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ateb Stories

Your update on ate b performance

Quarter 3 | October, November & December 2024

Edition 4

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

The Customer Forum are 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

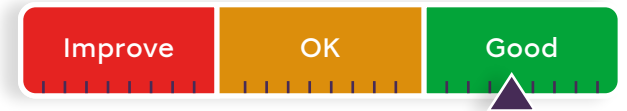
**If it matters to you
It matters to us**

= ateb Creating better Living Solutions



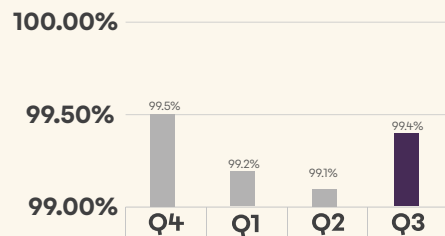
Safety in Homes

ateb must make sure homes are always safe and compliant.



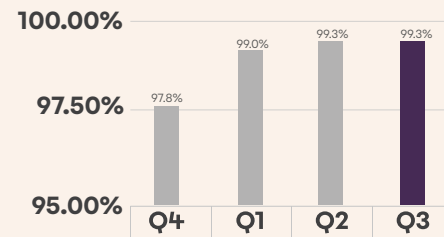
Progress "...is good, but we do really need the help of customers to allow access to their homes".

Gas Safety



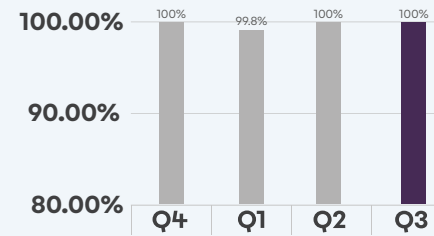
- We reported 0.6% of homes as not having a compliant gas safety certificate at the end of Quarter 3 (Q3).
- This represents 17 homes out of 2,639 with gas, and is an improvement on Q2 and Q1.

Electric Safety



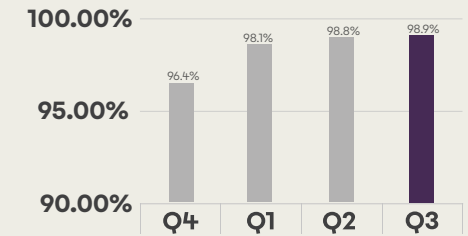
- We reported 0.7% of homes as not having an in date EICR (Electrical Installation Condition Report) at the end of Q3, matching the performance of the previous quarter.
- This represents 23 homes out of 3,266.

Fire Risk Assessments



- We have had really strong performance over the last 12 months, making sure our properties have a in-date Fire Risk Assessment.
- In the most recent quarter we achieved 100% compliance.

Asbestos Safety



- We reported 1.1% homes as not having an Asbestos survey at the end of Q3.
- This represents 18 properties out of 1669.
- This is a reminder why it is important to let us into your home to carry out our safety checks.

Community comes together to #GetThingsDone

Customers and ateb team members recently came together for a community litter pick at Stryd Shearwater, helping to keep their neighbourhood clean and welcoming. It was fantastic to see everyone working as a team to make a real difference!

One of our customers, Arlene, who lives on the street, came along with her four-year-old great-grandson, Ezavier. Arlene explained:

“It’s wonderful to do something for the street, and I wanted him to learn why it’s important not to drop litter.” At that point, the lively and charming Ezavier added, “Rubbish is bad! There was a pumpkin in the park, and I don’t know why people are putting their rubbish there!” Well done, Ezavier - what a great way to show the next generation the value of keeping our streets clean!

Clayton, ateb’s Housing Coordinator for the area along with Jess, shared a bit about the challenges we face:

“The Council doesn’t provide public bins in residential areas. While some ateb customers have asked us to provide bins, we’d need to add this as a service charge, and we’d rather avoid adding extra costs for our customers. That’s why days like this are so important - they give our customers living here a chance to take ownership of their community and really make a positive impact.”

It’s clear that everyone involved feels a strong sense of pride in where they live and wants to see it stay clean and beautiful. If any of our customers would like to organise a cleanup where they live, please don’t hesitate to reach out to your Housing Coordinator. They’ll be happy to help you get something set up in your area!



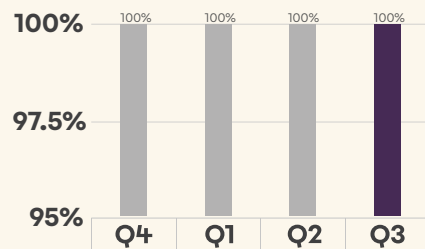
Repairing Homes

ateb must make sure its homes are repaired and maintained.



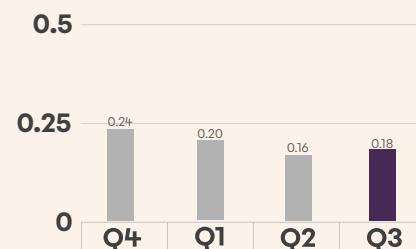
Progress “...it is taking longer than we would like to complete repairs when they are reported to us”.

Emergency Repairs



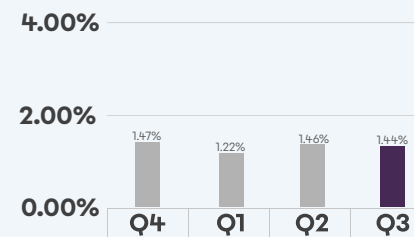
- We had 636 emergency repairs during the last quarter, and reported 100% of these emergencies being completed on time.
- We aim to attend emergencies within 24 hours. For critical emergencies we will always try to attend within 4 hours.

Repairs Overdue



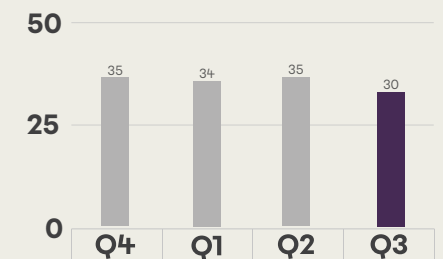
- We reported an average of 0.18 repairs overdue per property in Q3.
- This represents a total of 574 routine repairs overdue and our teams are working hard to reduce this.
- We record every job individually and some properties will have more than 1 job requested.

Damp and Mould



- 1.44% of ateb homes reported issues with damp and mould, which represents 47 properties.
- 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 30 days to complete a repair in Q3, and our teams are working hard to reduce this further.
- We try to complete routine repairs within 28 days.

“It’s not good enough... but your teams are fab”.

We believe in sharing all stories, the good and the challenging, because every experience helps us learn and improve. While this might not be the kind of story most housing associations would publish, we’re not like most housing associations. For us, it’s just as important to reflect on the tough moments as it is to celebrate the successes, so we can make the changes that truly matter to our customers.

Annalee and Stacey share their story with us.

“Every time it rains, my kitchen floods. Water collects on the kitchen counter and the lino below, and we weren’t sure where it was coming from. When I first reported it to ateb, it was classed as a non-emergency because there wasn’t an obvious gushing leak.

I waited three months without hearing anything, so I got back in touch. To be fair, someone came out really quickly, and they found that water was getting in through the boiler vent - it hadn’t been sealed properly after the new boiler was fitted. Some repairs were done, but it’s still leaking today.



It's not good enough... story continued...

We've contacted ateb again but haven't had a response, and this has been going on for months and months now. It's really upsetting, and when the weather is bad, the floor can completely flood. We have to literally sweep the water out the back door. It's not good enough, but at the same time, we really appreciate all the help we've had from ateb. We don't want to complain too much because your teams are fab”.

We know that delays like this are frustrating, and we're really sorry Stacey and Annalee have had to wait so long.

If a repair has been reported multiple times without a solution, we'd encourage customers to contact their Housing Coordinator. While we always recommend reporting repairs through My ateb account, our online portal, your Housing Coordinator is here to support you when things aren't going as they should.

Clayton, our Housing Coordinator, has now chased this up, and we are pleased to say that an operative has resealed the external vent and resolved Annalee and Stacey's problem.

“After contacting Clayton the operative was out the next week and has hopefully fixed the problem. We are just waiting for the next heavy period of rain to test it. I would 1000% recommend contacting your Housing Coordinator” added Stacey.



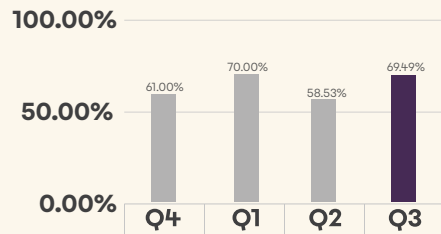
Letting Homes

ateb needs to make sure its homes are all occupied.



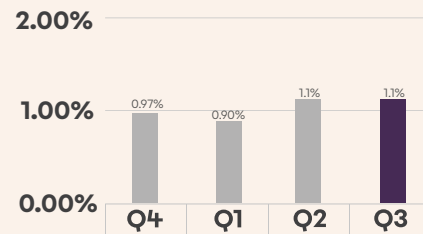
Progress "...is ok but there is room for improvement".

Alleviate Homelessness



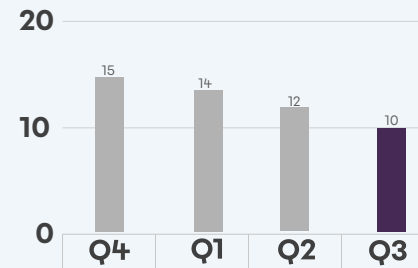
- We reported that of all 59 lets in Q3, 69% alleviated homelessness. That represents 41 homes.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

Void Homes



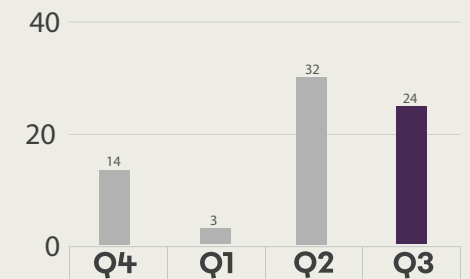
- We reported 1.1% of our homes as being void at the end of Q3, that's 36 properties.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

Long Term Void Homes



- At the end of Q3 we had 10 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.
- This is the lowest number of long term voids over the past 12 months.

New Homes



- In Q3 we added 24 much needed social rented new homes to ateb's housing stock. This figure includes 2 shared ownership homes.
- We are expecting more new homes later this year.

More new homes handed over at our Pembroke Road development.

We're excited to share that 12 new homes have been handed over this quarter as part of the third phase of our development on Pembroke Road, Pembroke Dock.

Once complete, the site will provide 100 much-needed homes for Pembrokeshire, representing an investment of over £17 million pounds.

So far, 22 homes have been let through the Housing Register as part of phases 1 and 2, with customers moving into the latest built homes this month. Our Lettings Coordinator Cheryl has been working closely with our Development Team to accelerate the process and minimise the time between build and letting. #GetThingsDone

Andrew Thomas, ateb's Build Quality Inspector, sheds light on the process:

“Before a home can be handed over from our development to the lettings team, we ensure all inspections are completed, and the necessary certificates are logged. While a home may look ready from the outside, it may take weeks for external organisations to carry out inspections and issue the required completion certificates.”

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



“I couldn’t be happier with my new flat”

“I moved in November and have been here about 5 weeks. The flat is lovely, look at these (kitchen) cupboards and worktops. They have been adapted for me so they are lower and help with my disability. It’s the same for all the wall sockets. Before I had the house, ateb were really good and really helpful. I didn’t think that they would do all this for me and I honestly couldn’t be happier with my new flat.”

“If I was going to give one bit of negative feedback I guess it would be that no one told me when my rubbish day was. Or where to get my recycling stuff from. You could improve that.”

“everything went really smoothly”

“I think it’s been brilliant – the house is really well made. The only surprise we had was when the fire alarm went off the first time we used the shower.”

“The moving-in experience was fantastic - everything went really smoothly. A gentleman met us, handed over the keys and deeds, and we moved in that afternoon. The neighbours are lovely, and the parking is brilliant - there’s plenty of space.”

“I’ve had properties in the past that were a disaster - this place is so much better, we haven’t needed to worry about anything. It’s great.”



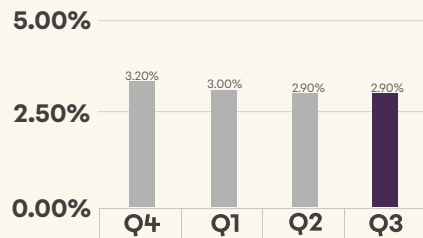
Managing Homes

ateb supports its customers to maintain their tenancies.



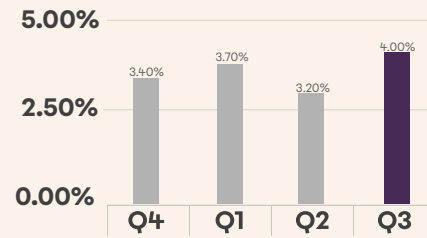
Progress "...is ok but there is room for improvement".

Rent Arrears



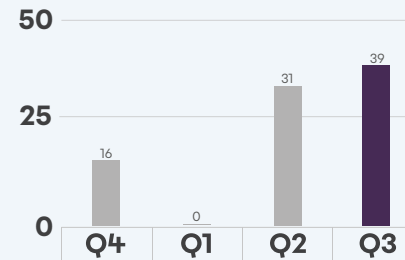
- We report arrears as a percentage of rental income, and in Q3 this was 2.9%.
- Over the last 12 months the total amount of rent arrears has stayed at a steady level as our Housing Solutions Team work hard to support customers.

Arrears 8-12 Weeks



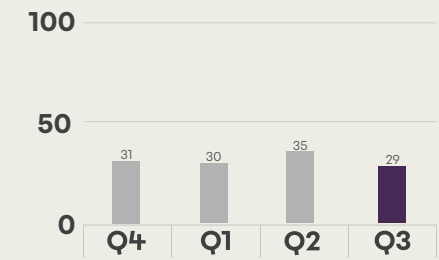
- 128 ateb customers (4%) had arrears of between 8 and 12 weeks rent at the end of Q3.
- It's really important our customers pay their rent and we are doing all we can to support those who are struggling.

NOSP Issued



- We have taken formal action in the form of issuing a Notice of Seeking Possession (NOSP) against 39 customers Q3.
- It's really important customers engage with us to avoid formal action.

New ASB cases



- We have had 29 reports of Anti-Social Behaviour (ASB) in Q3, the lowest number for the past 12 months.
- When ASB is reported we aim to support all parties involved.

Introducing our new initiative, ateb Trust.

ateb Trust is our grant-giving initiative of up to £1500, aimed at funding ideas and projects that empower communities and improve lives in the areas ateb serve. Community groups, tenant and resident associations, and any other organisations that support our customers are invited to apply for funding to make a difference.

ateb Trust aims to fund a variety of solutions to help and support ateb people and communities by:

- Supporting communities to build capacity and be self-sufficient.
- Regenerating communities through social, economic, environmental and health and wellbeing programmes.
- Helping older and vulnerable people to stay in their homes and communities where their lifestyles change.

Why the ateb Trust matters.

We understand the importance of supporting projects that:

- Inspire positive change in communities
- Help people feel secure, supported, and empowered
- Deliver sustainable, long-term impact

Whether it's a community garden, wellbeing workshops, or initiatives that connect people, the ateb Trust is here to fund ideas that truly make a difference.

For more information visit our website: www.atebgroup.co.uk/atebtrust/



Customer Forum Feedback

At our latest forum, we discussed ateb's latest performance stats and shared ideas on what's working and what could be better.

Letting Homes

"The figures are moving in the right direction but we would like more information on long-term empty homes (voids) and clearer information on wear and tear vs damage when moving out. The forum suggested a website page with moving out guidance for customers".

Rent and Arrears

"The figures were no surprise to us, and with Universal Credit changes ahead, we talked about how rent arrears happen. The forum suggested sharing the reasons behind Notices of Seeking Possession (NOSPs) to help everyone understand more about them and stay supported".

Keeping Homes Safe

"We're pleased over 99% of homes are gas safe, but access issues can delay checks. The forum suggest sharing more information on these challenges in the next edition of ateb Stories".

Repairs That Work for Everyone

"Repairs came up a lot! We (customers) want to know who's carrying out our repairs on my ateb account, and many felt growing ateb's in-house team to do more of the repairs they are using contractors for, could offer more consistent service. Faster repair times were also a hot topic!".

Want to have your say? Join our Customer Forum! We meet monthly and everyone's welcome. Get in touch with Ali Evans, our Engage Coordinator, to get involved.

 ailinor.evans@atebgroup.co.uk

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