



#atebgroup

ateb Stories

Your update on ateb performance

Quarter 4 - 2023/24

atebgroup.co.uk

Creating
better
Living Solutions

ateb

Hello

Every quarter Housing Associations provide information to the Welsh Government to show how we are doing in comparison to others.

When this information is published, we will share it with you and give you our reflection on what it means.

- If you want to see the full survey you can go on the Welsh Government site here: [WG Quarterly Regulatory Survey](#).
- We will also share customer updates and stories from across ateb to give you a wider perspective of what it means to be an ateb customer.
- It would be great to hear what you think so we have a dedicated email address atebstories@atebgroup.co.uk where we would welcome all feedback on our performance and your stories about what ateb means to you.



Customer Forum

We are the Customer Forum, a group of interested customers who work with the ateb Board and team members, to help improve, design and deliver the services you receive.

Together we share the ambition of 'Creating Better Living Solutions' for the people and communities of West Wales and to make sure ateb customers receive the 'right customer outcomes as effectively as possible.'

Quarterly we review how ateb is doing in delivering services to its customers.

If you are interested in joining our Customer Forum, please get in touch with our Engage Coordinator Ali Evans.

 aillinor.evans@atebgroup.co.uk

 01437 774 766  07500 44 66 11

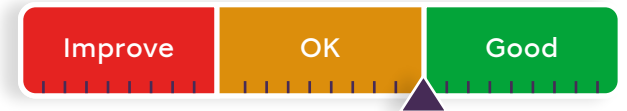
If it matters to you
It matters to us

 **ateb** Creating better Living Solutions



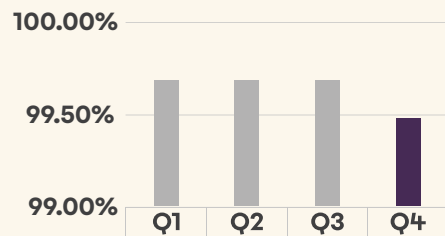
Safety in Homes

ateb must make sure homes are always safe and compliant.



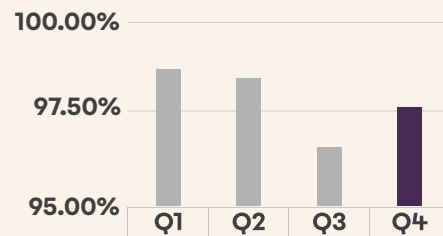
Progress "...is ok to good, but we do really need the help of customers to allow access to their homes".

Gas Safety



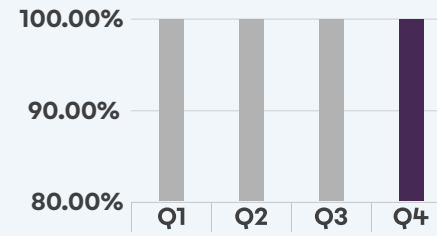
- We reported 0.5% of homes as not having a compliant gas safety certificate at the end of Quarter 4 (Q4).
- It's really important to let our teams in to check your boilers and heating appliances. If you let us in on our first visit you could win £25 of Love2Shop vouchers.

Electric Safety



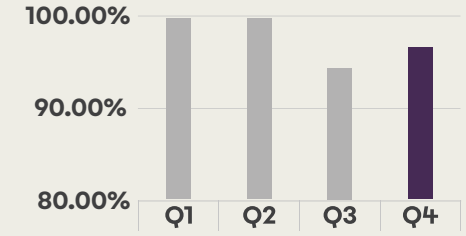
- There has been a big change from 10-year electrical inspections to every 5 years.
- We reported 2.2% of homes as not having an in date EICR in Q4.
- It's important to let our teams in to check your electrical system.

Fire Risk Assessments



- Really strong performance all year, reporting full compliance!

Asbestos Safety



- Generally good progress in delivering our programme of surveys and inspections.
- We reported 3.6% of homes requiring surveys at the end of Q4.

Fire safety improvements at Kensington Court are “what good looks like”.

Earlier this year we invited Mid and West Wales Fire and Rescue Service to Kensington Court in Milford Haven, to view the improvements we’ve been making with our partners Fire Immunity.

The new modifications were described as exemplary in a recent inspection by the Fire Service and aim to make Kensington Court safer for our communities that live there.

Stuart Macdonald, MAWW Business Fire Safety Manager for Pembrokeshire commented

“For the staff here today, it’s an excellent opportunity to learn what good looks like. For example, historically we have recognised the use of fire resisting foams as one of the methods used to help reduce the spread of fire within buildings. The knowledge shared by the experts in the field here today will assist us moving forward, recognising the limitations of these fire stopping materials and also the correct installation techniques that should be used to ensure a suitable and sufficient fire safety standard is achieved.”

“Today has been really good for both our Fire Safety Officers and Operational Crews, to improve our awareness on what techniques are at the forefront of technology and how we should all be aiming to improve the fire safety of our buildings to ensure that our communities are as safe as possible”



We appreciate these works can be disruptive and inconvenient, that's why we are working hard with Fire Immunity to ensure we do everything we can to make these changes as quickly and efficiently as possible.

The work covers 5 stages, 1. Fire Alarm extensions, 2. Sprinkler extensions, 3. Fire Stopping, 4. Cladding and 5. Evacuation lifts.

We are aiming to start stage 4 – cladding in the spring of 2025 and similar works are also being carried out at our second Extra Care Independent Living Scheme, De Clare Court in Haverfordwest.

Phil Owen, ateb's new Major Works Project Manager commented:

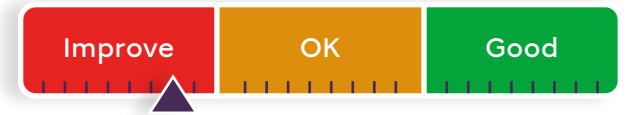
“We invited the Fire Service in to look at good practice, and are pleased they were able to join us today. It's also great to learn that they intend to share some of the things seen and learned today at their next CPD seminar event later in the year with other Business Fire Safety Staff across the MAWW Fire and Rescue Service, currently there are around 60 across Wales. It's also important that we look at what we are doing at ateb, and making sure future developments also incorporate some of the newer technologies that ensure our homes are even safer”.

For more information on Fire Immunity and the techniques they use visit their [website](#).



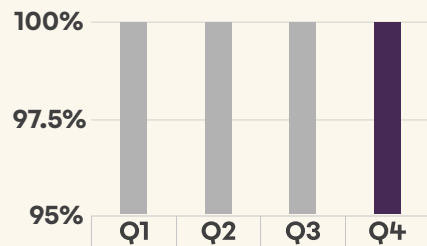
Repairing Homes

ateb must make sure its homes are repaired and maintained.



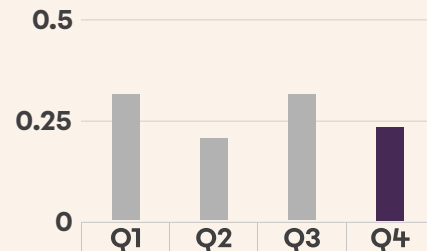
Progress "...it is taking longer than we would like to complete repairs when they are reported to us".

Emergency Repairs



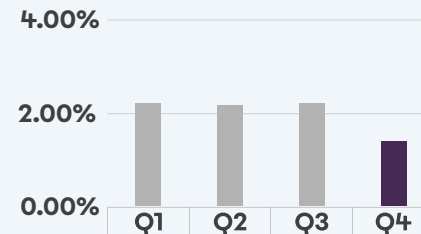
- Emergency repairs – we reported 100% of emergency repairs being completed on time.
- We aim to attend emergencies within 24 hours. For critical emergencies we will always try to attend within 4 hours.

Repairs Overdue



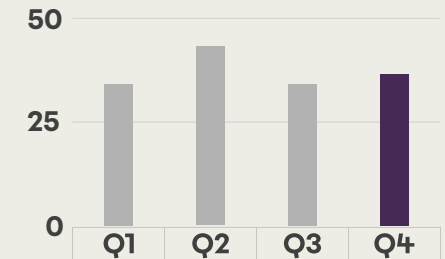
- Routine repairs – we reported in Q4 an average of 0.24 repairs overdue per property.

Damp and Mould



- 1.47% of ateb homes reported issues with damp and mould. This is an improvement on the previous three quarters.
- We aim to address any reports of damp and mould as quickly as possible to ensure the wellbeing of our customers.

Average Days To Complete A Repair



- On average ateb took 35 days to complete a repair in Q4. This is higher than we would like.
- We try to complete routine repairs within 28 days. Reasons for not meeting this target range from staff resourcing, materials, and access issues, etc.

ateb Customers contributing to groundbreaking healthy aging study.

During COVID and immediately after, the Independent Living Team saw an increase in its customers at schemes falling in their homes. We wanted to be part of looking at how to be proactive to prevent falls and to ensure wellbeing by being active and independent.

In the summer of 2023 we reached out to Smplicare who were looking for volunteers to participate in a groundbreaking study. They set out to help shape our perspective on healthy ageing. ateb was one of several UK organisations to take part and 9 of our customers enrolled to participate in the research.

As part of the study the customers had to wear a Fitbit or smart watch, weigh once a month on a SMART scale, which calculated health data on the customer and automatically sent this information to the research team.

They also completed questionnaires throughout the 6-month period reporting falls and other health issues.

The study collected incredibly detailed information such as step count, sleep data, hydration level, and bone density, alongside self-reported notes on daily activities through the research app.

Fast-forward to January 2024 and they have reached their goal of enrolling 300 study volunteers from across the UK, receiving health data from a variety of locations, ethnicities and age ranges.

Over 150 falls were reported on the research app so far, and the research team is working hard on the creation of a fall prevention algorithm that looks at the health metrics of those that have fallen leading up to the event (fall).



We all know too well the resulting consequences of having a fall. Smplicare “feel honoured to be trusted with each participant’s health information in the pursuit of developing a fall prevention resource”.

Our customers that enrolled have said they have experienced secondary outcomes from participating.

“I benefited from the research as I was able to monitor my heart condition on the Fitbit and learn how to self-manage it, meaning less G.P appointments.”

“it has increased my exercise levels as the step count on my smart watch motivates me to get up and go for a walk more than before”.

“being part of the research was fulfilling, as we are pioneers in health research to resolve life changing issues for the older generation”.

Gina, ateb’s Independent Living Coordinator who hosted and supported the customers and Smplicare to collaborate on the research added “It’s been great to see the impact of this study. The smart watches have made a difference to the way our residents have been looking at their own health along with encouraging extra fitness. It has also had a positive effect on their mental health, knowing they are contributing to an important study that could impact on millions of lives depending on the results and future technology developed from this study. Overall there have been lots of positives to our participation and we wouldn’t hesitate to be a part of further research in future.



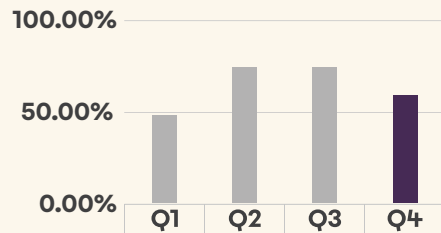
Letting Homes

ateb needs to make sure its homes are all occupied.



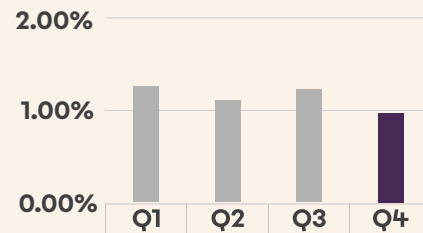
Progress "...is ok but there is room for improvement".

Alleviate Homelessness



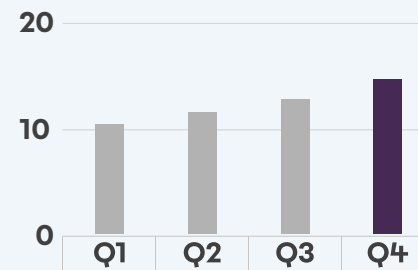
- We reported that of all lets in Q4, 61% alleviated homelessness.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

Void Homes



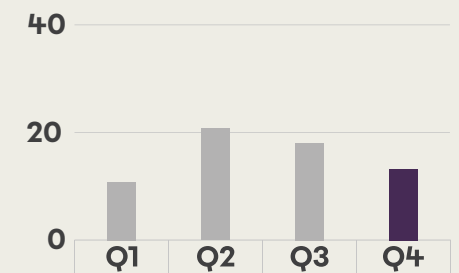
- We reported 0.97% of our homes as being void at the end of Q4.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

Long Term Void Homes



- At the end of Q4 we had 12 homes we were not able to let due to requiring major works or having to decant individuals to alternative properties to enable us to complete work.

New Homes



- During 2023/24 we added 67 much needed social rented new homes to ateb's housing stock.

“I am so grateful to be housed with ateb”.

The last few years have been tough for lots of our customers, in fact many of us are struggling with the cost-of-living increases and the impact it is having on our everyday lives.

Rita (not her real name) shares her story with us now.

“I was a single parent living in a three-bedroom house and my mortgage went from £275.00 to £970.00 a month. It was an impossible struggle to find that extra money and times were really tough.”

“On top of that I had to pay much higher gas, electricity, food prices, everything was just too much and I wasn’t able to cope working part time as a Healthcare Assistant.”

“My hand was forced to sell the property and I walked away with just £6,000 which sounds like a lot but nowadays it’s nothing, especially as a single parent. We were extremely grateful to be housed in temporary accommodation, and our first home was a hostel. It was lovely but we only had a microwave. Then we started to get moved around.”



“The temporary accommodation was a mixed bag. Some were nice and some not so nice”.

“I can’t stress how difficult it is living in temporary accommodation, trying to provide for your child, putting healthy meals on the table, travelling to work. I was living on £13 a week (after all of Rita’s bills were taken) and it was not easy.”

Over the next 8 1/2 months Rita lived in 5 temporary homes and then after bidding on Choice Homes with the help of her Support Worker, received a phone call from our Lettings Coordinator Cheryl.

“When I had that phone call I was so excited. The property was perfect for my needs and even included a stairlift that I needed due to my back issues.”

“Things have really turned around for me now. I have a better influx of money and a much more affordable house. I am so grateful to be housed with ateb and would especially like to thank Daria (Housing Coordinator) for putting up with all my emails and phone calls.”

Thanks for sharing your story Rita.

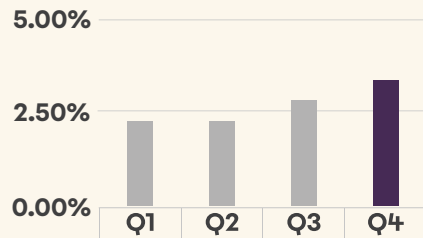
Managing Homes

ateb supports its customers to maintain their tenancies.



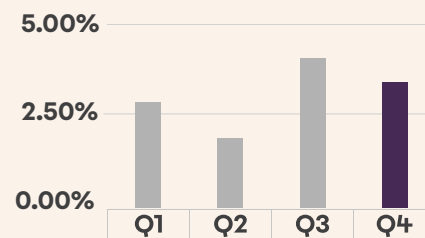
Progress "...is ok but there is room for improvement".

Rent Arrears



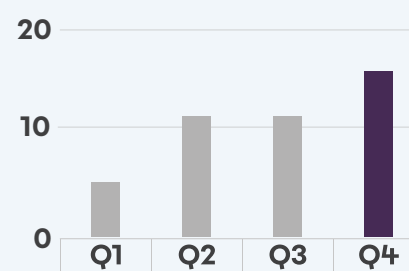
- We report arrears as a percentage of rental income, and in Q4 this was 3.2%.

Arrears 8-12 Weeks



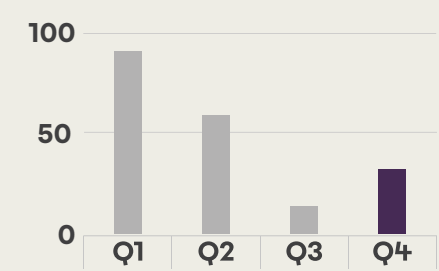
- 107 ateb customers (3.4%) had arrears of between 8 and 12 weeks rent at the end of Q4.
- It's really important our customers pay their rent and we are doing all we can to support those who are struggling.

NOSP Issued



- We have had to take formal action in the form of issuing a Notice of Seeking Possession (NOSP) against 16 customers in Q4.
- It's really important customers engage with us to avoid formal action.

New ASB cases



- We have seen a reduction of reports of Anti-Social Behaviour (ASB) in Q4 compared to Q1.
- When ASB is reported we aim to support all parties involved.

“I couldn’t believe what Gina was telling me. It has literally changed my life”.

Our Independent Living Coordinators complete something called a Support Plan for our customers. This plan looks at lots of things, from a person's personal care needs, finances, to whether they would like help organising their will. A support plan is there to highlight and assist a person with things they may need now and in the future.

Gina, one of our Independent Living Coordinators supports customers in Williams Court - Narberth, Marychurch - Haverfordwest and others in the community.

After recently completing a support plan with Bob (not his real name), she noticed something wasn't quite right.

“I was staring at the figures and they weren't adding up. Bob was receiving Personal Independence Payments (PIP) but his income was much lower than I would expect and he was struggling to pay his rent. I called the DWP and after a lot of being passed from one person to the next, I finally found the right team to help me”.

“It turned out the amount Bob was receiving every month should have been paid every week and even the DWP advisor couldn't work out why this had happened. After some quick calculations the DWP advisor announced that Bob was owed over £20,000 pounds in unpaid payments and that it would need to go before a panel before being approved. I was shocked but the reaction on Bob's face was priceless!”



“I couldn’t believe what Gina was telling me. I have never had over £2,000 in my bank, let alone £20,000. It has literally changed my life” said Bob.

After a little back and forth with the support of Gina, Bob received a letter telling him the panel had agreed they (DWP) had made a mistake and agreed to pay him over £22,000 in missing payments.

Bob has used the money to make his home more comfortable, but is keeping most of the money for a rainy day. We think this is a very wise choice Bob!

Bob’s story is pretty unique and we can’t find amounts of money like that for everyone. But if you are struggling with your rent we will always try to help and there may be things we can do that you may not have tried or thought of.

For free, impartial debt advice we would suggest you contact Stepchange or Citizens Advice.

Thanks for sharing your story Bob and well done Gina!





“ The figures are mostly positive and it’s great to see what actions ateb are taking to improve. We would like to see repair times sped up but appreciate there have been challenges around staffing. We would like to see more homes built but also recognise construction costs have risen a lot over the last 4 years, more than anyone could have predicted. We look forward to these new regular quarterly reports and would encourage other ateb customers to get more involved. ”

ateb Customer Forum Member

“ Like a lot of service providers, ateb is trying to find new and more initiative ways to respond to customer expectations. We have a great team who are working hard but we struggle with finding the right skills and supply chain partners to deliver everything we need. Rest assured, the Board and ateb team will continue to find ways to improve and overcome the current pressures. ”

David Birch, ateb Chair

Let us know your ateb story:
atebstories@atebgroup.co.uk

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