

ateb: The Cost of Rent & Service Charges 2023/24

If it matters to you, it matters to us

Why this review?

Purpose of the theme:

ateb wants to know from our customers whether they feel their rent and service charges are value for money.

When did we undertake the survey?

From mid-October to early November 2023.

Thank you for your support

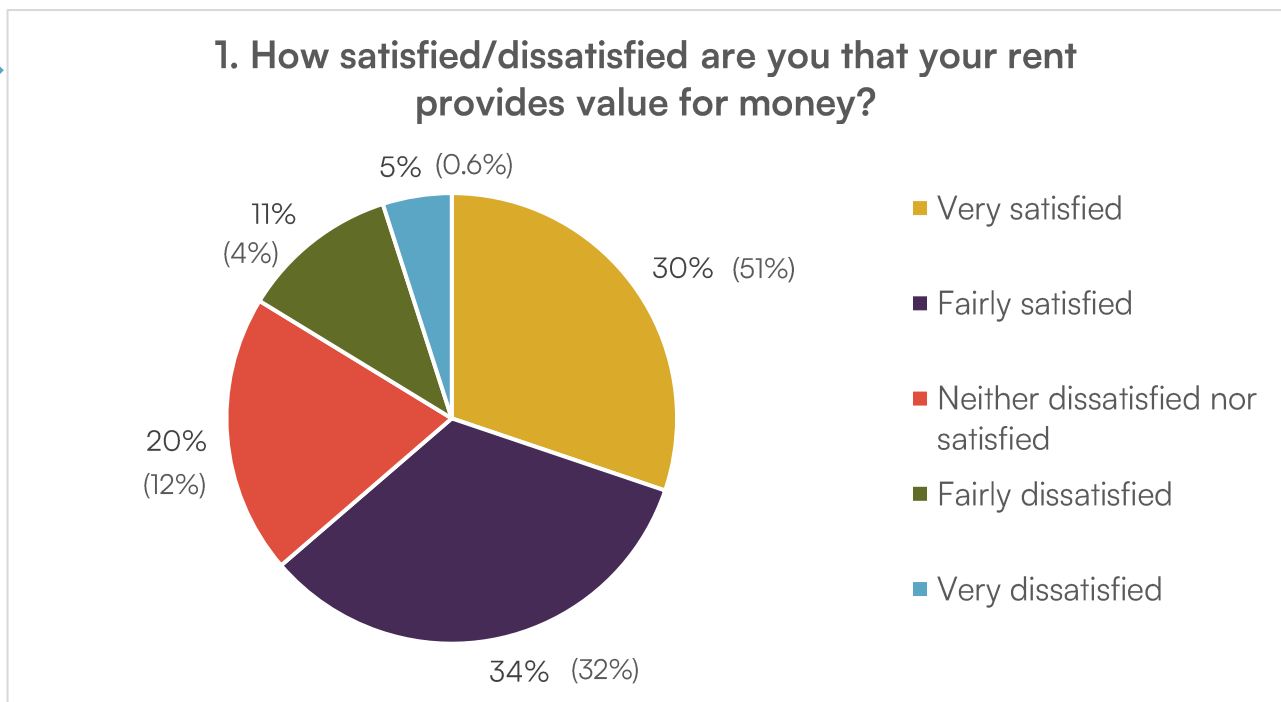
We received information from **434 (14%)** of our customers. (Last year we received 823 responses).

You said...

These were the responses we received (last year's results are shown in brackets for comparison):

Answered: **432 (361)**

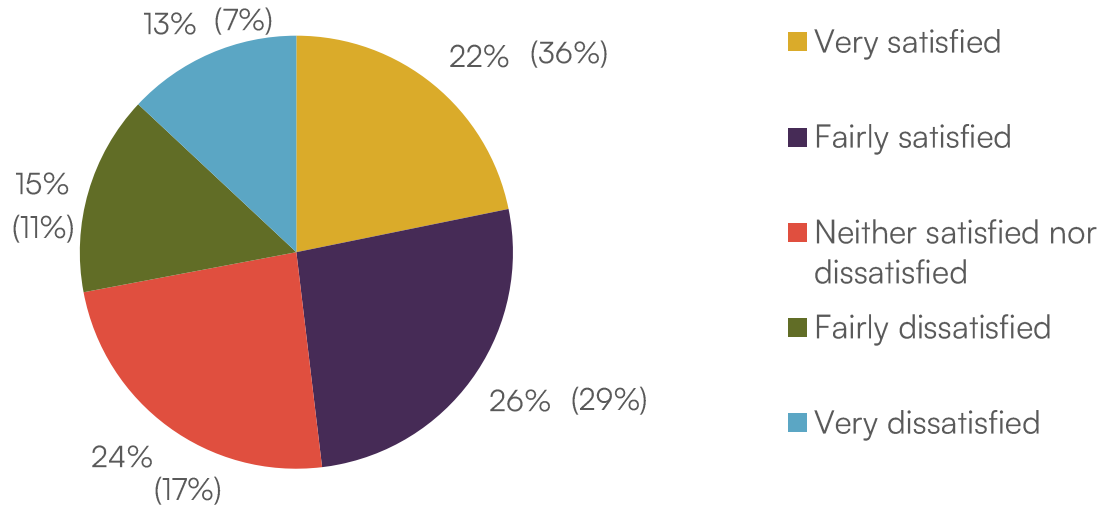
Skipped: **2 (0)**



Answered: **430 (361)**

Skipped: **4 (0)**

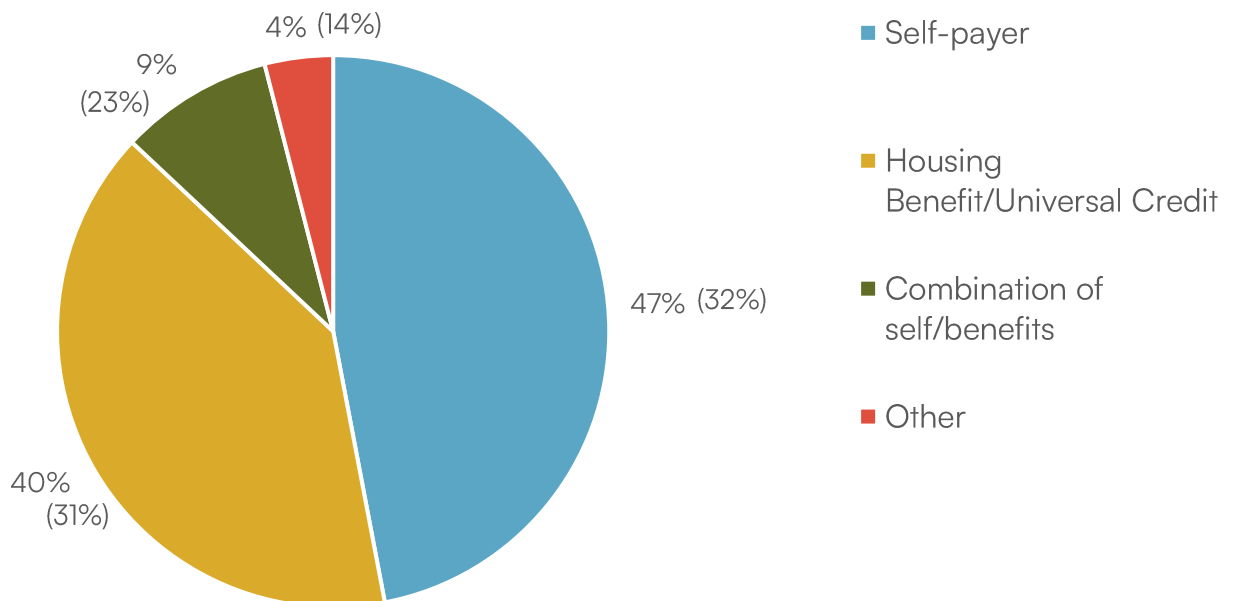
2. How satisfied or dissatisfied are you that your service charges provide value for money?



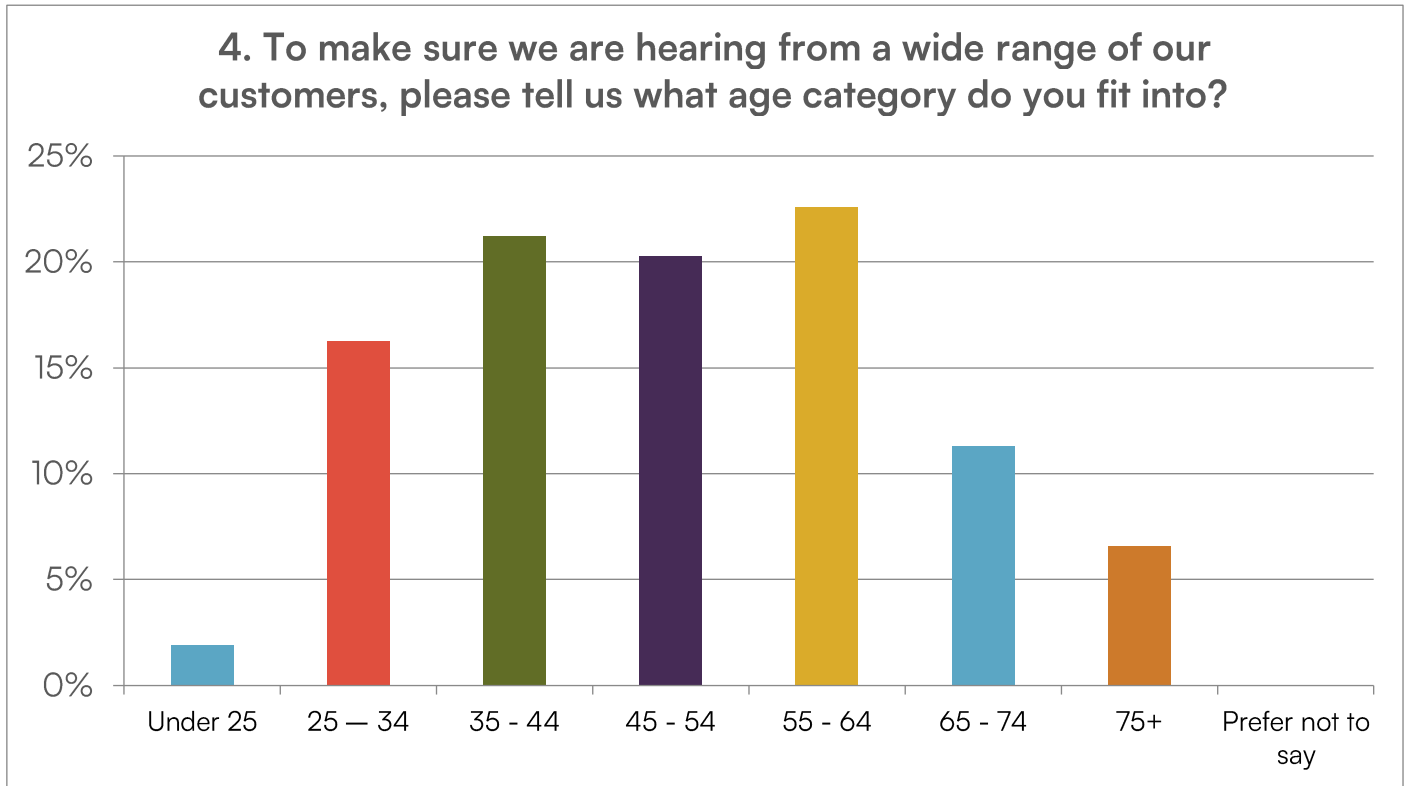
Answered: **423 (459)**

Skipped: **11 (3)**

3. How do you pay your rent?



Answered: **429** Skipped: **5**



We really appreciate all those involved in this 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/WhatsApp: 07500 446611 / 01437 774766

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