

# #30 Customer Engagement Annual Review

(July & August 2023)

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

# Why this review?

## Purpose of the theme:

To look at how we can continue to expand & improve our **Engage** offer; to check how well **Engage** is working; to find out what you, our customers, want to see us improving in 2024.

## When did we undertake the survey?

Throughout July & August 2023

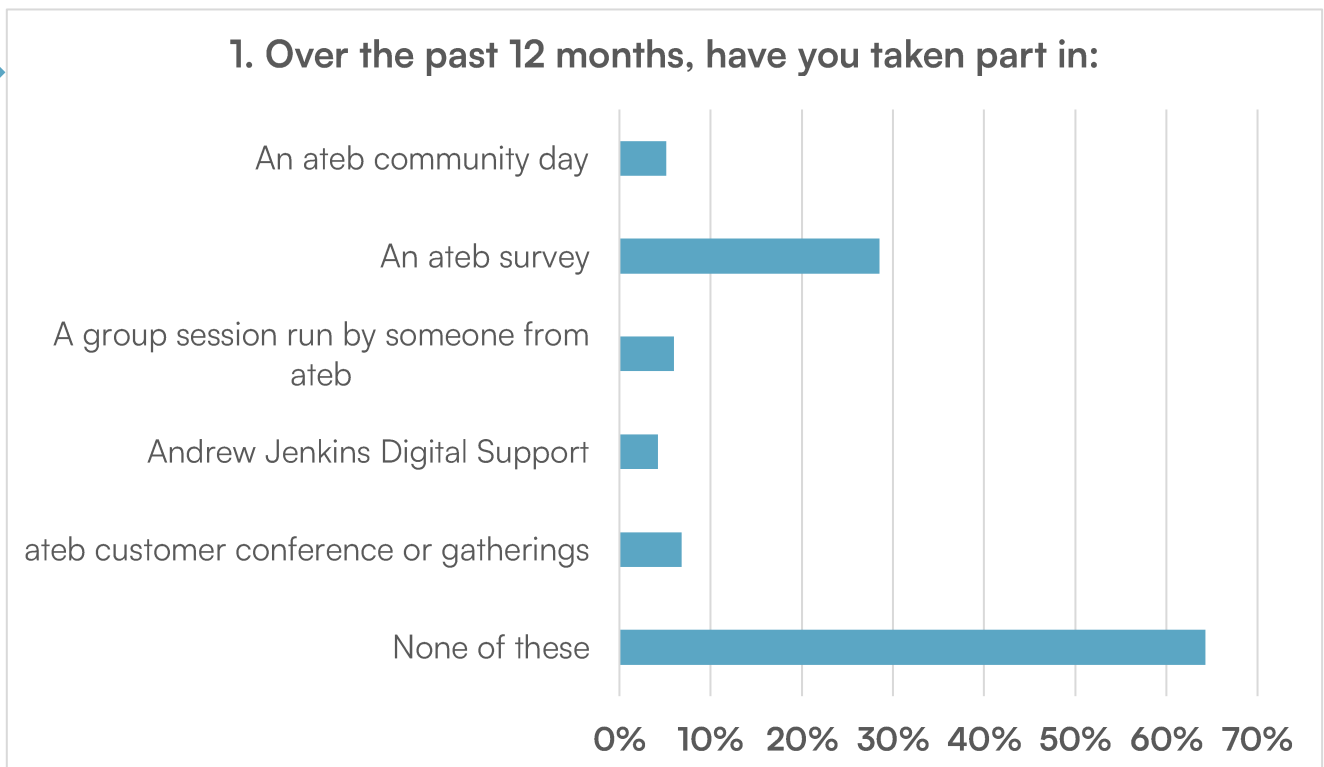
## Thank you for your support 👍

We received information from 236 of our ateb customers.

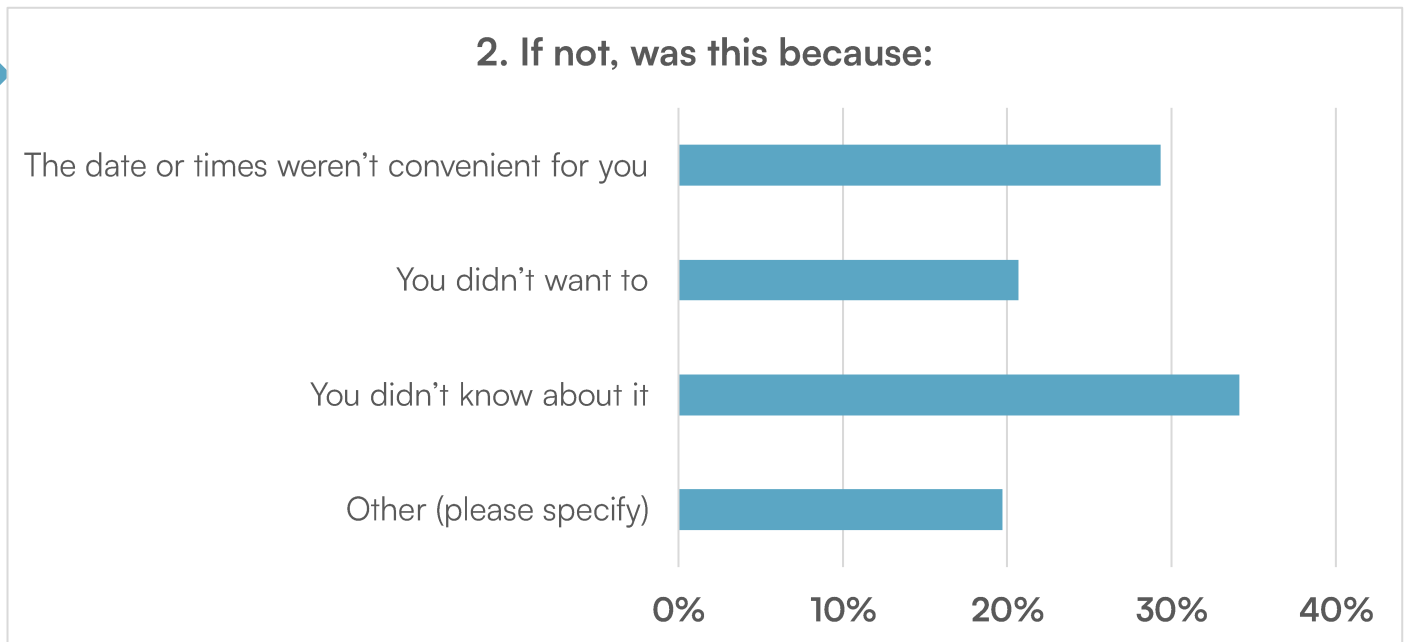
# You said...

## These were the responses we received:

1. Answered: 235      Skipped: 1

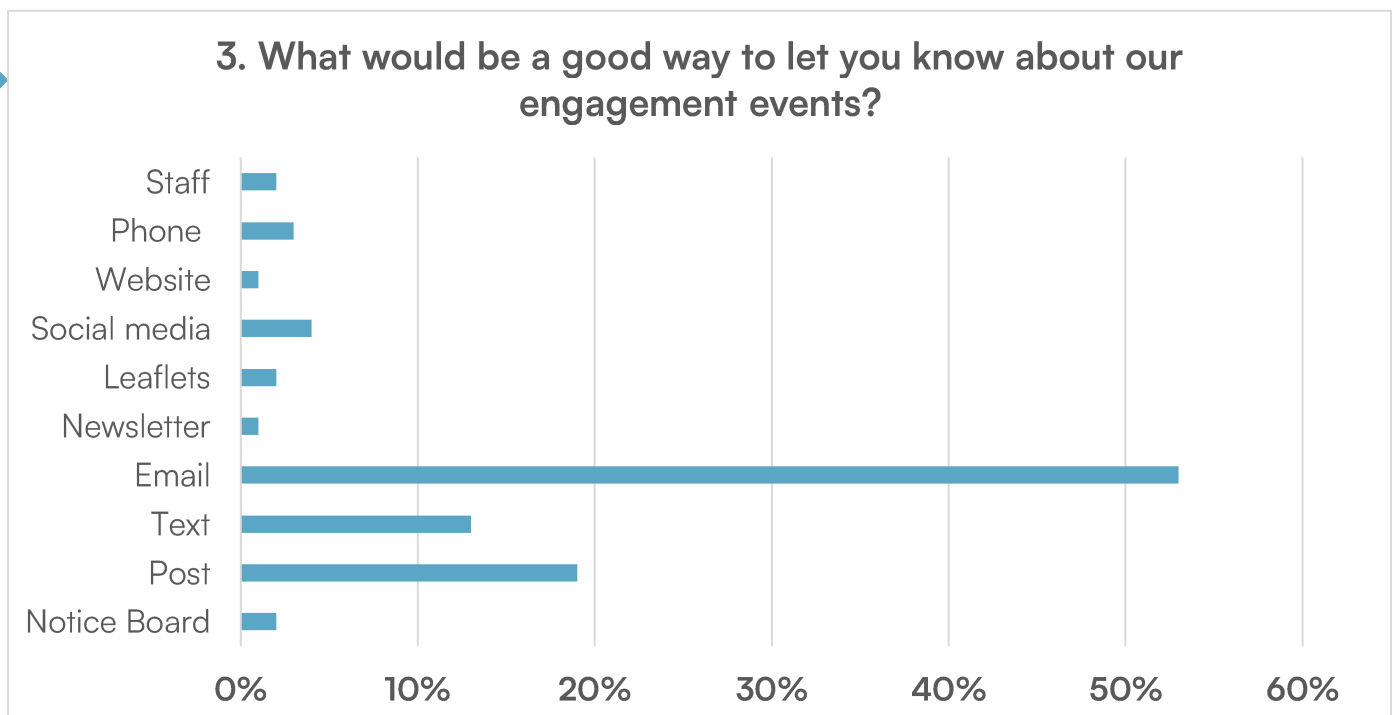


2. Answered: 208 Skipped: 28



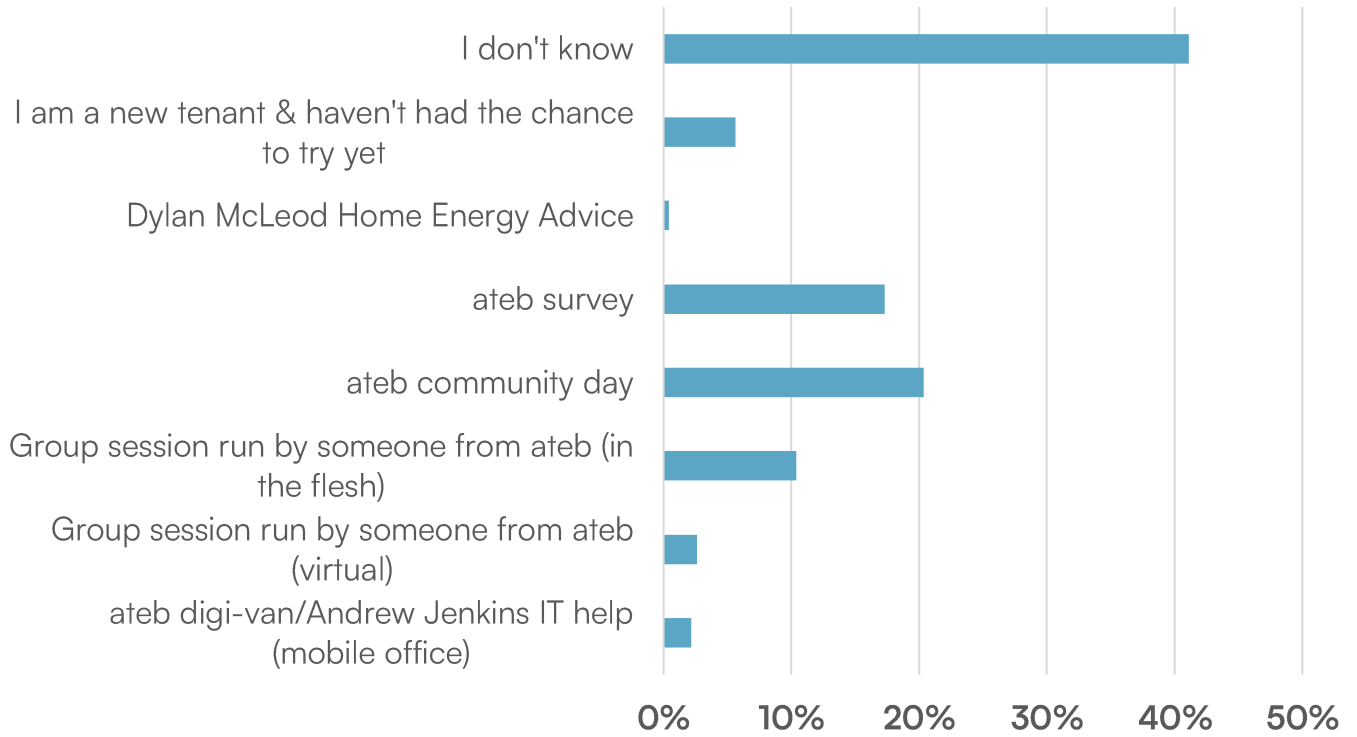
Of the 20% who chose 'Other', most of these people said the need to give or receive care was their main reason for not taking part. After this, people said that illness, transport issues & being a new customer was their reason.

3. Answered: 225 Skipped: 11



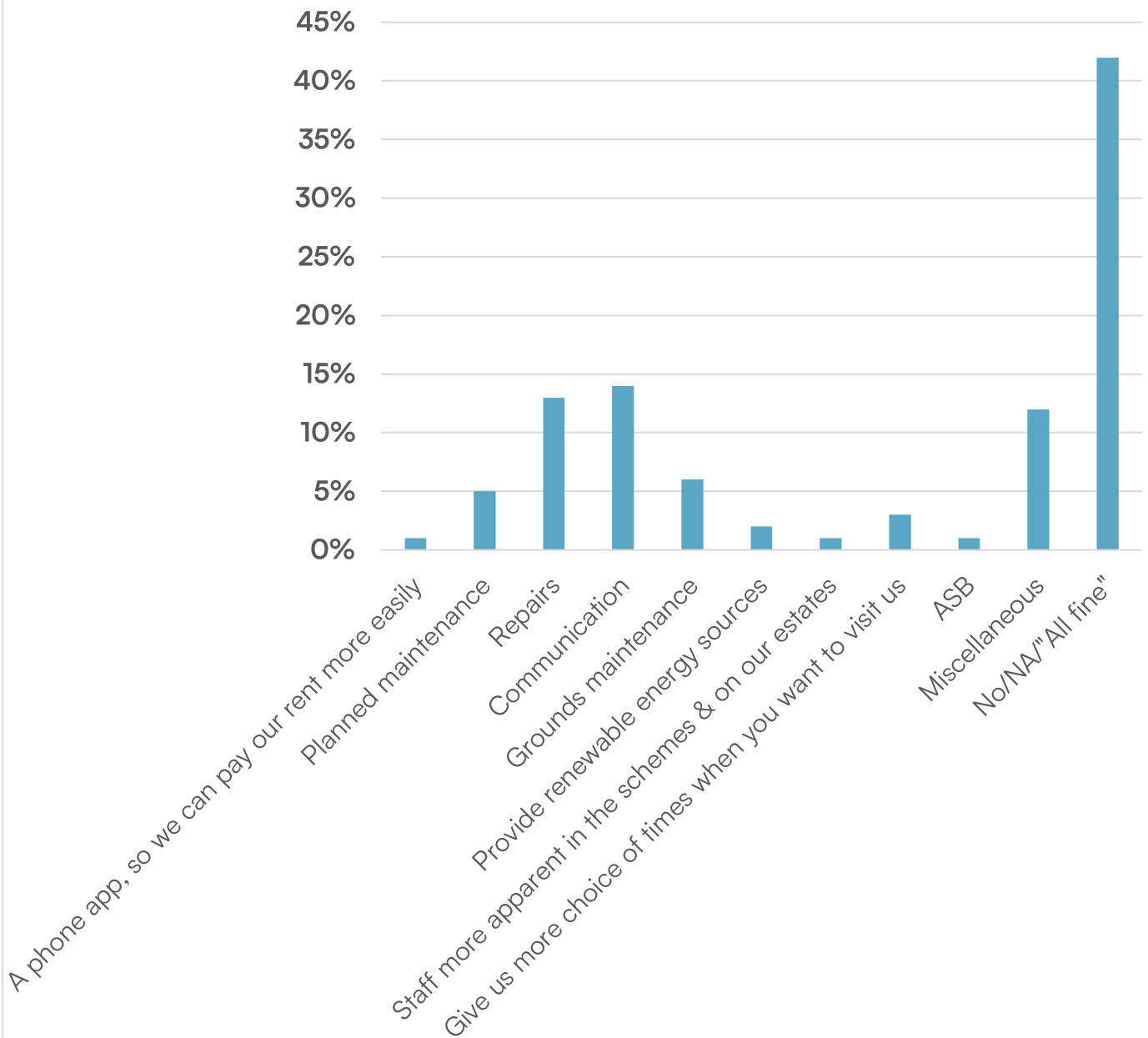
4. Answered: 231 Skipped: 5

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



5. Answered: 206 Skipped: 30

### 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?



All answers volunteered by customers (open question)

---

## These are some of our customer comments related to Q5:

*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?*

“Respond to call-outs quicker; or at least call to say you've acknowledged it and give a time scale”

“Do instant replies on repair requests, to say you have the request, and give it a job number there & then”

“I work full time, it's summer holidays the pressure is on to find time/annual leave to do stuff with my children, and you're trying to book me in for a boiler check; I could probably make 4:30pm without taking annual leave but you're asking for too much expecting me to wait in for a full AM or PM. It's like you think all your tenants don't have jobs. Personally I don't think the boiler needs a service/check - it's only been on for half a year since the last one. I understand you want to do it, but for single parents working full time, later appointments with a set time agreed would work better.”

“Improved security”

“We applied to have more water butts on our site but this was refused in case tenants either

washed or drank the water and they may catch legionella disease. Really? The bacteria can be killed — the chemical is available on the internet and we were willing to pay for it. We already have water butts on site so we fail to see how more of them will do nothing more than save water”

“Having moved from a council owned property into one of yours, the sprinkler system and solar panels are something that we have never had. I have asked questions about these, but nobody has really been able to answer. You should have information in the property about these things; the comment, "go online to find out information" really isn't helpful.”

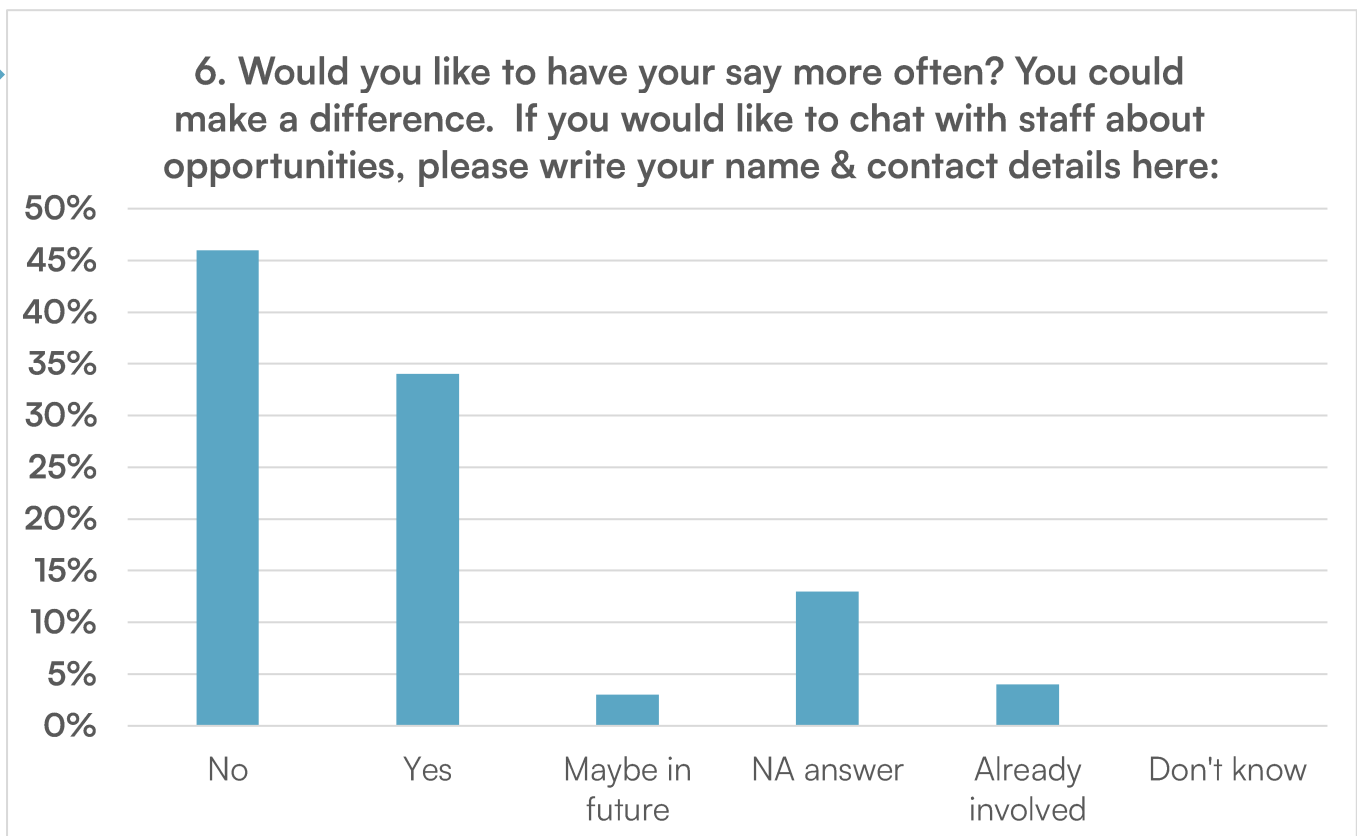
“Keep us informed when we have a change of warden... At Marychurch Court we have had a new warden called Gina (who has been a very positive and will chat to us) but now Gina has been put somewhere else. You need more wardens like her.”

## Miscellaneous

In this bar (from the previous question), some of the comments, made by one or two customers, were as follows:

- “The waiting list is too long — we have been in Gold Band for literally years”
- “Build more homes”
- “I want to have my say without being in a group”
- “Parking”
- “Better tenant support”

6. Answered: 150 Skipped: 86



51 customers said that they'd consider getting more involved with ateb to help to let ateb know what it's like to live in an ateb home. These 51 customers are being contacted and are being invited to events, to try out these Engage opportunities. [Why not give it a go too?](#)

7. Answered: 224

Skipped: 27



## These are some of our customer comments related to Q8:

“I work full time so I would be unable to attend.”

“Locally organised”

“ateb handle this well, especially as venues in Pembrokeshire that cater for disability are few.”

“You accommodate inclusion already. I am merely not into social events.”

“..... often they are daytime events and I work so can't get to them during work hours.”

“Given more notice of events. Making it before for myself with anxiety to plan.”

“Everything is accessible for me, with virtual events also available.”

“Information sent to tenants with disabilities - What measures have been put in place to make events accessible?”

“Personally, I think people's mental health, where ateb is considered, is pretty poor. I personally don't think you treat tenants fairly. I also feel you don't listen to your tenants unless it is beneficial to you - you do as you please.”

“No, ateb's events are usually accessible.”

“I prefer virtual as it's easier to access and I'm more likely to be able to attend.”

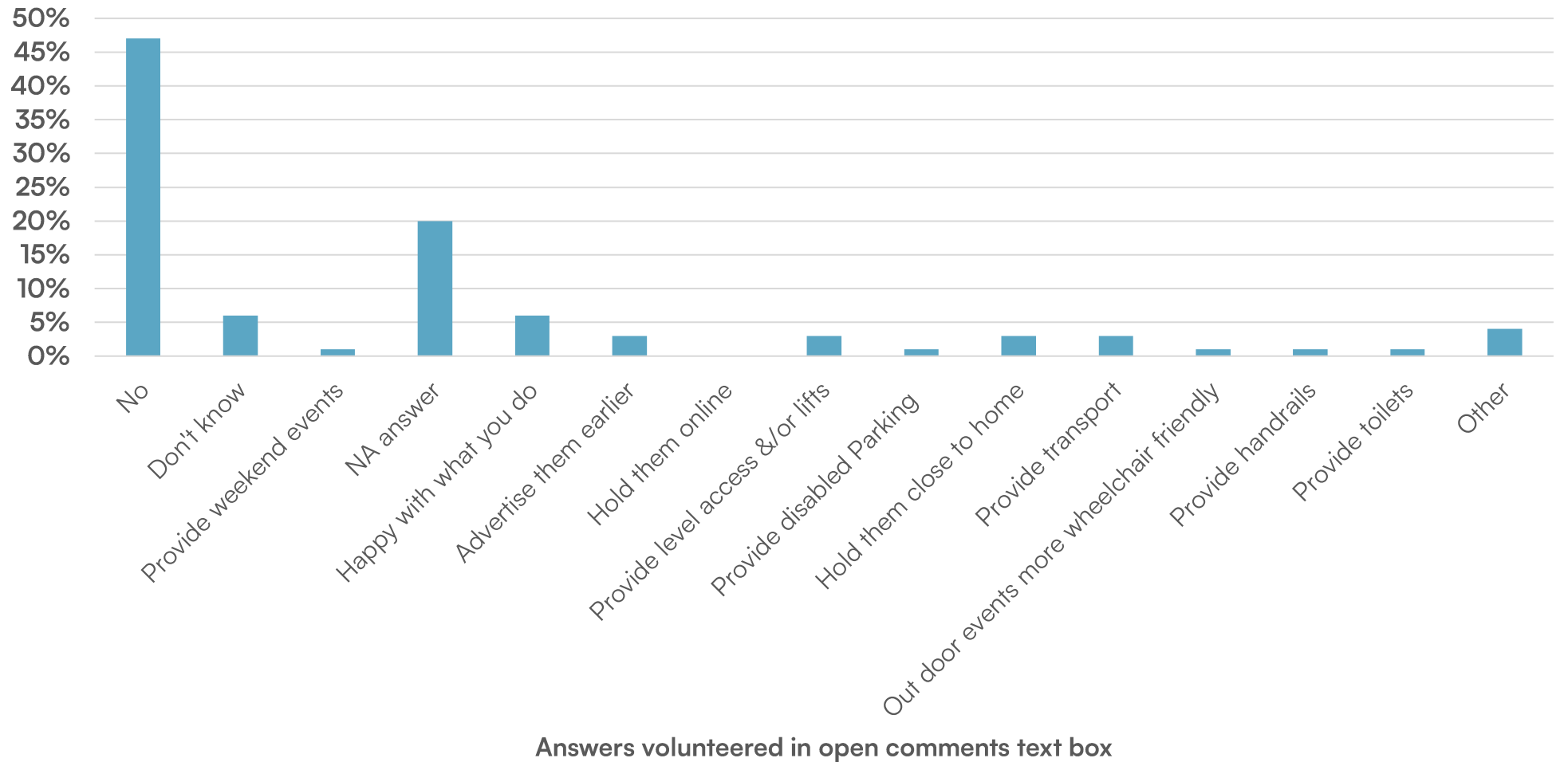
“Not really - quite busy as I am a carer.”



8. Answered: 142

Skipped: 94

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



---

## We did...

### Based on these survey results, we intend to undertake the following improvement actions:

1. Outdoor venues - more variety of food to take into account people's food preferences/intolerances
2. Promote that help with transport arrangements & transport costs is always available at e2i events (transport mustn't be a barrier to participation) & continue to hold on-line opportunities
3. People who give/need care (these people say they couldn't attend because they needed, or needed to give, care): stress on promotional material that ateb can offer support to customers who want to take part.

### Themes picked up from Question 5 that ateb will consider investigating more thoroughly in 2024 are:

- Communications
- Grounds Maintenance
- Repairs

---

To discuss with staff & other ateb customers the progress made with these actions, please come to this survey's **Six-month Review**, in our **Survey Planning Group** which is currently scheduled for 13/02/24 @ 10:00, but please keep an eye on our website & socials 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)

**Phone/text/WhatsApp:** 07500 446611 / 01437 774766

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