

#atebgroup



ateb Stories

Your update on ateb performance

Quarter 1 - 2024/25

atebgroup.co.uk

Edition 2

Creating
better
Living Solutions

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.

 ailinor.evans@atebgroup.co.uk

 01437 774 766  07500 44 66 11

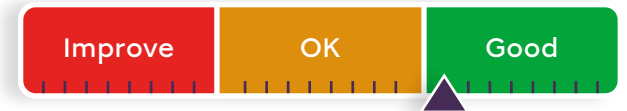
If it matters to you
It matters to us

 **ateb** Creating better Living Solutions



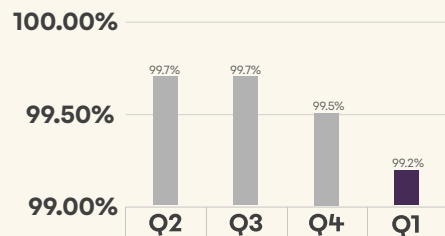
Safety in Homes

ateb must make sure homes are always safe and compliant.



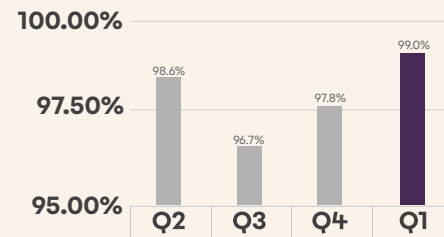
Progress "...is good, but we do really need the help of customers to allow access to their homes".

Gas Safety



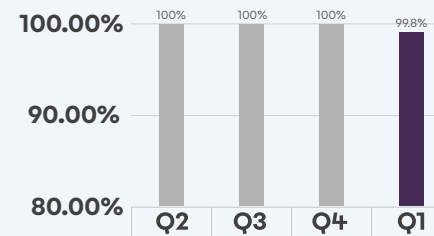
- We reported 0.8% of homes as not having a compliant gas safety certificate at the end of Quarter 1 (Q1).
- This represents 22 of our homes and reminds us why it's really important to let our teams in to check your boilers and heating appliances.

Electric Safety



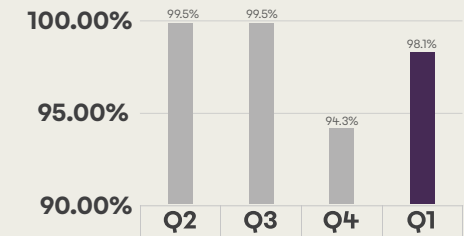
- We reported 1% of homes as not having an in date EICR at end of Q1, the highest performance we have achieved over the last 12 months. However there is still room for improvement.

Fire Risk Assessments



- We have had really strong performance over the last 12 months, making sure our properties have a recently reviewed Fire Risk Assessment.
- In the most recent quarter we achieved 99.8% compliance representing 2 properties missing our review deadline.

Asbestos Safety



- After a disappointing Q4 we have had a good start in Q1 to this year's surveys and inspections, reporting an improved 98.1% of homes being up to date.

“It’s good to know the landlord cares”.

Every year we arrange a series of customer gatherings across Pembrokeshire to review what’s been going on at ateb over the last 12 months, along with taking a look forward, and the challenges we might face.

This year we visited Plas Hyfryd in Narberth, The Torch Theatre in Milford Haven, and in Quarter 2, Kensington Court our Independent Living Extra Care Scheme in Steynton.

We discussed the Welsh Housing Quality Standards and how they impact our customers. We explored ateb’s purpose, inviting customers to share what they believe ateb should prioritise over the next three years. Lastly, we reviewed the challenges we face in decarbonising ateb homes and our ambitious goals in this area.

Mark Lewis, Executive Director for Customer said:

“Thank you to everyone who attended our customer gatherings this year. With nearly 100 of you joining us, your involvement and feedback were invaluable. Your insights will help shape our strategy moving forward, particularly as we work to meet the Welsh Housing Quality Standards, prioritise what’s most important over the next three years, and tackle the ambitious task of decarbonising ateb homes”.

“The feedback we received from you was overwhelmingly positive. It’s clear that these events are not only a chance for us to share our plans but also for us to hear directly from you, face to face, having real conversations, listening to your views on what matters most to you”.



Here are just a few quotes from our customers:

“Greatly appreciate information sharing, meeting others who live in ateb properties & hearing & learning from experience of others.”

“I really appreciated being able to talk face to face with the ateb team.”

“It’s good to know the landlord cares.”

“The session on decarbonisation was very informative, and I feel more confident about the changes coming.”

“Thank you for arranging my invite to the gathering at the Torch Theatre. May I say, It was a well organised and positive evening & the catering was superb. It is good to know that the landlord cares and I believe ateb are clearly leading the way with its customer interaction. Would you please extend my gratitude to the team involved? Much appreciated”

While our 2024 customer gatherings have come to a close, there are still plenty of chances to connect with the ateb team. Keep an eye out for our Customer Fun Days and Get to Know Your Neighbour events. You can also visit our website, especially the [Engage to Improve](#) page, to stay up to date with future opportunities to have your say. We look forward to seeing you soon!



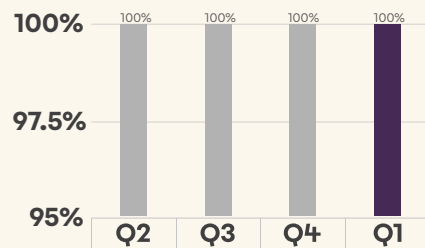
Repairing Homes

ateb must make sure its homes are repaired and maintained.



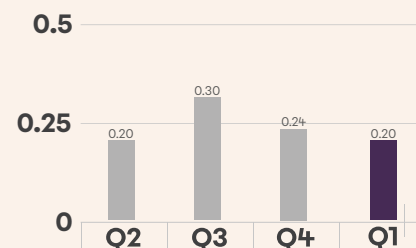
Progress “...it is taking longer than we would like to complete repairs when they are reported to us”.

Emergency Repairs



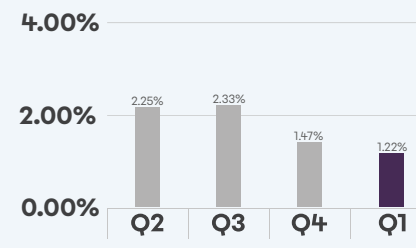
- Emergency repairs – we again reported 100% of emergency repairs being completed on time.
- We aim to attend emergencies within 24 hours. For critical emergencies we will always try to attend within 4 hours.

Repairs Overdue



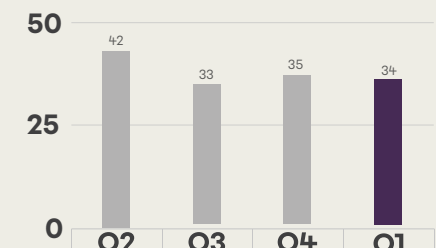
- We reported an average of 0.20 repairs overdue per property in Q1 which represents our equalled best performance over the last 12 months.

Damp and Mould



- 1.22% 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 34 days to complete a repair in Q1.
- We try to complete routine repairs within 28 days. The reasons for not meeting this target range from staff resourcing, materials, and access issues, etc.

“My home looks fantastic with its new exterior, and I couldn’t be happier with the outcome”.

We are thrilled to share that we have successfully completed our first optimised retrofit programme in Kilgetty, Pembrokeshire. Over 80 residents in our Park Avenue development have seen significant improvements in the sustainability of their homes, thanks to our dedicated efforts.

This milestone marks the beginning of a three-year programme funded by the Welsh Government’s Optimised Retrofit Programme. Our goal is to retrofit 100 homes across Pembrokeshire and survey over 1,000 additional properties to identify and implement targeted energy improvements.

Since January, we have enhanced 25 properties with a series of upgrades aimed at decarbonisation and improving living conditions. We have installed external wall insulation on all homes to boost thermal efficiency as well placing environmental sensors in each home to monitor temperature, humidity, dew point, and CO2 levels. These sensors will provide invaluable data, helping residents optimise their energy usage, save money, and improve their living environments.



Park Avenue resident, Chris Boyle, shared his positive experience:

“I have been thoroughly impressed with the level of customer engagement, both leading up to, and throughout the installation of the sensors and external wall insulation. From the initial engagement to the completion of the work, ateb have gone above and beyond to ensure our needs were met and our questions answered promptly. My home looks fantastic with its new exterior, and I couldn’t be happier with the outcome. It’s great to know that my home environment is being improved and that as a street, our homes are more sustainable and environmentally-friendly.”

Looking ahead, we have already begun similar improvement works in Vineyard Vale in Saundersfoot. In the second year of the project, properties in Garfield Gardens in Narberth and Preseli Court in Pembroke Dock will benefit from external wall insulation, solar panels, and battery storage. Additionally, eight homes in Harvard Close in Haverfordwest will receive further enhancements, including Sunamp hot water storage, Air Source heat pumps, and intelligent heating control systems, thanks to additional funding from the Swansea Bay City Deal’s Homes as Power Stations initiative.

We carefully selected the developments for this work based on the anticipated impact of these improvements. We are proud to be making strides in enhancing the sustainability and efficiency of homes across Pembrokeshire, and we look forward to continuing this important work.



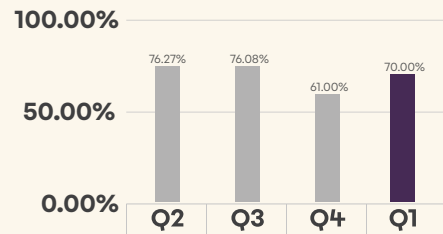
Letting Homes

ateb needs to make sure its homes are all occupied.



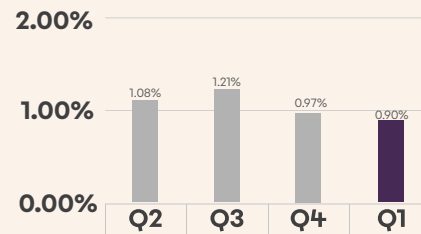
Progress "...is ok but there is room for improvement".

Alleviate Homelessness



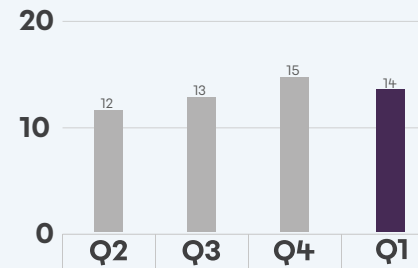
- We reported that of all lets in Q1, 70% alleviated homelessness.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

Void Homes



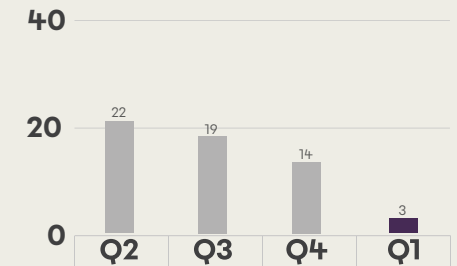
- We reported 0.90% of our homes as being void at the end of Q1, our best figures over the last 12 months.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

Long Term Void Homes



- At the end of Q1 we had 14 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



- In Q1 we added 3 much needed social rented new homes to ateb's housing stock.
- We are expecting more new homes later this year.

Work begins on 11 new ateb homes in Jameston.

We are excited to announce construction work has started on 11 new affordable-to-let homes in the picturesque village of Jameston, Tenby. Built for ateb by Sterling UK Construction Ltd, these homes are set to be ready for the local housing register in around 12 months.

Having previously contracted Sterling Construction to build 23 new homes at our soon to be let Manorbier Station Road development, we are delighted to continue this successful working relationship at our latest development in Jameston. These new homes will feature EPC A ratings, incorporating non-fossil fuel heating, PV solar panels, and Air Source Heat Pumps, aligning with our commitment to reducing the amount of carbon our homes produce – ateb net zero.

Senior Quantity Surveyor Dave Coleman commented,

“Myself and Matt are locals, so it’s great to be building new social affordable-to-let homes for Pembrokeshire people. It is always a pleasure to work with ateb, and we look forward to collaborating on more projects in the future.”

For more information on our latest developments visit our website www.atebgroup.co.uk/current-developments



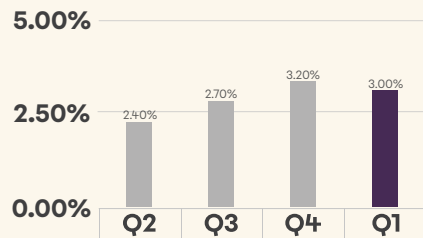
Managing Homes

ateb supports its customers to maintain their tenancies.



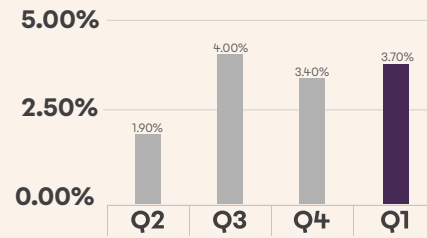
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Rent Arrears



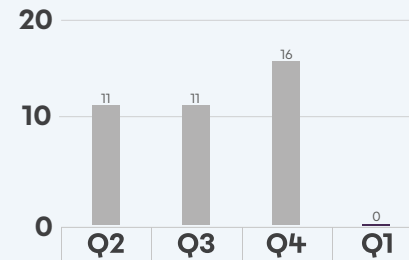
- We report arrears as a percentage of rental income, and in Q1 this was 3.0%, a small reduction on the previous quarters figure.

Arrears 8-12 Weeks



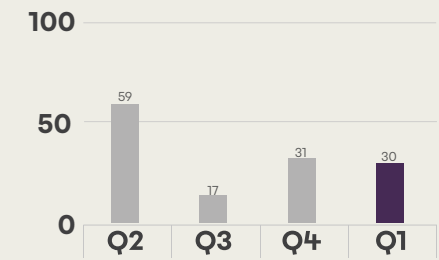
- 116 ateb customers (3.7%) had arrears of between 8 and 12 weeks rent at the end of Q1.
- It's really important our customers pay their rent and we are doing all we can to support those who are struggling.

NOSP Issued



- We have not had to take formal action in the form of issuing a Notice of Seeking Possession (NOSP) against anyone in Q1.
- It's really important customers engage with us to avoid formal action.

New ASB cases



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

Join our Equality Diversity & Inclusion (ED&I) Action Group and help us create better living solutions...

We believe that the journey towards greater inclusivity is one we must take together. That's why we're inviting all our customers to join our ED&I Action Group, which meets quarterly to discuss and develop strategies for enhancing our ED&I efforts. Your voice is invaluable in shaping our services and creating a community where everyone feels welcome and valued.

If you're passionate about making a difference and want to contribute to our ongoing ED&I initiatives, we'd love to hear from you. Join our next ED&I Action Group meeting in November by giving us a quick call on 0800 854 568 or send your suggestions to hello@atebgroup.co.uk.

Together, let's continue to build a more inclusive, supportive, and vibrant community for all.





“ We like that the figures are going in the right direction and we appreciate the opportunity each quarter to feedback on the new ateb stories publication. We would like more stories from ateb customers and would encourage you to get involved. It’s great to see new homes being built in Jameston and we hope to see ateb building many more new homes across West Wales. We have lots of interest in ateb’s Equality, Diversity and Inclusion Group, with many of us on Customer Forum planning to go to the next meeting. It would be great to see some new faces there too. ”

ateb Customer Forum Member

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

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