

Our update on the last 6 months' of e2i improvements → August 2023

Contracted Works

Cleaning in Communal Areas

Thank you for your support

If you'd like to discuss with staff and other ateb customers, the progress that's made in terms of carrying out these improvement steps, or any other aspects of these surveys and reports, you are welcome to come to our Survey Planning Group, which is held on the second Tuesday of most months.

Keep an eye on our website for [what's on the horizon](#).

Thank you for all your support over the last 6 months

This document is letting you know about improvements & progress made by ateb, following what you told us in past surveys.

Please find below our update report on the following 2 improvement themes:

→ December 2022 - **#23** *Contracted Works*

→ January 2023 - **#25** *Cleaning in Communal Areas*

#23 Contracted Works

Purpose of this survey:

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

For the original, full report on this survey, please [click here](#)

What have we learned 6 months on?

The following is a list of the improvement actions set 6 months ago, and records of progress made towards fulfilling those actions, six months later.

1. Re-communicate & promote ateb Contractor Code of Conduct responsibilities

The final working draft is complete.

2. Consider returning to Customer Satisfaction Survey sent with repairs acknowledgements

Pre and post inspections are an integral part of moving forward. 25% of all high value works will be post inspected on planned and reactive repairs. Reactive repairs over £1000 are

surveyed. ateb are working on formalising a process to include estate inspections & want tenants to be involved in inspections.

3. Create improvements to regular contract meetings using meeting templates and recording / taking minutes

Regular contract review meetings are now being held monthly, quarterly or 6 monthly. We have now been using meeting templates to have meetings with contractors.

4. Contract meeting schedule: Currently working group in place looking at improvements, led by Ceri Morgan and Dan Teale (Allyn Prichard representing Property Team)

A new contract management process is now being worked on, which includes procurement and all aspects of the contract.

5. Post inspection / customer satisfaction surveys process improvements to be considered

Post inspections - keen to do more & auto generated customer satisfaction surveys, following inspections, are underway on Customer Portal. Going live in October 23.

6. Review Planned Maintenance consultation with Customer Team

Waiting for Welsh Housing Quality Standards (WHQS) to be finalised so that ateb can then plan how we will engage with customers on this.

What we have learnt:

“As the Survey Planning process got underway, we initially learnt that we shared many of the same frustrations as our customers around some aspects of the works carried out by our external contractor partners. The Property Team are passionate about creating better living solutions for our customers and the survey process has helped us learn what smart improvement actions we needed to consider. These include contract management, post-inspection of works, customer satisfaction survey and contractor code of conduct improvements; plus, further customer consultation on specific workstreams.” (Antony James; Head of Property)

#25 Cleaning in Communal Areas

Purpose of this survey:

- To find out more precisely why ateb has received a certain amount of on-going negative feedback about its Cleaning in Communal Areas service.

For the original, full report on this survey, please [click here](#)

What have we learned 6 months on?

The following is a list of the improvement actions set 6 months ago, and records of progress made towards fulfilling those actions, six months later.

1. **Windows — identify the addresses of those found to be unhappy with the standard of cleaning of the windows — find out why they are not being done with a view to ensuring they are cleaned**

During the past months, our third-party contractor, who holds the window cleaning contract, has been attending sites reviewing the current scope of works and identifying any windows that may have been potentially missed during their previous services. The ateb Facilities Department are confident that all windows are now being cleaned and to the standard they should be.

2. **Communal cleaning specifications need tightening up to lessen the potential for ambiguity in what needs to be achieved**

All communal specifications relating to cleaning have been updated and provided to ateb staff, who have placed them on notice boards. They include type of task and the frequency of tasks so the customer knows what should be cleaned and when.

3. **Improve contractor performance monitoring**

The ateb Facilities Department have visited several sites, assessing and reviewing standards of work conducted by our third-party contractors. There is ongoing weekly engagement with

all contractors regarding the service they have been providing including identifying any gaps within the service or current contract that need to be added or adjusted.

Several contract reviews with the third-party contractors have been conducted.

An estate audit process is currently being created by ateb. This is designed to show what contractors are doing, compared to what the contract says they should be doing. Once set up, the ateb Facilities Department will make sure customers are invited to take part in this activity.

What we have learnt:

“Surveying customers for feedback, regarding the communal areas cleaning service provided by ateb, has benefited ateb’s business and services in many ways. It has helped me use the information to understand our customers’ needs and expectations, identify and resolve customer problems, build trust and rapport, discover customer preferences and opinions, and measure our performance and progress.” (Marilyn McCarthy-Sarre; Facilities Management Lead)

What happens next?

We will continue to monitor the issues raised in these theme reviews.

We will report again on progress with improvement actions raised, through these surveys, 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?

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

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