

The logo for 'ateb' is a magenta speech bubble with the word 'ateb' written in white lowercase letters inside.

ateb

A large purple speech bubble with a white outline, containing the main text. It is surrounded by various colorful lines and shapes, including a yellow speech bubble, a green circle, and a teal shape.

**What you
can expect
from us...**

A teal banner at the bottom right of the page with the text 'better living solutions' written in a white cursive font.

better living solutions

Our purpose:

The ateb group (where ateb means answer or solution in Welsh) is a unique set of companies that collectively has the shared aspirational purpose of...

We believe that:

Better living starts with a place that we can call home. A home is more than just a house; it's a **safe, stable, secure environment** from which people can live their lives.

Not everyone can achieve this without help, we will create a variety of solutions to help and support people and communities to make more homes and increase better living.

Creating better living solutions...

For the **people** and **communities** of West Wales.

This means that we must find creative ways of;

1. Responding to housing need
2. Helping people to maintain their tenancy
3. Supporting communities to build capacity and be self-sufficient
4. Regenerating communities through social, economic, environmental and physical programmes
5. Helping older and vulnerable people to stay in their homes and communities where their lifestyles change

Our Services:

We provide a range of services to help our customers live happily in their homes. In each service area, we want to make sure that it's clear what we do and how we can help you.

Equally, we want to know what your expectations are and whether we are meeting them. To check this, from time to time, our staff may ask you what your expectations are – this is simply to make sure that we do our very best to meet them!

Customer Service	What are we trying to achieve?
Lettings	The homes that we let meet your expectations
Rent collection	Helping you to pay your rent on time
Customer advice & support	Helping you access and sustain your tenancy
Older persons & supported housing	Supporting people to live independently
Customer engagement	Seek and use your views to improve our services
Anti-social behaviour (ASB)	Do all we can to prevent and tackle ASB
Repairs & maintenance	Fix issues to your satisfaction
Service works	Make sure your service charges are fair and provide value for money
Compliance works	All homes are safe and secure
Planned improvements	Improve your home satisfaction

Above all, we want to make it as easy as possible for you to access our services from a single touch point.

We have been empowering our staff to make decisions 'on the spot' when they talk to you – we will always be honest and open and try to sort out your queries on the spot. We will try not to make you wait around while we fetch someone else to answer your query – unless it is very complicated!

Our Engage initiative means our customer-facing staff are regularly getting involved in improving the way things get done. They will ask you what you think about

particular topics or services and record the results. Importantly, we will act on it and use what you say to improve!

Our website is now more user friendly and offers a number of services online. But also, we want to make sure that you can contact a real person if you need to! Phone numbers, names and faces are clearly shown on our website so that you can get familiar with our staff.

If our customer solutions team cannot deal with your query, you will be referred from the first contact teams to a team that specialises in the area you need.

What will the customer's experience look like?

In simple terms, we want it to be great...

We want to make sure that:

- > We always try to meet your expectations; but if we can't that we explain why and try to help where we can
- > You have a say in what we do and how we do it
- > We treat you as an individual
- > We always work to provide solutions and if we can't, we explain why and offer suitable alternatives
- > We will be honest about what we know and what we don't know and will make sure you know what to expect from us

We encourage our staff to be creative in order to achieve more. If it doesn't work, we will learn from it and improve next time. All of this means that when we are dealing with our customers, we will make sure that we:

- 1/ Pay **attention** to our customers
- 2/ Take the time to **understand** your needs
- 3/ Show **empathy** in our response
- 4/ Help to **resolve** issues



So how will we make sure that we do this?

By listening to your experiences and understanding what you want, making sure that we are delivering our services as efficiently as we can, your services should represent good value for money.

Our commitment to you...

We will always aim to deliver...
the right **service outcomes, efficiently**
with **great customer experience...**
for the people and communities
of West Wales.

Our DNA is made up of 3 key things:

#InYouWeTrust

We promise to be open about what we do. We will care about what we do and how we do it and make sure we learn from your experiences.

#GetThingsDone

We will take ownership of your queries and be accountable for our actions. We will have a proactive attitude and always seek to innovate and improve what we do. Things change, so we must always be flexible to adapt to situations and make sure that we are always delivering the right outcomes, efficiently with great customer experience.

#AccessAllAreas

We will be inclusive in everything we do as diversity of background, experiences, skills and views enrich our work and services. We know we will need help, so we will listen to your views and act upon them.