

ateb: The Cost of Rent & Service Charges 2024/25

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 late-October to early November 2024.

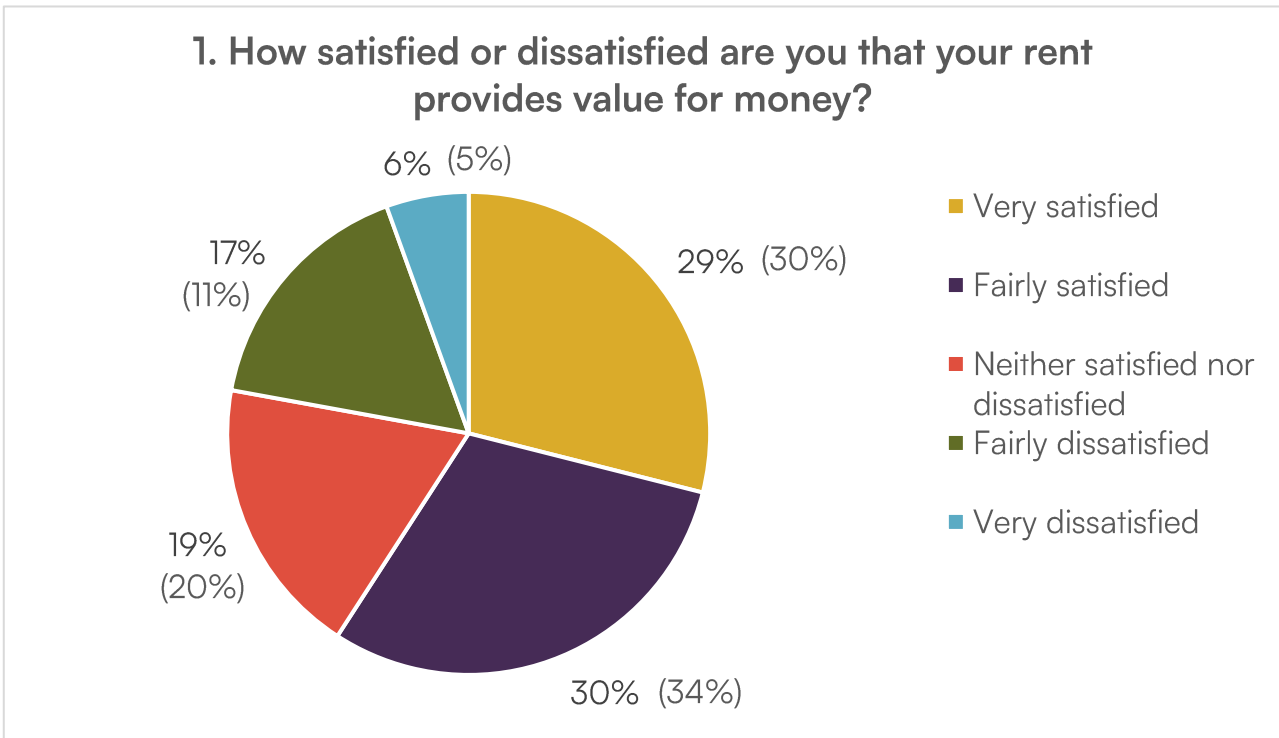
Thank you for your support 🙌

We received information from **235** of our customers. (Last year we received **434** responses).

You said...

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

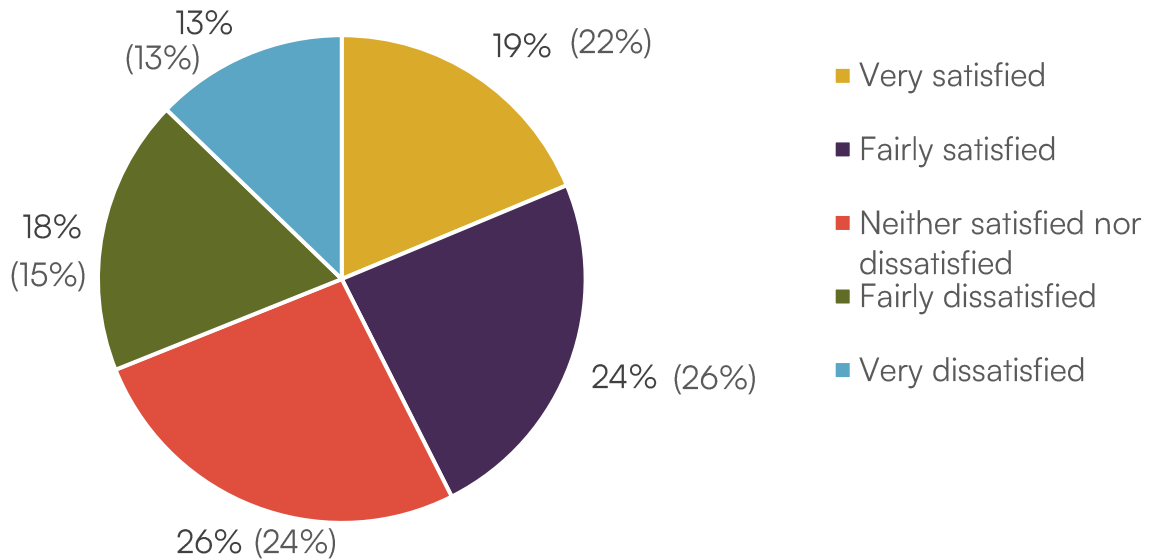
Answered: **235 (432)** Skipped: **0 (2)**



Answered: **235 (430)**

Skipped: **0 (4)**

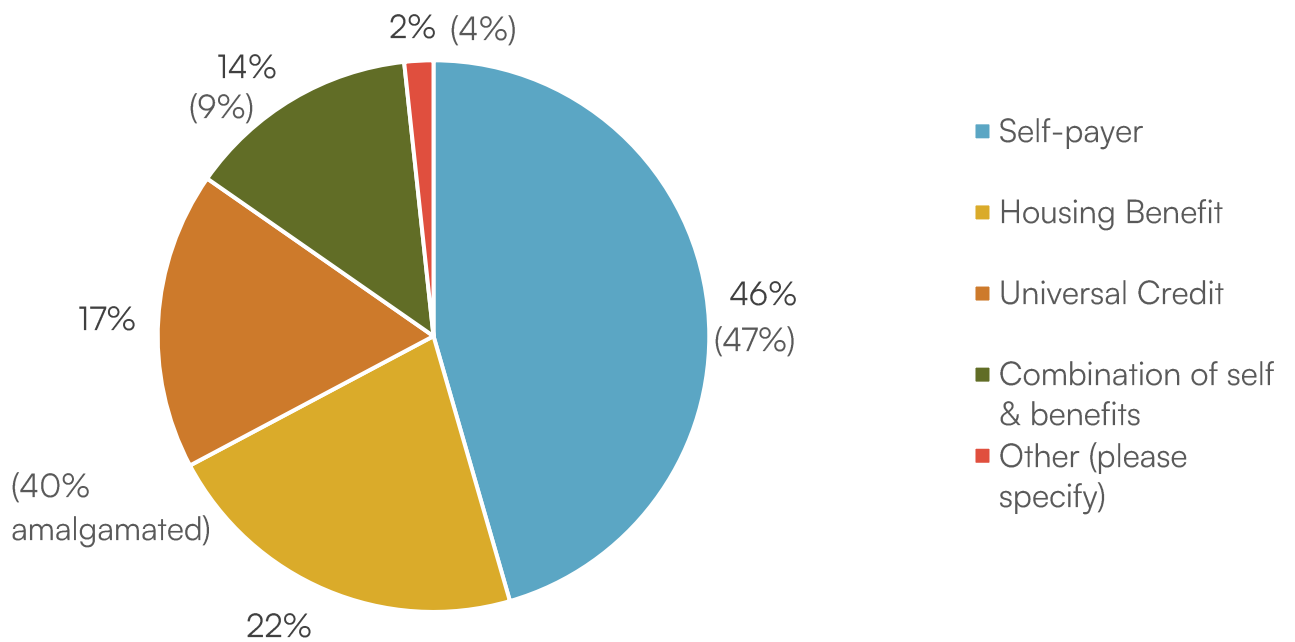
2. How satisfied or dissatisfied are you that your service charges provide value for money?



Answered: **235 (423)**

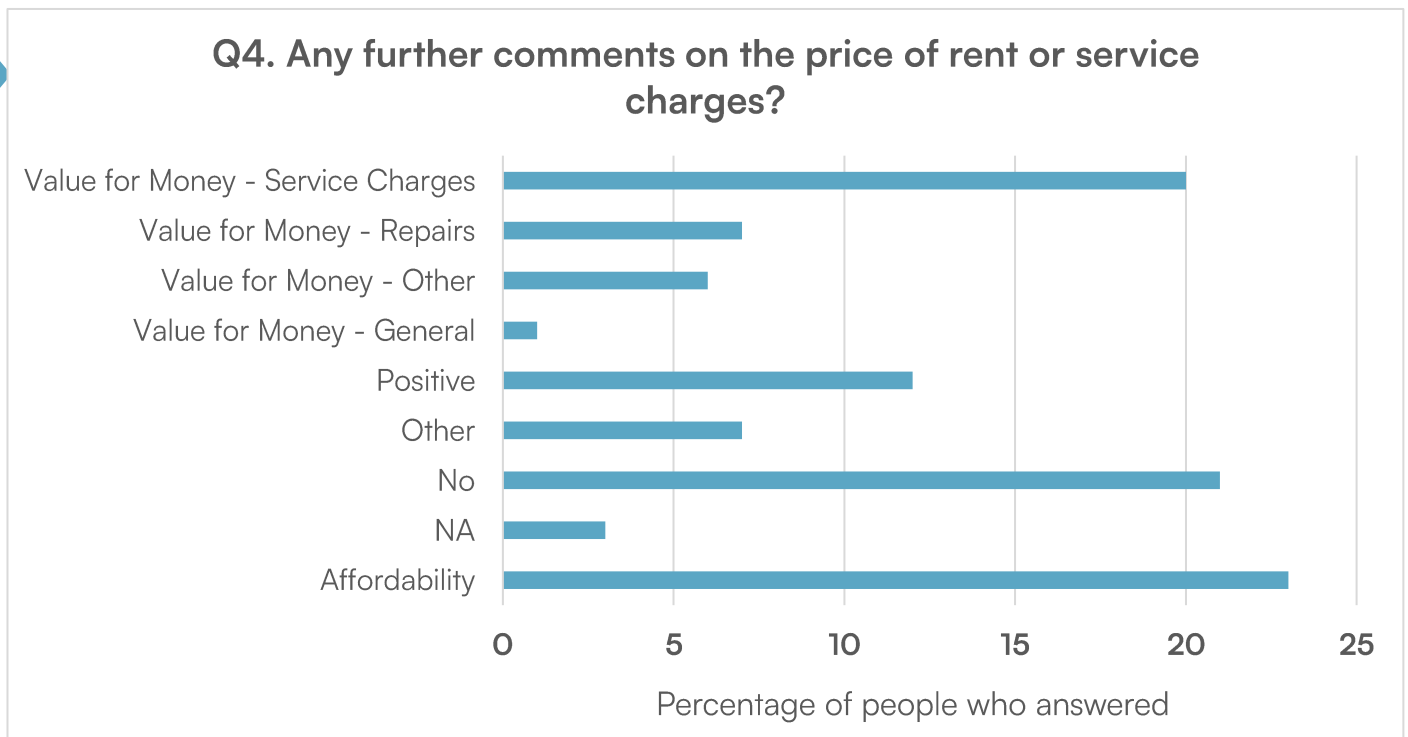
Skipped: **0 (11)**

3. How do you pay your rent?



Answered: **179 (235)**

Skipped: **48 (0)**



These are some of the comments we received

Value for Money - Service Charges

"Unsure as to what my service charge is for"

"Not happy with the garden services they take exactly 4 minutes to cut the whole grounds."

"Despite being charged a communal electricity charge, the outside lighting has never worked in the nearly 5 years I have lived here! Also, there is no CCTV provided by ateb, which is another service charge."

"I feel service charges are too high for what we receive. The grass is cut infrequently and not to a very high standard."

"There could be a saving on the communal electricity charge. There is an outside light that is on ALL NIGHT when it could be movement sensor activated."

"Do not understand the pest control service charge."

Helped me to get furniture and carpets - thank you so much."

"Communal heating needs regulating."

"Service charges should be included in rent not extra."

"I'm paying for some Freeview connection - never used - don't even know where it is."

Value for Money - Repairs

"Would be fantastic if repairs were completed in a suitable time frame - we have ongoing repairs from 2 years outstanding and 6 months outstanding."

"No proper updates are done to the house. Everything very dated and old."

"The services overall provide good value, for example, boiler servicing or repairs"

"Repairs aren't carried out effectively in reflection to the price."

Affordability

"While value for money, the rent increases to the maximum every year which is upsetting when repairs are slow."

"Don't want the rent to increase as it's a struggle with the cost of living rising so rapidly."

"It's (the rent) going up frequently and I'm worried I'll find it difficult to pay soon."

"It seems to be going up quite frequently. I don't get financial help with paying my rent and I do worry about how I will pay it in the future."

"It doesn't reflect in pay rise increases. With the cost of living, it's too much especially when you earn just over the threshold for claiming any benefits."

"ateb rental makes the difference for people like me between private huge rents and affordable best value and better landlord responsibility."

"Rent is too high when you don't provide enough bedrooms for the people living in the properties. The waiting list is too long for 4- or 5-bedroom houses ... meaning you're overcrowded."

Other

"I can't get a decent internet reception in my building. Service is poor. Also, I've tried to change my meter to a smart meter as I'm on pay-as-you-go. I'm told there's no signal available. Other flats in building have reception. I don't. I don't think I'm getting a good deal."

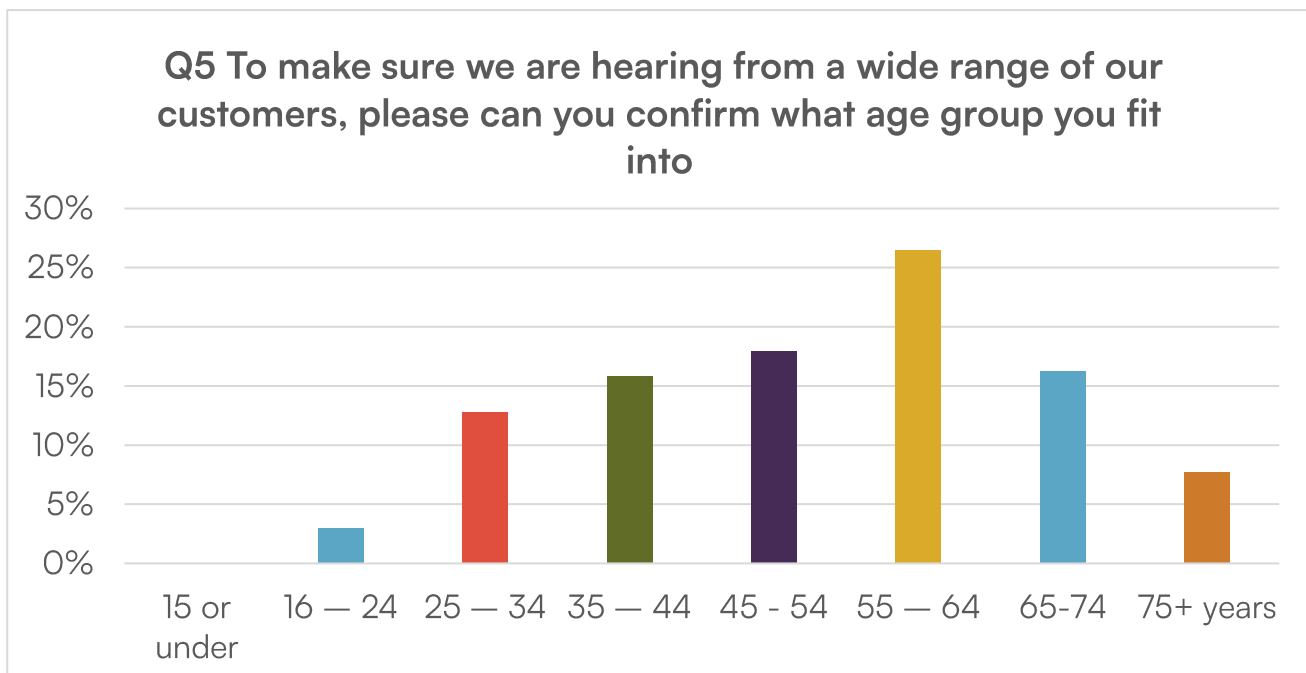
"Very happy with the cost, and the housing association team at ateb are absolutely outstanding."

"Lovely flat, staff, décor, meals and feeling safe and warm"

"The older you get the harder it gets."

"Increases unfair for shared ownership properties."

Answered: **234 (429)** Skipped: **1 (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

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