

Special Change of Name Edition

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We are...

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We are very pleased to announce that from the 1st March 2018 our Association will be known as ateb. This is a start of the next phase in our evolution and we will want you to be a part of it.

Please read more in this special edition of the key...

Pembrokeshire Housing is Evolving...



For 36 years we have been providing affordable housing across West Wales. We have helped thousands of families to create a place they can call home through often innovative ideas but always quality homes.

With greater political and economic uncertainty and increased pressures on our ability to continue to deliver homes and improve services, our Board have agreed a new strategy that involves the Association rebranding and changing its name to ateb.

The new strategy looks to maintain our commitment to improving our services, it recognises that we need to be financially strong and it captures the need for us to continue to develop as many new homes as we can.

The Association has performed well for many years and we want this to continue, but being good in the past doesn't mean we will perform well in the future.



We want ateb to make a difference to people's lives; that's why we see its purpose as "creating better living solutions". This means we need to do more than just rent a house, we need to provide support and services that make sure our tenants can create a home.

With the new name and purpose, we are looking to improve how we engage and communicate with you. We need to learn about where we get things wrong, where we get them right and ideas we can explore to make things even better.

Our new strategy builds on our great heritage and will make sure we continue create better living solutions for more people across West Wales, we want you to be a part of these next steps in our evolution.

Nick Hampshire

Chief Executive
ateb group limited



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Elin Discusses the Impact of the Changes to Our Tenants...



Elin is the ateb Housing Director and leads the teams that let, collect rent, give support and maintain your homes. Elin discusses with the Key how ateb will impact our services.

What do you think about the new look of ateb?

We are so proud of all the good things we have achieved over the last 36 years but recognised a couple of years ago that we wanted to evolve and offer more services to current and prospective tenants. ateb gives us the platform to do this and one of the great things about the name is that it was developed by our board members and staff to reflect where we want the business to go. We are all about finding answers and solutions to make sure that we deliver the best service possible!

Does the new website mean ateb will be cutting back on other ways of contacting ateb?

Not at all. We want to make sure that we can tailor our services to cater for what you want. A lot of you have told us that you want us to cut down on paper and send less letters, so having a better website and online services allows us to do that. We recognise that some of our tenants do not have access to the internet and we will continue to communicate with you in the way that you prefer! We also employ a Digital Support Worker who runs our 'Get Connected' project which gives the help and support you need to get online!

So, how will the new website be better than the old one?

The new website will provide you with a number of enhanced and new services including:

- Pay your rent
- Report a repair
- Book an appointment with a member of staff
- Report an issue, such as anti-social behaviour
- Access information and online forms to solve any housing matters
- Give us feedback and make suggestions on how we can improve our services to you

Some might think that rebranding wastes money that could be spent on other things, is this true?

We understand the need to make sure we are as efficient as possible, that's why we have planned the rebrand around expenses that we would have incurred anyway. For example, we needed to develop a new website, purchase new protective clothing for the maintenance teams and create better social media, so we have invested in these improvements at the same time we are changing the brand. There will be costs that are additional but we have tried to keep these to a minimum.



What new approaches can we expect from ateb?

One big new initiative is our 'Engage' project. This is looking to change the way we listen to our tenants and how we improve what we do; we are really excited to develop Engage over the next year. We are also changing our approach behind the scenes by increasing our emphasis on customer facing services.



Is the Association being taken over or merged?

No, we are changing our name to give us the opportunity to do more, but we will keep the same contact numbers, offices and great team. We are not moving away from Pembrokeshire and we will continue to work closely with Pembrokeshire County Council and the Welsh Government to build more homes.

Want to know more about anything you have read?
Contact hello@atebgroup.co.uk



Our Customer Commitment

ateb has launched a new customer commitment and guide to “what you can expect from us”, here we look at these changes and explore what they will mean for you.

We want to make sure that we give you the services you need with the outcomes you expect but we also need to make sure we do this efficiently and in a way that gives you a great experience. This commitment will challenge us to keep listening, understanding and improving what we do.

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 new “what you can expect from us” document gives more detail on how ateb will deliver this commitment and how you will help us achieve our aim.

This details the type of customer experience you can expect when you deal with ateb. Above all, we aim to:

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



Get Connected

The Get Connected project that has been funded by the National Lottery is now well and truly up and running. Since last April our Digital Support Officer Tom Waters has held over 250 training sessions, and over 100 individual appointments on a range of web and IT queries. So what does Tom see as the main things people have wanted help with to date?

1/ Using a tablet for the first time

We have a huge number of tenants that want to get to grips with these touch screen devices as they have been given them as gifts and don't know what to do with them.

2/ Communicating with relatives/friends/ateb online

Emails and social media are everywhere in today's society but for a beginner, understanding and getting to grips with these tools can seem daunting. I've been working with lots of tenants to embrace these forms of communication and to overcome some of the scaremongering that puts people off.

3/ Using 'My Account' for the first time

The My Account site lets you check your rent statement, report and track repairs, update contact details and lots more. I am having more and more requests to show people how to join up and use this site. I reported a repair with a lovely tenant from Roch and within 5 minutes one of the team was calling her to give her an appointment time.

4/ Universal Credit

Benefits are changing and Universal Credit is fast approaching and is already here for a number of us.

This benefit is almost completely online and a number of our tenants need help and support to do a number of things such as looking for work, applying for jobs, keeping online journals for the job centre to check, writing emails, cover letters and even CV's. I'm anticipating that in September this will move to number 1 on my list as more and more tenants need helping making their Universal Credit claims and meeting their claimant commitment.

5/ I want to get online but I don't know what I should sign up for/or I'm already online but it's very expensive

Taking your first phone line/broadband package can be confusing if your new to 'getting connected' so I have been helping; explaining the terms such as gigabytes, downloading, Mbps, supporting you, so you don't tied into a long and expensive contract. I have also been helping tenants stuck in contracts to negotiate, or make plans to negotiate in future, which might, depending on location include using one of our new public WiFi hotspots coming soon in some of our rural estates.

Get Connected can be accessed in a number of different ways.

The digi van is fully accessible and has desks and equipment to allow us to show you how IT and web access can be safely used to access information and services that could make a real difference.

→ **Out and about** – we have the digi van or Dot.e as it is known, that allows us to get out in the community with the right facilities to help get people connected.





→ **In our offices** – the ateb offices at Meyler House, St Thomas' Green, Haverfordwest have a dedicated computer suite where we can sit down with you and give you the help and advice you need. You are also free to use the suite to get online should you not have your own equipment.

→ **Events** – throughout the year we will have the 'Get Connected' team at many of our tenant and community events, come along and hear more about how they can help.

→ **Home visit** – you can book a visit from Tom who will help you with your IT equipment to get you up to speed safely with web access.

With the new ateb website offering more services, why not use the Get Connected service to help you build confidence to safely access all the information on the web, and best of all, its free!



Please find out more using the following contacts:

Call Tom Direct → 01437 774 775

Email → tom.waters@atebgroup.co.uk

Text Tom → 07855 120086

Get Connected is funded by the National Lottery.



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New Development Starts

ateb has just started work on 3 new sites that together will provide 172 new homes for the people of Pembrokeshire. Please read on for more details about the new homes that will be provided.



The **Maes Yr Ysgol, Johnston** site will provide a range of new homes as follows:

8 x 1 bed flats

12 x 2 bed houses

4 x 2 bed bungalows

2 x 3 bed houses

It is being built by Tycroes Group Contractors and should be finished by early 2019.

The **Albert Town Development, Haverfordwest** site will provide a range of new homes as follows:

24 x 1 bed flats

4 x 1 bed bungalows

28 x 2 bed houses

9 x 2 bed bungalows

15 x 3 bed houses

1 x 3 bed bungalow

5 x 4 bed houses

1 x 4 bed bungalow

It is being built by Hale Contractors and the 1st of 4 phases should be finished by Spring 2019.





The **Thornton Road, Milford Haven** site will provide a range of new homes as follows:

20 x 1 bed flats

6 x 3 bed houses

12 x 2 bed bungalows

3 x 3 bed bungalows

14 x 2 bed houses

4 x 4 bed houses

It is being built by Morganstone Contractors and the 1st of 3 phases should be finished by Spring 2019.

ateb is really pleased that with the help of Pembrokeshire County Council and the welsh government, we will be able to offer these new homes over the next 2 years. Please keep an eye on our website page www.atebgroup.co.uk/current-developments/ for latest updates.

Engage Initiative Ramps Up

With the launch of ateb we have also launched our new Engage initiative, so what is this initiative all about?

We know that giving up spare time to meet and discuss a lot of issues with us to help us improve is very difficult for a lot of people, so we thought why not concentrate on the key issues first and give our tenants loads of simple ways of communicating on those key issues.

To kick start the initiative we have set up the Engage to Improve Coordination team.

The logo features the word 'ateb' in a bold, purple, lowercase sans-serif font. To its right is a red circle containing the text 'e2i' in a white, lowercase sans-serif font, with 'TEAM' in a smaller, white, uppercase sans-serif font directly below it. The background is decorated with various sized red and orange circles of different opacities.

ateb **e2i**
TEAM

This team will be made up of tenants, partners and team members and will have a fluid membership to make sure we are not overburdening any one or group of people and to reflect the key issue being examined. Ailnor Evans, the ateb Tenant Involvement officer, will be the lead for this team.

The initiative will see a different theme discussed every two months, the themes will be dealt with in priority order and are subject to change as other more pressing issues arise.

Here is the current list of themes:

Service charges	April 2018
Universal credit	June 2018
Communication	August 2018
Customer engagement	October 2018
Planned improvements	December 2018
Home adaptations	February 2019
Anti-social behaviour	April 2019
Electrical/gas/fire checks	May 2019

So how can you get in engaged?

Face to face	Come along to the e2i meetings to tell us and hear more on the themes that interest you, see the above dates and themes. www.atebgroup.co.uk/living-solutions/advice-support/engage/
Website and email	Go to our dedicated engage web page and complete a form on the subject that interests you.
Telephone	Ring us and let us know your thoughts, we will also ask you your thoughts when you contact us 0800 854568 .
Events	Come to one of our events and talk to us about the engage theme we are investigating.
Social media	Watch our social media pages and respond to the conversations we start.

Get involved now to make a difference in the future.

Get Some Help



We want to help find solutions to your queries please find below some useful contacts and advice.

Paying rent	Direct Debit is best: you can set this up on our site atebgroup.co.uk or phone 01437 763688 .
Getting repairs sorted	You can do this on our site atebgroup.co.uk or phone 01437 763688 .
Financial issues	Ring us and let us know your thoughts, we will also ask you your thoughts when you contact us on 0800 854568 .
Transfer or exchange advice	Come to one of our events and talk to us about the 'engage' theme we are investigating.
Anti-social behaviour	Watch our social media pages and respond to the conversations we start.
Give us feedback – good or bad	Go to our dedicated engage web page and complete a form on the subject that interests you or contact ailinor.evans@atebgroup.co.uk
September 2018 Universal Credit roll-out: Worried?	See the ' Your Benefits ' section of our website or by phoning 01437 763688 .
The Renting Homes Act, which will go live in Spring 2019, will change the way your tenancy is managed	For more info, please visit gov.wales/topics/housing-and-regeneration/legislation/renting-bill/?lang=en

And Finally...

Competition

Now that we will be known as ateb, the Welsh word for answer or solution, we thought it would be a good idea to think about the name of our quarterly newsletter...

“THE KEY”

We are offering £50 to the tenant who comes up with the best name for the magazine or if everyone wants to keep the key as its name, we will draw a name from those who want to keep the current name.

**Either way you have nothing to lose but £50 to gain.
Let us know your ideas through these contacts:**

Email → ailinor.evans@atebgroup.co.uk

Phone → 01437 774766

Text → 07500 446611



