnerable customers and those living in homes that are not very energy efficient.

You want more advice and support on how to make the best use of solar panels and other energy efficient technologies where homes have them installed.

You want more information on food banks and food share projects and for ateb to work with partners where our customers have been identified as being in need.

You want access to more communal spaces where people can grow food and support for people to use their gardens to produce food to help with increasing food costs.

We will:

We will continue to provide an Energy Support and Advice service to the end of March 2024 and explore how we can continue to provide this service from April 2024 when the current funding ends.

We will offer support and advice to customers on how to make the best use of solar panels and other energy efficient technologies where homes have them installed.

We will ensure our customers have information on local food banks and food share projects and we will explore how we assist our partners to support ateb customers.

We will explore and promote what options are available in our communities where our customers can access spaces to grow their own food.

	<p>We will explore how we could deliver wellbeing and healthy living initiatives including healthy eating and cooking events and advice on growing your own fruit and vegetables.</p>
<p>You said you want more opportunities for face-to-face support from the ateb team, signposting to partners for specialist support including emotional and mental health support.</p>	<p>We know that increasing costs of living can cause stress and worry. We will continue to support and signpost to partners that can provide specialist support with health and well-being.</p> <p>We will continue to provide face-to-face appointments when requested and promote this on our website and social media.</p>
<p>You want ateb to invest in your homes to make them more energy efficient and better for the environment including ensuring they are well insulated with good windows and doors to keep the cold out.</p>	<p>We will continue to invest in our homes and develop our plans to make all our homes more energy efficient and carbon free in the longer term.</p>
<p>You want more information about household waste disposal and recycling particularly in flats and schemes.</p>	<p>We will continue to work with partners on improving how household waste is disposed of and recycled, specifically at blocks of flats and independent living schemes.</p>
<p>You want ateb to explore installing electric vehicle charging points across ateb estates and communities.</p>	<p>We will explore options for installing electric car charging points across ateb estates and communities.</p>

You want more help for people with pre-payment meters and more information about the priority services register for vulnerable customers.

You want money advice and support that addresses hardship with access to financial assistance when in a crisis or all other options have failed.

You want ateb to deliver more wellbeing events in collaboration with partners following on from the success of the events held in the last 12 months.

We will continue to provide specifically targeted support this winter to those who have been identified as vulnerable or are living in an ateb home that is not very energy efficient, including support to join the priority services register.

We will continue to provide advice on support available such as the Fuel voucher fund and Fuel bank, helping our customers to access the external funding and support available.

We will put in place a financial assistance fund with agreed criteria to support customers in a crisis and unable to pay their rent or meet the costs of heating their homes.

We will continue to signpost and help customers access the benefits that they are entitled to and help customers access any direct financial assistance that is available, specifically, to customers who will be affected by migration to Universal Credit from legacy benefits such as Housing Benefit.

We will not evict anyone from our homes because of financial hardship if they work closely with us to put a plan in place.

We will build on the success of previous events, inviting more partners and exploring with customers, how we can improve future wellbeing events.

You want support to be more digitally included.

We will continue to support our customers to become digitally included, by supporting access to the Digital Data Bank, providing training, advice, and support through the employment of a dedicated Community Welfare Coordinator, and providing a digital equipment lending library where customers can loan a tablet or laptop.

You want affordable rents and service charges to be affordable.

We will continue to adopt a “Living Rent” that ensures rents and service charges are affordable.

You want support to keep warm this winter.

We will ensure that ateb customers have the information they need on accessing support over the winter to keep warm and well and support our partners in the delivery of “Keep Warm, Keep Well” initiatives.



If you want to learn more or need any advice or assistance, please contact our Customer Service and Housing Solutions Teams.

Tel: 0800 854 568

Email: hello@atebgroup.co.uk

Facebook: @theatebgroup

X (Twitter): @atebgroup

LinkedIn ateb group

ateb



Creating
better
Living Solutions
For the **people** and
communities of West Wales