

ateb #1

SUMMER EDITION 2018



Your Big Day Out
Don't miss out on free summer fun

ateb
better living solutions

Mark Lewis joins ateb as our new Interim Group Housing Director

I have previously worked for a number of housing associations, local authorities and charities in Wales and London and I have always been personally driven to provide the best possible service to our customers.

I am very much looking forward to learning more about what we do well and what we need to do to improve the services we provide. Working collaboratively with customers, colleagues and partner organisations to drive forward any changes we need to make to improve as well as build on the excellent work already being done.



I am delighted to be joining ateb and to have the opportunity to work for an organisation based in West Wales where I was born and raised.

Planned Improvements power ahead

Our planned maintenance team hasn't been standing still; over 40% of bathrooms planned for replacement this year have been completed along with a ¼ of the painting works and the fencing is now finished in Springfield Road.

More lifts installed

Following on from the successful installation of a lift at Hanover Court Haverfordwest a few years ago, the association installed a second lift at one of our two Extra Care Facilities in Kensington Court, Steynton last year.

Work is progressing well on another lift at the Extra Care Facility in Merlins Bridge, De Clare Court meaning that there will be two lifts at each facility.

The residents were invited to attend a meeting with the planned team, architects and contractors last January to discuss any concerns that they had and this was greatly appreciated by all.

The extra lift is all part of the planned improvement works, monitored by the planned team and it is expected to be operational soon, photos in the next edition no doubt!

A new solar village begins to dawn near Square & Compass

Following on from the success of Wales' first solar village at Pentre Solar Glanrhyd (pictured right), ateb has reached a partnership agreement with Western Solar Ltd. to build a small hamlet in North Pembrokeshire near Square & Compass.

These homes are situated off the gas grid and the special thing about them is that the primary source of heating will be from electricity powered by the sun. They are being built by the same people to the same design as Pentre Solar and are perfect for affordable rented homes.

The innovative design enjoys low energy bills using on average less than a fifth of the energy of a more traditional home – and is built from locally sourced, sustainable products being good for the environment too.





“Tenant engagement is all about us hearing **YOUR** voice so that we can improve our services to **YOU**”

Ailnor Evans – Tenant Involvement & Community Investment Officer

In the past, there has not been enough tenant engagement: we have not heard enough from you – too few of you have spoken out to us.

We didn't have enough material from you to make our improvements.

So we've created a huge batch of greater opportunities for you, in a variety of new styles, to get involved and tell us what it's like for you.

Engage 2 Improve (E2I) is the name of this new structure



For more information on **Engage 2 Improve** and to see the current engagement themes planned for 2018 click on the **e2i** logo

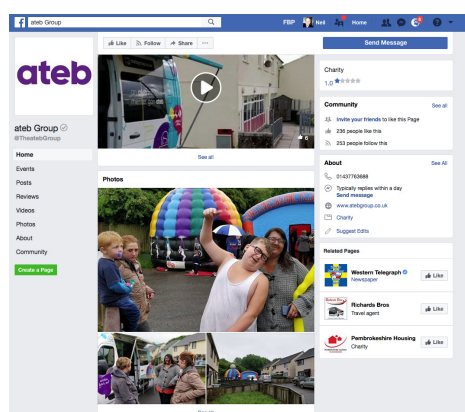
We want to hear from you

We have expanded the number of ways in which you can get involved – here are some of them:

On the **phone** – you call us and we call you

Through **paper surveys** sent to your house (with an SAE included)

Pop-up meet & greet – a method I've been using to meet groups of tenants, where I appear at events that have already been planned to seek your opinions



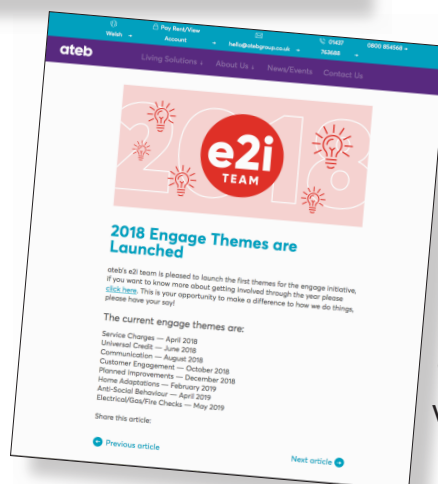
Social media – look out for our surveys on our website and on Facebook

Digivan – the digital van that tours Pembrokeshire helping with IT issues

Some tenants **email or text** me

Our **monthly co-ordination group**

sessions, to which all tenants are very welcome. This is also a session where you can ask questions about our services and gain feedback about how past surveys are effecting our services to you. You can dip in and out of any of these events, without commitment



Things YOU want to talk about

We are concentrating on fewer issues, but involving far more people. So far, since August 2017, when we began our first trial survey, we've reached 1278 of our tenants. From the feedback we've received, we've created the following list of themes that we're asking you about:

- Engagement Opportunities (Aug 2017)
- Do you need help getting on-line? (Oct 2017)
- Receiving your new tenancy (Feb 2018)
- Service Charges (Apr 2018)
- Universal Credit (Jun 2018)
- Communication (Aug 2018)
- Customer Engagement (Oct 2018)
- Planned Improvements (Dec 2018)
- Adaptations (Feb 2019)
- Anti-social Behaviour (Apr 2019)



“ We thought the Engage Co-ordination Group Session was very effective because representatives from relevant departments of ateb were there, face to face, to listen and advise ”

Tenant
14th March 2018

When you want to tell us something, we are here to listen

Improvements are being made based on the information that you've given us:

- My group of customers willing to carry out consultations with me has grown!
- We have drawn up the list of themes we will consult you on (see above)
- The 37 customers who said they wanted IT support are being contacted and helped by Tom Waters, our Digital Inclusion Officer
- 2 iPads are being sourced for the Reception area of Meyler House for customers to complete the questionnaires
- It is now planned that wifi will be improved in the Reception area too
- We aim to improve My Account & upload documents such as the Tenancy Agreement and the Gas & Electricity Safety Certificates
- Area Officers are now planning to re-visit new tenants two weeks into their new tenancies to deal with any queries
- We are reducing & simplifying the Handy Hints booklet so you can find important information more quickly
- We are setting up Meet your Neighbour sessions, where new tenants on new estates will be able to chat with staff and other tenants in an informal and fun atmosphere
- We aim to maximise the use of texting to inform people when their property is ready to be moved into
- We are considering supplying the Tenancy Agreement on Viewing Day, rather than on Handover Day, so that tenants will have a week to check the Agreement thoroughly, before signing it.

They're already helping us to improve our services to you

The **Engage 2 Improve** initiative, otherwise known as **e2i**, was first trialled in August 2017.

The point of it is to hear the voices of as many of you as possible, so that we can improve our services to you.

Through quick surveys, carried out using phone calls, Facebook, our websites, good old pen and paper, mobile phones and conversation by the end of May we had heard from over 1,278 of you.

Based on your answers to these surveys, we are working in the following areas:



Some of you have told us you'd like to give more opinions and you've told us what services you'd like to talk about – we've based the themes of our surveys on this information you gave us



37 of you requested specific IT support and our Digital Inclusion Officer, Tom, is working his way through that list, to meet your needs



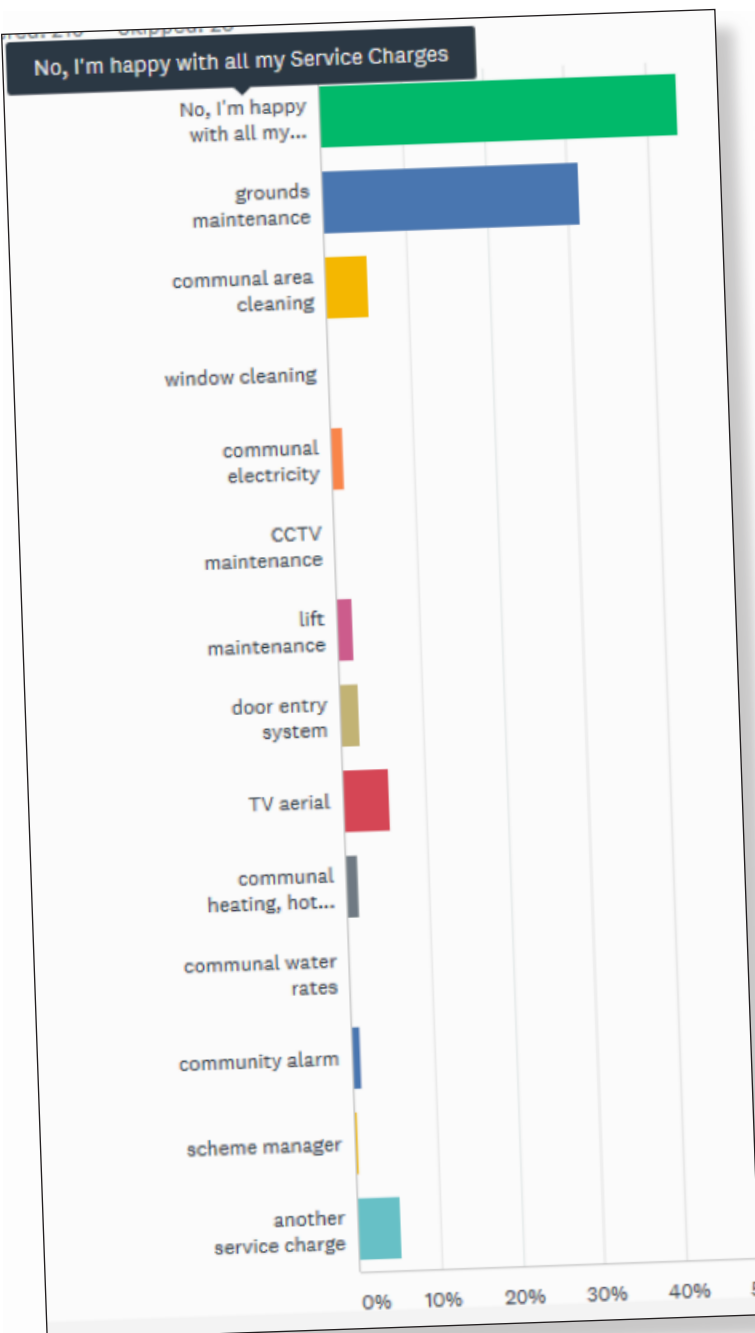
We are working to reduce the amount of paperwork produced during the time when you're taking on a new tenancy



We are experimenting with different arrangements during that same period, to see if our various officers can offer you better, more effective support regarding, for example, what's included in your Tenancy Agreement or how to operate your central heating system



Ateb are meeting with Grounds Maintenance and Cleaning contractors to explore expectations and job specifications



This is an example of what our survey results look like. Some of you may remember answering the question 'Is there a particular Service Charge you're not happy with?'

And now for some candid quotes from some of our residents, showing some of the positive feelings they've shown about our services...

“Really good – any time of day – come out and repair – we are looked after properly – **ateb** are always bang on.

“Thank you for the ramp for my wheelchair.

“Burst pipe ... sorted within hours.

“Me and my son locked ourselves in the kitchen and your boys came out straight away – they were amazing.

“The people are lovely – from the scheme manager to the cleaners, all the staff are fabulous. You have everything you need here and I love going to the hairdresser before lunch, without having to leave the building.
– A new tenant talking about her experience in one of our independent living schemes.

“It's lovely ... we're really living in it ... it's like a giant version of your front room, it's cosy. We achieve more here at our tenants' meetings.
– A tenant talking about her feelings towards a refurbished communal lounge)

“Regarding the fence and gate, last Friday the job has been finished. I just want to thank you very much again for your help. My thanks to **ateb** for the promptness showed in solving this problem. The work team were very polite and worked excellent, to a high standard of professionalism. Thank you very much.

“I would like to say how impressed I was by the handover process, it was very thorough and well thought out. I felt as though I was being welcomed to my new home. The technical guidance was also good. I would also like to say how much I like Knights Court, and my flat. Every aspect of the new home seems to me to have been thought out carefully to give tenants the best living conditions, even providing a garden shed and a washing line! Well done **ateb**.

Age Concern Cymru's Croft Court visit

In March our sheltered housing scheme in Pembroke had a visit from Age Cymru's John Geary who gave us a talk on cyber-safety and telephone scams and how we can safeguard ourselves.

We've all had them: a phone call asking for your bank account details claiming to be the bank or the tax office, or companies emailing you saying you owe money.

John told us to never give out bank details on the telephone or click on an unknown site.

PCSO Tara joined us and we all learned a lot. John reminded all present that Age

Cymru provides a lot of other advice including advice on income and benefits and on legal and social care. We were well informed and very grateful. (Jan Prosser, Croft Court)



Garth's great spring clean-up

Despite the icy breeze there was a fabulous turnout of over 70 participants at Garth, Haverfordwest during February's half-term.

As well as helping with the litter picking staff from **ateb** were running surveys on how you felt about the day and other **ateb** services. Benefits and Money Advisors were also on hand to answer any financial queries people might have.

A mixture of **ateb**, private and Pembrokeshire County Council (PCC) residents collected over 40 bags of rubbish. **ateb** and PCC also collected unwanted or dumped TVs, speakers, mattresses and sofas.

This was a joint venture by **ateb** and PCC and supported by Garth Steering Group, The Community Policing Team, Mid & West Wales Fire, Pembrokeshire Association of Voluntary Services, Keep Wales Tidy & Haverfordwest Town Council.



...a brilliant activity day was also had by the children

With a bouncy castle, a magic balloon man and Craig Butland (Sports Coach) children of all ages were kept active in the sunny outdoors. Their comments written on the 'feedback wall' showed they really enjoyed the event!



So what did local people think about the day?

Well, the results of ateb's survey of Garth residents are now in! They were asked what they thought had changed because of the event.

Do you now intend to do anything more, or differently, such as join a group/class or put rubbish out in the correct bags?

50% of participants interviewed said Yes

17% said Maybe

What do you feel you have gained from the event?

83% mentioned community spirit and/or a sense of satisfaction towards cleaning up the estate

What do you feel the estate has gained from this event?

Frequent answers included:

Cleaner estate, Clean environment and a safer place, Good for the kids, Seeing everyone come together, Feeling of coming together, Contact between residents

Would you now like to participate in future ateb/PCC activities, such as surveys?

100% said Yes

Would you now more quickly approach ateb/PCC staff, regarding anything

83% said Yes

Do you now feel an increased pride in your community and/or more able to chat with your neighbours

83% said Yes



Above, pictured at the event: Nia Davies, PCC Customer Liaison Officer; Cllr. Alan Buckfield, Mayor of Haverfordwest and Clayton Gobbi, ateb's Benefits & Money Advisor

More homes for Pembrokeshire



Pennar sees 15 new flats and houses handed over to new tenants

As usual the Development team is busy overseeing the building of new homes having recently completed a mix of 15 flats and houses in Old School Court, Pennar where we trialled our new handover procedure which was well received. Further information on our current developments can be found by clicking [here](#)



Completion nearing for Rocky Park and Herbrandston

A mix of a further 13 more flats and houses in Tudor Mews, Rocky Park, Pembroke is planned for completion late summer (pictured right) while new homes in Triplestone Close, Herbrandston will follow on closely behind.



Queen Street and Sunnybank tenants get their keys

Three tenants received the keys to their new homes in Queen Street (pictured right) to mark our **ateb** launch day on March 1st and before the end of this month we can expect 6 more family homes in Sunnybank Gardens, Narberth.

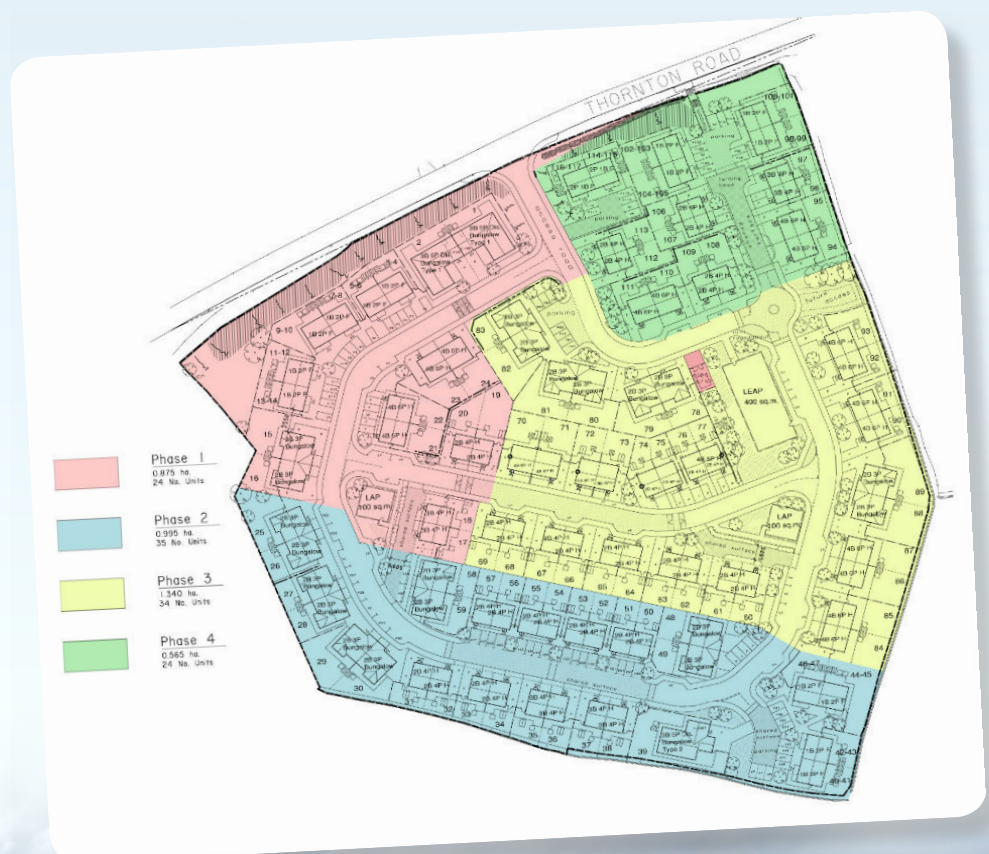
Proposals for a large site in Albert Town, Haverfordwest are currently in the pre-contract stage having had approval from the Welsh Government and contractors have been appointed so look forward to more news of this development to be known as Three Meadows in the next edition.



New homes for Steynton and Johnston move from plans to construction

Contractors for a development of 59 new homes at Thornton Road, Steynton have started work on site (pictured below) and it is hoped that the first of these will be available in the Spring 2019 (see plan).

Meanwhile work is well underway on a site of 26 new homes in Langford Road, Johnston which is expected early next year.



But don't worry! Our Universal Credit Roadshow is coming to a street near you

From September 2018 the full digital service Universal Credit will be rolled out to the three jobcentres in Pembrokeshire – Haverfordwest, Milford Haven and Pembroke Dock.



Universal Credit will replace

- Income Based Jobseekers Allowance (JSA)
- Income Related Employment and Support Allowance (ESA)
- Income Support
- Working and Child Tax Credits
- Housing Benefit

Would you like to know if this will affect you?

Then come along to one of our **Universal Credit Roadshows** where one of our friendly team will be able to help. On board Dot.e – our digi bus – will be Clayton, Sharon, Cheryl (pictured above) who will be visiting streets across Pembrokeshire offering advice and support along with Tom, our Digital Inclusion Officer (left).

Your questions answered

What is Universal Credit? Will it affect me? What should I do to get ready? We can help you find the answers to all these questions and more. For more information click on the Get Connected logo below.

Don't be scared,
be prepared! It's time to...

Get Connected



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NATIONAL
LOTTERY FUNDED

Visit our team at your closest roadshow stop

Thursday 12th July 2018

10am – 11.30am @ Haverfordwest
Princess Royal Way

11.45am – 1.15pm @ Haverfordwest
Peregrine Close

2pm – 3pm @ Letterston
Parc Maen Hir

Thursday 19th July 2018

10am – 11pm @ Roch
Ocean Drive

11.30am – 12.30pm @ St Davids
Ffynnon Wen

2pm – 3pm @ Johnston
Acorn Drive

Thursday 26th July 2018

10am – 11.30am @ Milford Haven
Marble Hall Road

11.45am – 1.15pm @ Milford Haven
Tesco Car Park

2pm – 3pm @ Neyland
Gordon Parry Road

Thursday 2nd August 2018

10am – 11.30am @ Pembroke
Ashdale Lane

12noon – 1.30pm @ Pembroke
Vetch Close

2.15pm – 3.15pm @ Hook
Harcourt Close

Thursday 9th August 2018

10am – 11.30am @ Pembroke Dock
ASDA Car Park

11.45am – 1.15pm @ Pembroke Dock
Spring View

2pm – 3pm @ Merlins Bridge
Freemans View

Thursday 23rd August 2018

10am – 11.30am @ Saundersfoot
Vineyard Vale

12.30pm – 1.30pm @ Narberth
John Morgan Close

2pm – 3pm @ Clunderwen
Bro Waldo

...but your garden still needs some TLC

- Sow wild flower seeds to make a flower meadow like in the picture above
- Rake up lawn clippings to keep fertility down
- Dead-head roses & other perennial plants to encourage them to keep growing
- Keep down unwanted weeds by hoeing
- Allow lawns to grow a little longer so that they tolerate the heat
- Keep ponds topped up with rain water

Don't forget biodiversity!

A healthy garden also needs a variety of insect and animal life. If you are feeling adventurous, why not make a 'bug hotel'?

Use your imagination to build a stack of different materials, such as bricks, logs, hollow garden canes, planks of wood, stones, pine cones, corrugated card, plant pots, pipes, straw, dry leaves, moss and roof tiles. Re-use things you have lying around the house and garden. Make sure the bug hotel is stable and on flat ground. You can plant the roof with drought tolerant plants.

Text and images from Denbighshire Countryside Services 2015



Walk this way!

Walking builds bones and muscles, and helps kids grow up big and strong. It also improves stamina, reduces stress, and boosts the immune system for 24 hours. It can even lower blood pressure.

Any brisk walk of 10 minutes or more counts, so get outside and start having some fun. Dogs know how important it is to have a daily walk — follow their lead!

Remember, if in doubt seek medical advice before undertaking any activity.

Start walking



Skip the bus



Go exploring!



A healthy start

Breakfast burritos

Wholewheat soft tortillas are topped with tomato and pepper omelettes, then rolled up. Perfect for a tasty breakfast or wrap up for a packed lunch. Makes 4 burritos.



Ingredients

- 4 soft wholewheat flour tortillas
- 6 eggs
- 4 tbsp 1% fat milk
- 2 tomatoes, finely chopped
- 2 spring onions, finely chopped
- 1 pepper, any colour, deseeded and finely chopped
- 2 tsp vegetable oil
- 40g reduced-fat hard cheese, grated
- 1 pinch ground black pepper

Method

Lay out the tortillas on a work surface and preheat the grill.

Beat eggs and milk together. In a separate bowl, mix together tomatoes, spring onions and pepper

Heat ½ tsp of vegetable oil in a non-stick frying pan and pour in ¼ of egg mixture. Cook on the hob over a medium heat to set the base. Add ¼ of tomato mixture, then sprinkle 10g of the cheese on top. Grill to set the egg and melt the cheese.

Slide the omelette onto one of the tortillas. Leave to cool while making three more omelettes, placing them on top of the tortillas as you go

Roll up the tortillas, slice in half and serve immediately, or wrap in foil to serve later.

**change
4 life**

Eat well Move more Live longer

For loads more activities and recipes click on the **Changes 4 Life** logo

Roll-up, roll-up...

15

...for the Williams Court Magical Mystery Tour!

On Sunday the 20th of May, 35 participants boarded a coach from Williams Court, Narbeth, for a fabulous day out.

In the blistering heat, the jolly crowd had lunch at Jeffreyston Inn and then went on to have coffees at Begelly Arms.

They ended the day with a get together back at Williams Court.

The group are now planning their next trips, which could involve a visit to a local museum and, further afield, a steam train ride.

“Everybody, without fail, thoroughly enjoyed the day – it was really good fun – lots of laughs and no rush or pressure.

Val Winter, one of the key players of the Williams Court tenants & residents association



...and thanks for our lovely new TV!

Dear **ateb**

On behalf of the Tenants of Williams Court, could you please convey to the powers concerned our very grateful thanks for the lovely big TV.

We have already christened it by watching The Royal Wedding. It was such a pleasure seeing it on the big screen.

We also celebrated the occasion with cucumber sandwiches, cream scones and cake. We are now organising our Film Club and will have regular film shows.

Regards, Williams Court Tenants Assoc.



Dear Williams Court Tenants Association

It's really great to hear that tenants of Williams Court work together to get things done to combat isolation and loneliness. Your group's notes, made during sessions at the TPAS

conference last November, echo this kind of procedure.

The film club sounds great: a sure-fire way of sustaining the feelings of well being in Williams Court. I'm glad you enjoyed the Royal wedding and the cucumber sandwiches, cream scones and cake sound fabulous.

Regards, **ateb**

Vetch Close Activity Day

Despite the rain (possibly the only rain we've had in nigh on a month!), Vetch Close Activity Day went ahead. Upwards of 18 children and nine adults braved the constant drizzle to come and make use of ateb's facilities.



Benefits & Money Advisor, Sharon Jenkins (above, left), was there to help tenants with any financial worries, but mainly to advise people on how to make that transition from the old-style benefits onto Universal Credit. Tom Waters with the digi van advised people on how to get on-line, complete on-line forms and any other IT queries.



Linda Brown (far left), the Mayor for Pembroke, and her consort pictured visiting dot.e, ateb's digi van. Later, they mingled with the crowd, carrying out many lengthy conversations with participants, showing their commitment to this community.



The local PCSOs, Adam and Zoe, attended to show children how finger-prints are taken and to deal with any queries on the street. Mid & West Wales Fire & Rescue Service, with the friendly face of Lee Simmons, were also there to advise tenants.



Our fabulous entertainers on this day were Funtimes Bouncy Castles and Little Monsters and we were all kept well fed by Hilary's Buffet.



Bigger and better than before – the FREE Big Day Out is back

As you can see from these photos of last year's Big Day Out it was a brilliant day for people of all ages but 2018 promises to be even better!

Continuing with popular demand our venue this year is again

The Meads Leisure Centre, Milford Haven SA73 2EE

Friday 17th August from 11 am until 3pm

Something for everyone

There will be a multitude of indoor and outdoor activities including outdoor sports practice, swimming, bouncy castle, soft play and the **extremely popular healthy cooking taster sessions run by the NHS.**

Feeling really sporty?

We are honored and excited to be able to welcome **The Scarlets Rugby Club**, who will be putting on a sporting activity for people to take part in.

Alpha Kickboxing will be offering taster sessions throughout the day.

Prefer a gentler sport?

Pembrokeshire Disabled Bowlers Club will be running all day, where, no matter what your ability, we are keen for you to drop in and join in.

Enjoy arts and crafts?

You will have the chance to **make your own bird box** and take it home afterwards and there will be many more activities for you to join in with.

Lloyd the Graffiti will be offering taster sessions throughout the day.



COOKING DEMOS



KICK BOXING



ARTS & CRAFTS



GETTING INVOLVED



FREE RAFFLE - GREAT PRIZES



GETTING TOGETHER



OUTDOOR FUN



FACE PAINTING

Fancy a quiet sit down with a cup of tea and cake?

The quiet, peaceful room will be available as usual, as will hot cups of tea with cake and plenty of friendly faces to chat with.

Do I need to bring food? No!

As usual, there will be a **free lunch** for all **ateb** tenants at the Buddies Café. The brand new Caffi Man Cwrdd, will be running for any other food requirements.

How much will it cost?

This is a **totally free day out**, including our annual raffle, for **ateb** tenants. Everybody else is warmly welcome and the only part of the day that we cannot provide for free is the lunch and raffle.

Need transport getting there? No problem!

Buses from all over the county will be available for people who need transport – book your space on a free bus by calling the County Council's Contact Centre on 01437 764551 before Wednesday 3rd of August. Please state that you are booking transport for **The Big Day Out**

For more details:

Ali Evans Tenant Involvement & Community Investment Officer

ailinor.evans@atebgroup.co.uk

01437 763688 or 07500 446611

What's on and where!

Saturday 21st July, 2pm - 4pm

Kensington Court, Milford Haven SA73 1GB

Summer Fayre – free entry, all welcome

Tuesday the 10th July, 10am - 12pm

Co-ordination group sessions, where you can share your views on what it's like to be an ateb tenant. People can dip in and out of these sessions, as topics vary throughout the morning.

Wednesday 25th July, 10.30am

Marloes Sands Beach Clean*

Wednesday 1st August, 10am - 3pm

Scolton Manor

National Play Day – a free fun day for all with lots of fantastic fun activities

Wednesday 15 August, 2pm

Abermawr Beach Clean*

Friday 17th August, 11am - 3pm,

Milford Haven Leisure Centre

ateb's Big Day Out – a free fun day for all with lots of fantastic fun activities

Wed 21st & Thu 22nd November

Tenant Participation Advisory Service Conference – Llandrindod Wells

Every Monday, not bank holidays 1pm-3pm

Merlin's Bridge Welfare Hall SA61 1XR

CAMEO stands for Come And Meet Each Other and is a brand new tenant group.

We have board and card games and people bring skills to teach others such as knitting, crochet etc or just turn up for a chat. Free tea, coffee and biscuits provided.

* The National Trust have more beach cleans coming up over the next few months; click on this link for further details [Beach Clean](#)



Kensington Court
Warrior Way, Steynton, Milford Haven

SUMMER FAYRE

FREE ENTRY
Everyone Welcome

2-4pm
Sat 21st July

Come and join us for a fun filled afternoon.

New stall for this year 'Hats & Handbags'.

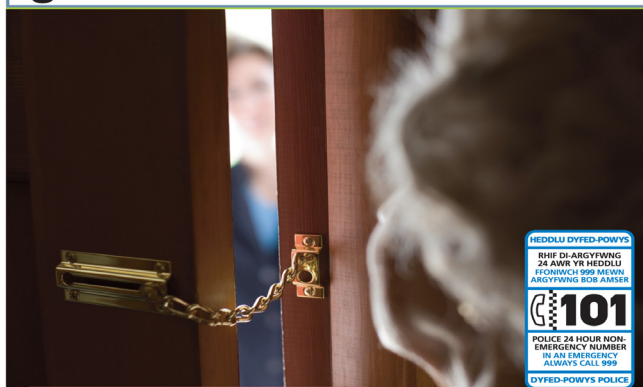
Bottle stall, spin the wheel, tombola, hook a duck, grand raffle, nearly new clothes plus many more.

Cream teas & Refreshments

Is this caller genuine?



Heddlu Police
DYFED-POWYS



REMEMBER

Stop: Are you expecting anybody?

Chain: Secure the chain

Check: Ask for I.D and check it carefully

Always...

- lock the back door before opening the front
- ask for proof of identity and check it carefully
- ask them to come back another day if you are unsure
- arrange appointments
- try to have someone with you

Never...

- believe all callers are genuine
- let anyone in if you are unsure
- believe scare stories or be pressured into a cash or quick sale
- keep cash in the house

CRIMESTOPPERS
0800 555 111
Call anonymously with information about crime

www.dyfed-powys.police.uk

Talking to us is easy!

For all contact details, how to find us, email and phone numbers simply click on the **ateb** logo

ateb
better living solutions

We're on social media!

Click on their logos to join in

