

ateb *autumn 19*

ISSUE #6



GORGEIOUS GARDENS

This year's winning gardens revealed

ateb *better living solutions*

A huge welcome to a fabulous new group of staff...

...who are working in various areas of ateb, some out and about, others here at Meyler House.



Alison Ingle
Customer Services Advisor



Steven James
Customer Services Advisor



Poppy Kucyj
Communications Assistant



Pete Cleary
Estates Coordinator



Merrilee Phillips
Finance Assistant



Linda Manson
Scheme and Community
Coordinator

... also Dylan MacLeod, Extra Care Scheme Manager and
Alexandra Barlow, Customer Services Advisor (not pictured)

ateb

A special memorial tea for Jean

On the 17th of August, the family of Tony Temple (94), one of our customers of DeClare Court, held a memorial tea to commemorate a year since Tony's wife, Jean Temple, passed away.

It was well attended by De Clare Court residents and Tony's family, and raised £110 for the Haverfordwest Memory Café, which Gillian Howell (Tony and Jean's daughter) set up in her mother's memory. It was also attended by Gillian's sister and her husband, who drove over from Brussels to be there.

At the event Tony read out a few of his poems, written during his 60 plus years together with Jean.

Your shadow is still here

*This afternoon I glanced aside
To watch you in your chair
But in that instance realised
I would not find you there,
Your shadow even slipped away
And left me in despair.*

*I know I'll see you in a while
Still sitting in your chair
Giving me that gorgeous smile,
To match that gorgeous hair.
Your shadow's there
and I must take care
Before it slips away.*



Pictured, Tony Temple and his grandson, Toby, who drove through the night from Scotland to attend the event.

For more information about the **Memory Café**, please contact Gillian Howell (Dementia Friendly Haverfordwest) dfhaverfordwest@gmail.com 07969834610

...our services?

Does anybody remember these questions?

Taking everything into account, how satisfied or dissatisfied are you with the following?

- The overall quality of your home
- Rent provides value for money
- Etc



Well, the full results are in!

Of the **2,792** surveys sent, we had **648** surveys returned, or 23.2%, which is a good amount for this kind of survey.

When we compare our results to the **average** of other housing associations, **ateb** compares **well**, or is **slightly above**.

80% of **ateb** customers are **satisfied** that **we provide the service they expect**, compared to an **average of 74%**.

ateb also came **slightly above the average** on how we deal with **repairs and maintenance**, how we **listen and act on customers' views** and how we deal with **anti-social behaviour**.

The only area we **fall below the average** is when our customers were asked if they **trust ateb: 80%** said they did, compared to an **average of 84%**.

We were really pleased that our customers chose to express themselves firmly, by ticking on the strong likes or dislikes, rather than ticking the middle-of-the-road options.

Full results are available over the following pages and you can

compare our performance using the following [link](#) to the Welsh Government website.

So what next?

ateb is now planning to invite you back to speak with us, so that you get a chance to tell us **in more detail** what you feel is working well, or what you feel we're not up to scratch with, **so that we can improve our services to you**.

Short sessions will run this autumn, for you to have this opportunity.

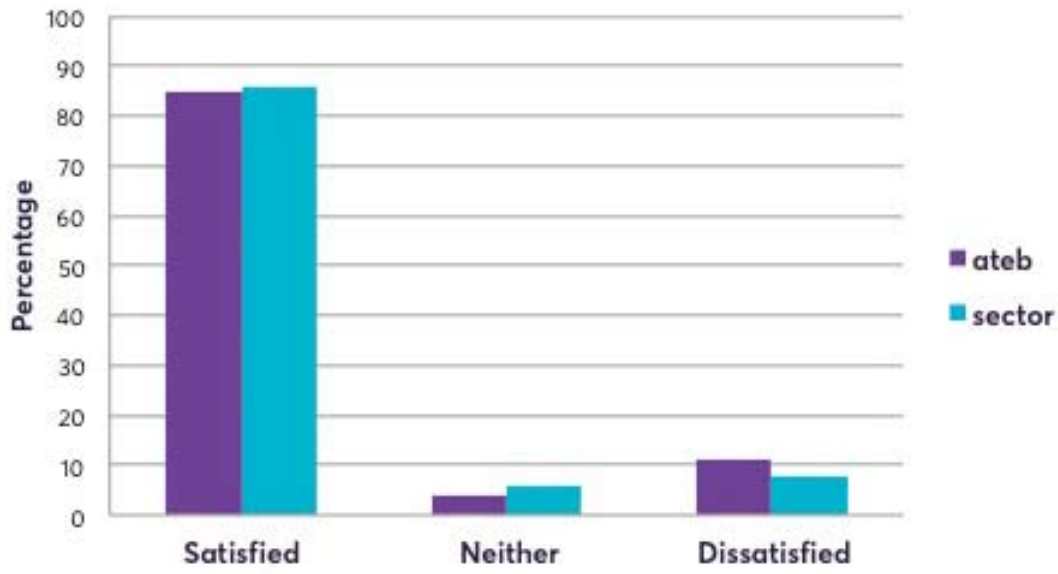
We will contact you, but, if you didn't leave your name or contact details, or maybe you didn't complete the survey in the first place but still want to attend one of these autumn sessions, **please let ateb know**.

£100 prize winner!

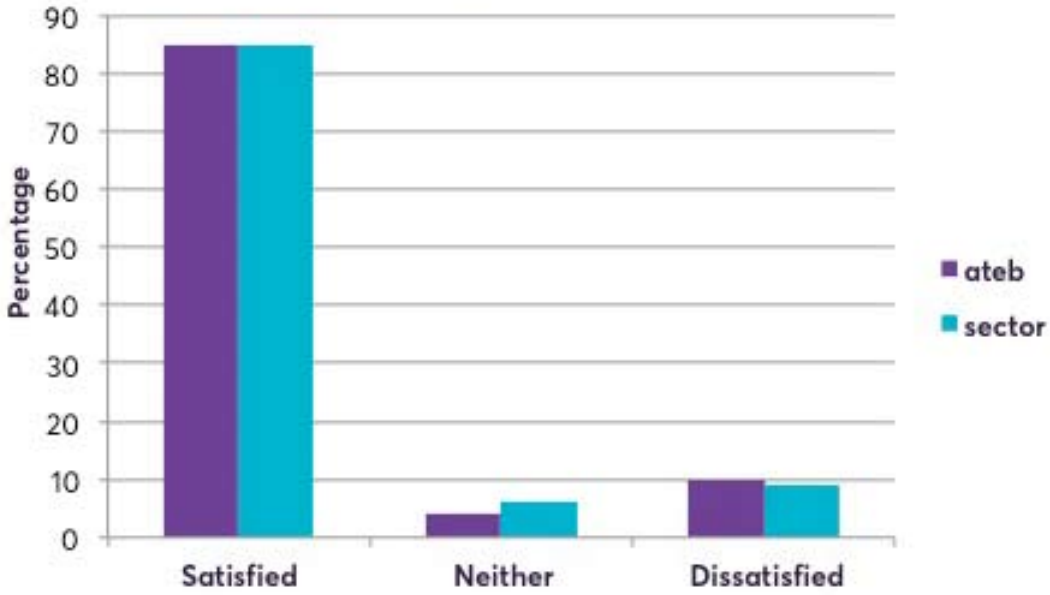
Pauline Bailey of Pembroke Dock was the lucky ateb customer winner of the **£100 Love2Shop vouchers**. Pauline's name was picked from a computer source at the 9th of July Co-ordination Group session, with a mixture of staff and customers present.

How satisfied are you with...

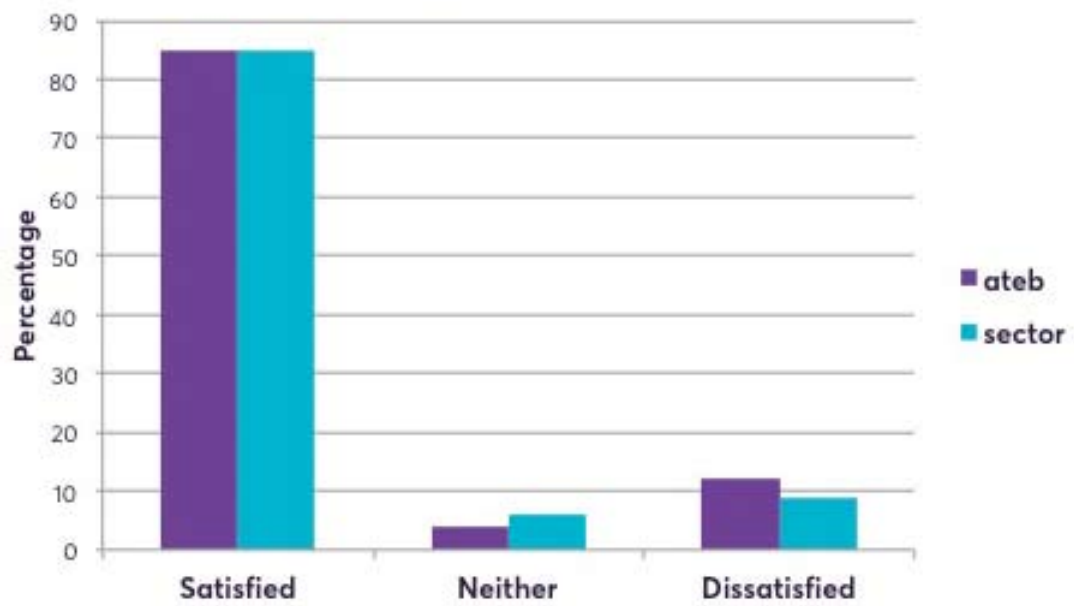
How satisfied are you with the service provided by your service provider?

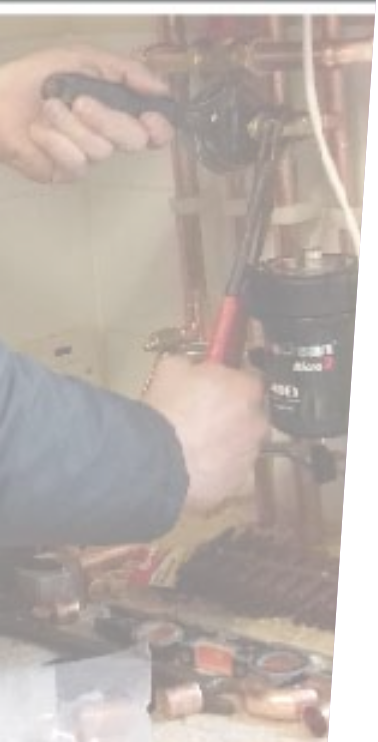


How satisfied are you by the overall quality of your home?

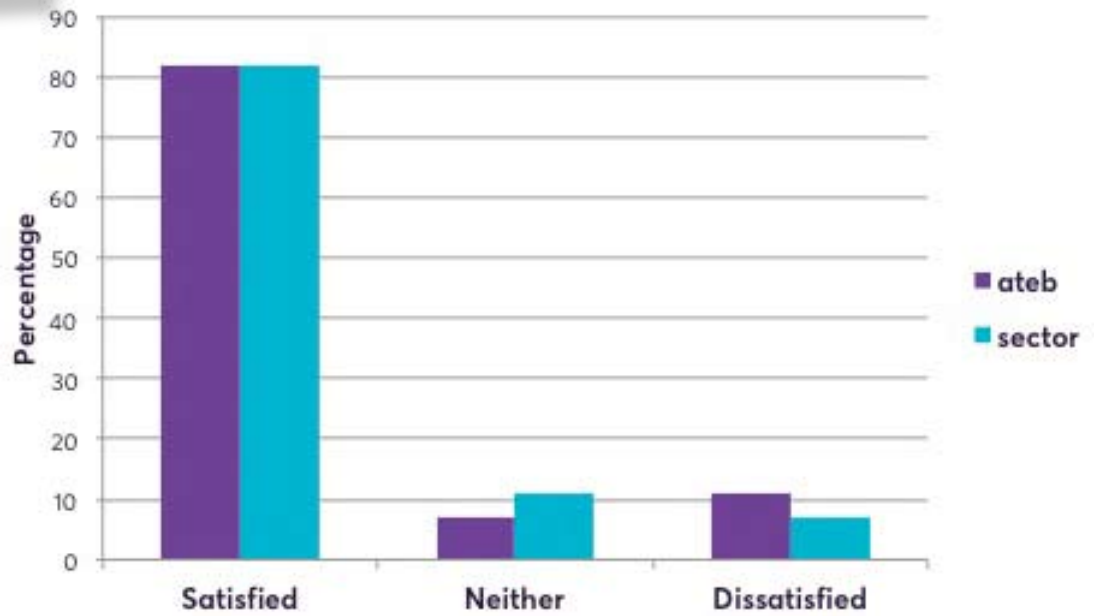


How satisfied are you with your neighbourhood as a place to live?

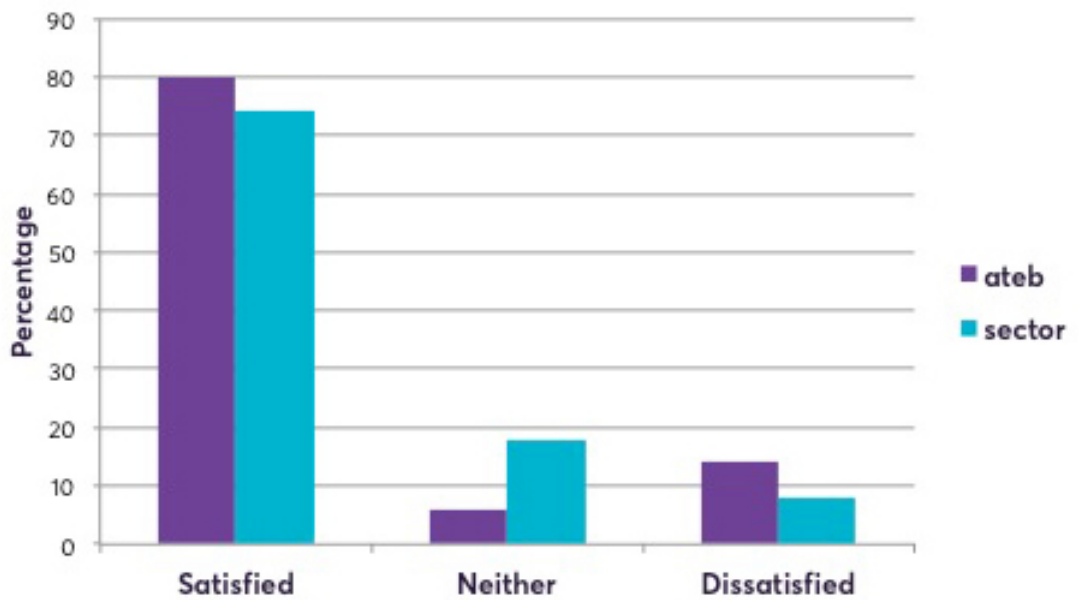




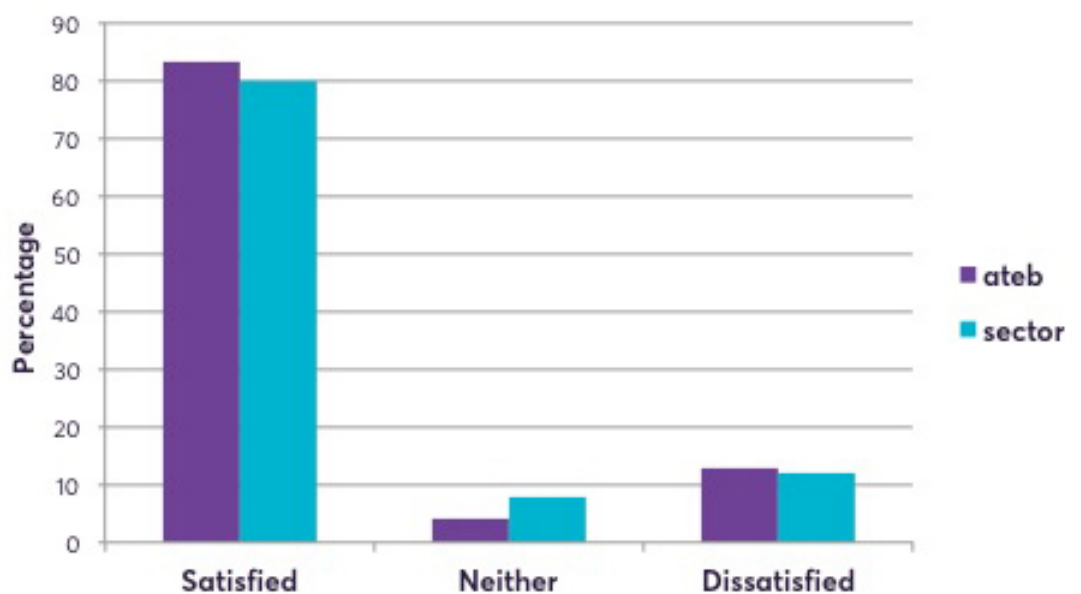
How satisfied are you that your rent provides value for money?



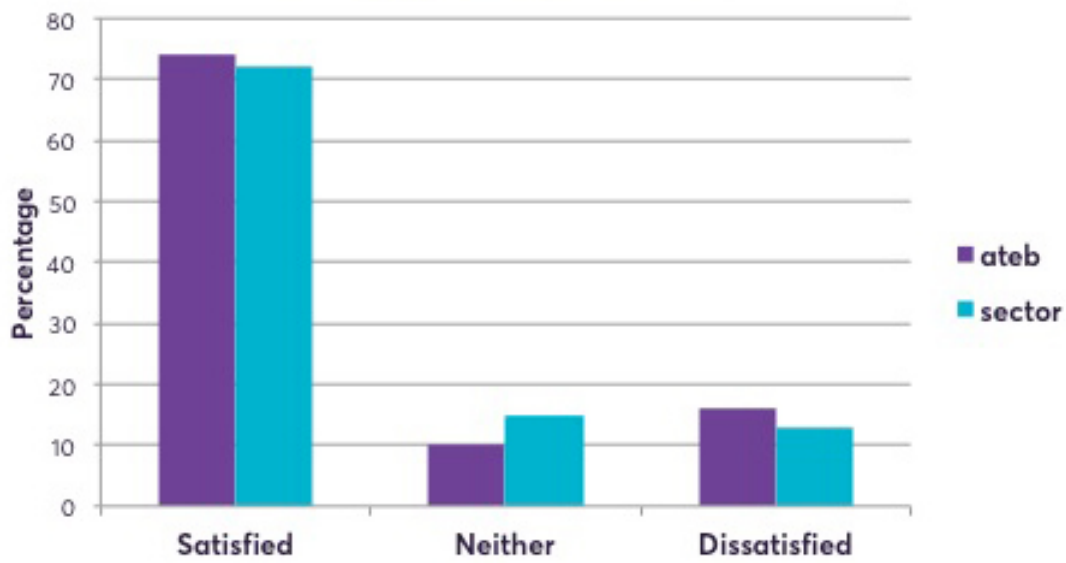
How satisfied are you that the association is providing the service tenants and residents expect?



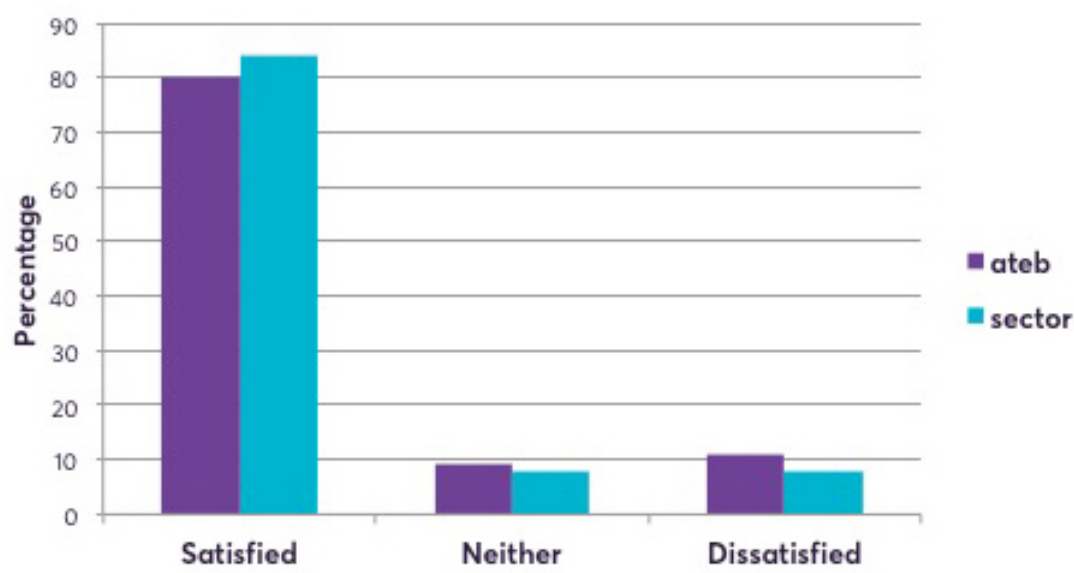
How satisfied are you by the way your association deals with repairs and maintenance?



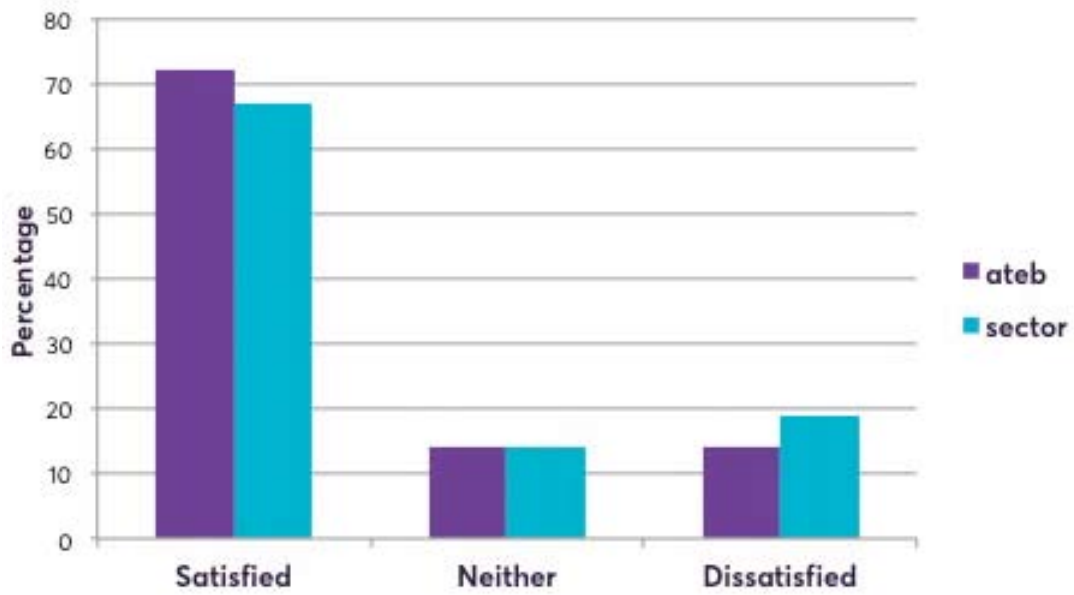
How satisfied are you that your housing association listens to tenants' and residents' views and acts upon them?



How satisfied are you that tenants and residents trust the association?



How satisfied are you in the way your association deals with Anti Social Behaviour?



winners are:

We have **two e2i survey winners** this month, each in receipt of the **£100 Love2Shop vouchers**:

Overall Customer Satisfaction Survey

These surveys are run every 1-4 years by housing associations for the Welsh Government, to compare their performance with other housing associations (results will be available online). The winner was Pauline Bailey of Pembroke Dock.

The June e2i survey, Is it Safe?

The winner of this survey will receive his prize by post.

Both winners are over the moon with their prizes and their names were drawn at the **July e2i Co-ordination Group** session here at Meyler House by those present: Margaret Baron, Mark Lewis, Helen Wright, Maggie Kirby and me, Ali Evans.

You too could win £100 in Love2Shop vouchers in our prize draw!

Look out for your chance to win **£100 in Love2Shop vouchers** by taking part in our bi-monthly prize draws, available to all ateb customers who choose to answer our survey questions. **Check out the News and Events section of our website for a link to each set of questions.**

Remember, to really be involved and to hear first-hand the results to these investigations, please join us at our **Co-ordination Group** sessions, held on the second Tuesday of every month (check out our website for any last minute changes of plans) at Meyler House Haverfordwest SA61 1QP. There is always a nice cup of tea or coffee and a warm welcome for our customers; ateb will pay your travel expenses.

Please come along and share your views, YOUR VOICE COUNTS!

It's easy for you to find out more about e2i and how you can get involved!



Contact me, Ali Evans, Tenant Involvement & Community Investment Officer

Tel: 01437 774766 or 01437 763688

Text or call me 07500 446611

Visit us in person at **ateb**, Meyler House, Haverfordwest SA61 1QP

Click [here](#) for our website

Click [here](#) for our Facebook page

Click [here](#) to email me



The e2i surveys prize draw...

Increasing Customer Safety



"Propeller" is a new software solution that ateb have been using to manage our Gas Safety Programme since June this year. Eventually, it will be used for our fire safety and electrical testing programmes as well.

This sophisticated system helps us to keep our customers safe in your homes. There is a text messaging service to update you on your appointments: a text is sent the day before the test is due and again when the engineer is on their way.

The application is easy to use for ateb engineers, making our services to you quicker and there is less margin for error.

It also provides us with some really good insights. It can tell us immediately which properties we cannot access and therefore help us to work out why; for example, the engineers may have arrived during the school run.



A word from our Chief Executive, Nick Hampshire:

"ateb is always conscious about keeping our customers safe. Propeller is an example of how we are using technology to enhance our customer's experience. By investing in Propeller, we are investing in our customers' safety"

Propeller helps us to manage and reduce our resources in that it will automatically print out your gas safety certificate.

Propeller also includes a 5 star rating customer survey, helping us to track how you feel about your gas service. We can see from this that, throughout June, July and August 100% of our customers said that they were satisfied with the way their gas service was carried out.

So what do ateb's customers think about the system?

"The engineer phoned about an hour before and then again when he was on his way – helpful – good (Customer, Woodlands View, Milford Haven)

"I was able to text back and re-arrange the appointment – it was fine" (Customer, Hubberston, Milford Haven)

"I received a text update – I was in work – I was able to text my dad – my dad went round he -didn't have to sit there for hours - helps with school runs too (Customer, Ashford Park, Crundale)

"I received a voicemail – it was better (than the old system) 'cos at least I know they're on their way – you're not hanging round waiting for someone (Customer, Honeyborough, Neyland)

"Really helpful – I needed the visit to be after working hours – I texted the engineer back (Customer, Pembroke Dock)


"I've had a stroke – it's affected my memory - takes time to register things – I need to be in hospital three times a week – the two reminder texts helped me to keep the appointment (Customer, Hakin)


Staying safe with...


...electrical appliances


There are simple steps that you can take to minimise the risk of fire or electric shock when using appliances such as washing machines, tumble dryers, fridge-freezers and dishwashers...





 Always buy from a retailer you can trust and follow the manufacturer's instructions when installing, using and maintaining electrical appliances.


 Don't leave washing machines, tumble dryers or dishwashers running overnight or when you are out.


 If your appliance begins making a strange noise or isn't working properly, don't ignore it. If you think there might be a problem, always unplug it and contact the manufacturer or a qualified repair technician.


 Don't overload washing machines or tumble dryers – take bulky items like duvets to the dry cleaners.


 Do regular checks of plugs and sockets for burn marks, sounds of 'arcing' (buzzing or crackling), fuses blowing, circuit-breakers tripping or if it feels too hot to touch.


 Don't place a fridge or freezer near cookers, radiators, or in direct sunlight, as it will have to work harder to maintain the required internal temperature.

 Clean behind your fridge and freezer regularly to keep lint and dust from building up, and make sure there is enough room behind the appliance for air to circulate freely.

 Clean your oven and hob regularly and always clear spillages immediately to avoid a build-up of food debris and fat which is a fire risk.

 Only use your microwave for food! Always follow the instructions on the packaging and make sure that you only put things in the microwave that are clearly marked as microwave-safe.

 Always register your electrical appliances so that the manufacturer can contact you if there's a problem.

 For more information on registering your product and on electrical safety in general, please visit www.electricalsafetyfirst.org.uk

The information on this page was provided by Electrical Safety First.

**Electrical
Safety First** 


electricalsafetyfirst.org.uk


Fighting for...

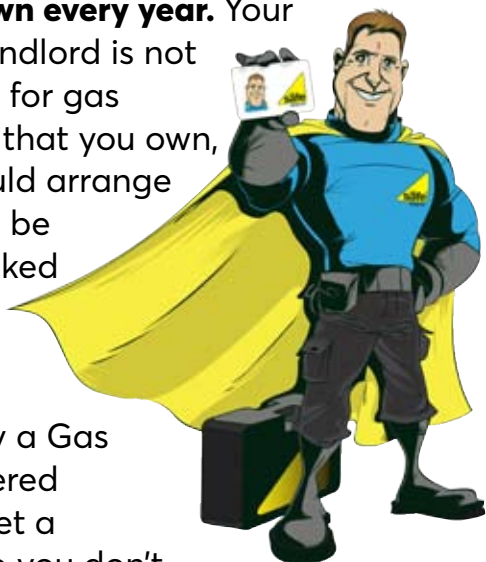
...a Gas Safe Nation

By taking care of your gas appliances properly you are taking care of your home and your loved ones. Follow these few simple checks to keep you and your family safe:





 When we contact you to make safety checks on appliances that ateb has installed in your home, such as your boiler, please make every possible attempt to communicate with us to allow our engineers to enter your home to carry out the essential safety checks – by law, we have to do it and we are committed to keeping you safe.


 **Check any gas appliances you own every year.** Your landlord is not responsible for gas appliances that you own, so you should arrange for these to be safety checked once a year and serviced regularly by a Gas Safe registered engineer. Set a reminder so you don't forget at **StayGasSafe.co.uk**.




For gas safety advice and to find or check an engineer visit the Gas Safe Register website at GasSafeRegister.co.uk. Alternatively call the free helpline on 0800 408 5500.

 **Check your engineer is Gas Safe registered.** You can find or check an engineer at **GasSafeRegister.co.uk** or call 0800 408 5500, or ask to see their Gas Safe ID card when they arrive.

 **Check your engineer is qualified for the type of gas work you need doing** e.g. natural gas, domestic boiler. You can find this information on the back of their Gas Safe ID card and the Gas Safe Register website.

 **Check for warning signs that could indicate your (or others) appliances are not working correctly.** Signs may include lazy yellow / orange flames instead of crisp blue ones, black marks on or around the appliance, a pilot light that keeps going out and too much condensation in the room.

 **Know the six main symptoms of carbon monoxide poisoning –** headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness.



During the winter, beds were lovingly covered and nurtured; at the glorious ateb annual Garden Competition

On the 31st July 2019, about 40 of our ateb customers attended the awards ceremony of the annual ateb Garden Competition that was held at De Clare Court, Haverfordwest.

Customers had been busy with their gardens for most of the year and, during the last week of June, ateb staff visited the stunning gardens to cast their deciding votes.

It was a fabulous experience to see the commitment and hard work that people had put into their areas, whether they were shared spaces or individual gardens.

There were different categories that suited all ages and styles of gardening, including vegetables, flowers and eco/wildlife arrangements.



Most Improved Garden,
1st Mrs Jones, Monkton
(the top photo shows the
garden before the
work was done)



Joyce Watkin,
pictured, was
awarded with
a special
prize of gift
vouchers, a
certificate and
flowers for her
outstanding
contribution

to her tenant group and community and presented by ateb's Director of Housing, Mark Lewis.

Joyce has worked hard for many years, playing a key role in organising trips, events and money-raising campaigns for local charities and for her tenant group. Joyce was awarded this accolade, as a surprise, at the Garden Competition Presentation at DeClare Court.



Special Commendation, Mr Mather



Most innovative use of small space
1st Mrs Vaughan, Narberth

Now's the time to start again and get those beds ready and

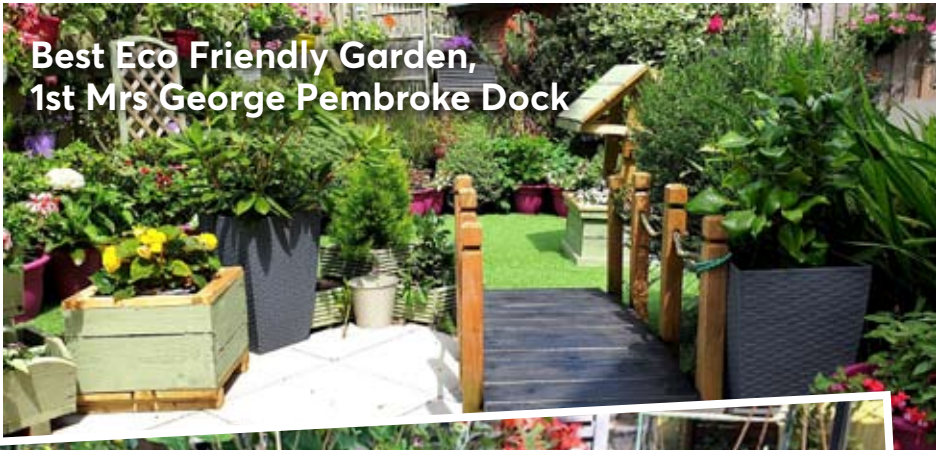
ared for; in the spring, seeds were sown
en Competition, rewards were finally celebrated



**Best Communal Garden,
1st St Oswald Garden**



**Special Commendation
Miss Folena, Merlins Bridge**



**Best Eco Friendly Garden,
1st Mrs George Pembroke Dock**



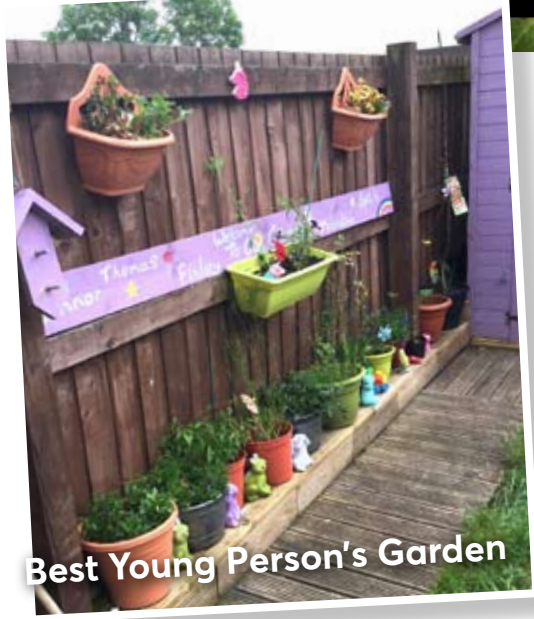
**Best Edible Produce,
1st Mr Hoggins**



**Best Eco Friendly Garden,
2nd Mr Ellis, Saundersfoot**

Our Chief Executive, Nick Hampshire, attended the awards ceremony and Mark Lewis, Director of Housing, awarded the great gift voucher prizes, certificates and plaques. They both took time to sit, relax and enjoy tea and cake with

everyone involved, getting to know our residents better and hearing what it's like to be an ateb customer. We thank everyone for their continued support to help create better living solutions whilst enjoying fun events within our communities.



Best Young Person's Garden

Some great hints and tips for giving your kids healthier lunchboxes

School meals are a great choice, but if you do make a packed lunch for your child then we've got it covered. Click [HERE](#) for more ideas for healthy lunchboxes and lots of easy-to-prepare meals your children will love.

Tuna and bean salad recipe

This colourful salad is a good way to include fish in your child's lunchbox. This would work well with a slice of malt loaf and a satsuma.



Ingredients

- 3 tsp olive oil
- Juice of ½ lemon
- Large pinch of dried mixed herbs
- Large pinch of mustard powder
- Large pinch of black pepper
- 1 slice of pepper, chopped
- 2 spring onions, sliced
- 3cm piece of cucumber, chopped
- 1 heaped tbsp canned mixed beans in water, drained
- ½ x 160g can of tuna in spring water, drained
- To serve: 1 thick slice of wholemeal bread and lower-fat spread

Complete your lunchbox with:

- A satsuma
- Slice of malt loaf
- 200ml semi-skimmed milk

Prep time: 10 mins **Cooking time: None**
Effort: Super easy **Serves: 1**

Method

- Mix the oil, lemon juice, mixed herbs, mustard powder and black pepper.
- Add to the salad vegetables, beans and tuna and mix gently.
- Double the recipe to use the rest of the can of tuna and save for the next day.

Serve with the bread and lower-fat spread. Also works well with cold pasta as a pasta salad, instead of serving with bread.

Creamy hummus dip

With pitta bread and vegetable sticks this dip is fun to eat and a change from sandwiches, add a banana and a pot of sugar-free jelly.



Ingredients

- 2 heaped tbsp tinned chickpeas
- Juice of ½ lemon
- 1 tbsp low-fat Greek style yoghurt
- 1 tbsp olive oil
- ¼ tsp paprika (or to taste)
- ¼ tsp cumin (or to taste)
- 1 clove of garlic (peeled)
- 1 large wholemeal pitta bread, cut into strips
- 1 small carrot, cut into sticks
- 1 stick of celery, cut into sticks

Complete your lunchbox with:

- Banana
- Sugar-free jelly pot
- Small bottle of water

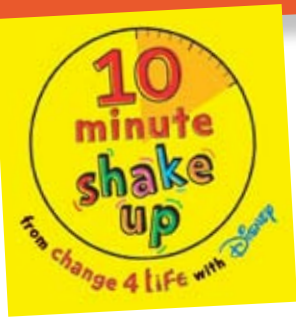
Prep time: 10 mins **Cooking time: None**
Effort: Super easy **Serves: 1**

Method

- Put the chickpeas, lemon juice, yoghurt, oil, spices and garlic in a bowl. Using a hand blender, mix together until smooth.
- Make the hummus the previous evening and store in the fridge. As well as saving time, the flavours will have time to develop.
- Serve with the pitta bread strips and carrot and celery sticks.

Hummus makes a great after-school snack. If you're using a shop-bought hummus, choose a reduced-fat version.

Dancing is great fun and gets your heart beating that little bit faster



Get dancing!

As well as being a really fun form of exercise, dance is a way for kids to express their creativity, imagination and emotions. Dancing can also increase your child's flexibility, range of motion, physical strength, and stamina. It can also help keep their heart healthy. Click on the logo above for the Change4Life Get Dancing page.

The movements involved in dance can improve balance and co-ordination and correct poor posture. The brilliant thing about dancing is it's free, you don't need any special kit, and you don't even have to leave the house. So go on, put on some music and give it a try.

Here are a few tips to get you started!

Choose a tune – Pop the radio on and move your to your favourite song!

Dancing shoes – Find a snazzy pair of shoes to wear and tap your feet to the beat.

Sing and swing – Why not also sing-a-long to your favourite song?

Dance with DJ Noah

Noah is great at getting the dancefloor pumping, jumping and dancing. Will your tunes get the party going? Click on his photo for more details.



1. You'll need a balloon and something to play your music on. Choose someone to pretend to be DJ Noah – they're in charge of the music.

2. When the music starts, everyone else must start dancing, hitting the balloon to one another in the air.



3. When the music stops, everyone must freeze in their best guitar hero pose.

4. Whoever the balloon lands closest to is out. Keep going until there's only one player left, then choose someone else to be Noah.



Anna's Clapping Dance

Anna's so happy it's her birthday that she can't wait to start celebrating. Click on her photo and make up a clapping dance for her.



LeFou's Line Up

LeFou is running around the village to gather as many people to hunt down the Beast. Click on his photo and join him.



Not a part of Change4Life yet?

Register online by clicking on the Change4Life logo and they will send you a free copy of this **Food Smart brochure**. You could win a £100 cookery set too! You will also receive great stuff from them in the future including tips, recipes and competitions.



One thing we can all be certain of in the future is change, and that certainly looks true for social housing and communities in Wales.

Homes & Involvement: the future



As politics, the economy, technology, the environment and lifestyles change what will this mean for housing and for Tenant Involvement? Find out at our exciting annual conference.

We'll explore what changes could be on the horizon and discuss how tenants and communities should shape and influence that change.

Our popular annual conference offers tenants, staff, board members and anyone interested or involved in social housing, an opportunity to take part in interactive workshops and listen to guest speakers from a wide range of backgrounds.

Key-Note speakers include:

Julie James – Minister for Housing and Local Government

Moyra Samuels - Justice4grenfell

We will have some 'good news' stories and examples of how Tenant Involvement can make a difference. Our sessions are designed to encourage innovative thinking, promote debate and give you new ideas to take away.

Our highly rated Conference is open and honest, and we expect you to be actively engaged. We promise you will leave the conference feeling inspired, full of ideas and with easy-to-adopt plans.

**Speakers and programme may be subject to change*

For Bookings and further information, please contact:
TPAS Cymru

Phone: 01492 593046 / 02920 237303

Email: david@tpas.cymru

twitter.com/tpascymru

Web: www.tpas.cymru

facebook.com/tpas.cymru

What's on where?

Co-ordination Group

These sessions are the machine behind the questionnaires that we run.

Please come along and share your views and play a role in setting up the questionnaires and checking out the results.

It's all about your services from ateb!

8 October 2019 10:00 – 10:30

Review of actions:

Anti-social Behaviour – How are we doing?

12 November 2019 10:00 – 12:00

Looking back at immediate survey results:

Customer Engagement

Plus setting up the December questionnaire:

Reactive Repairs

10 December 2019 10:00 – 10:30

Review of actions:

Is it Safe? – How are we doing?

All Co-ordination Group sessions are currently held at Meyler House SA61 1QP and will have light refreshments provided. ateb will pay any reasonable travel expenses to customers attending these events.

Customer Forum

The Customer Forum meets monthly each year, except for August and December.

This is an informal group for all ateb customers. Just turn up! ateb staff attend these sessions too. The purpose of the group is to share opinions on subjects that affect large numbers of customers and your communities, so that we can improve our services to you. All venues have disabled access.

26 September 2019 18:00 – 20:00

Hanover Court, Haverfordwest SA61 1PP

24 October 2019 10:30 – 12:30

Crundale Community Hall, SA62 4DF

28 November 2019 10:30 – 12:30

Lamphey Village Hall, Lamphey SA71 5PB



Questionnaires

Through October 2019 e2i will be running **The Customer Experience questionnaire** that will be asking what issues you'd like ateb to be addressing in more detail in 2020 and whether you feel you have had a good opportunity to share your views with us this year.

Through December 2019 e2i will be running **The Reactive Repairs questionnaire** and will be asking how you feel about our reactive repairs service.

These questionnaires will be available:

- On our [website](#)
- On Facebook
- **Over the phone** – just call us on **01437 774766** or **01437 763688** and we will go through the questionnaire with you
- on **paper** - we can post it to you, with an SAE enclosed, if you ask us
- or if you'd like to **chat face to face** with one of our members of staff, please call the e2i team on **01437 774766** or **07500 446611** and we will arrange for this to happen

Remember, you can be included in £100 prize draws by taking part in our surveys!

By taking part in the bi-monthly questionnaires you can be included in the prize-draw that gives you a chance to win **£100 worth of Love2Shop vouchers.**

You can spend these vouchers in many high street stores such as Peacocks, Halfords, Argos, TKMaxx, Boots, Debenhams, Wilko, Shoezone, Iceland and many more. So come on, join in, share your views and be in with a chance of being a winner.

TPAS Conference

27 and 28 November 2019 **Tenant Participation Advisory Service Cymru Annual Conference at Llandrindod Wells.** Please see page opposite for full details. This trip involves a two-night stay in The Metropole Hotel at the end of November and is entirely funded by e2i, so you don't need to pay for anything. Spaces are extremely limited – 8 spaces, so please let Ali Evans know by 14:00 on 31/10/19, if you'd like to go.

Out of Hours Repairs

Emergency Service

ateb had received a number of concerns regarding the **Out of Hours Emergency Repairs Service** and this service had been highlighted by customers as a cause for concern in some of the open survey questions of 2018. We therefore needed to understand your views on whether this service provides value for money and is of the high quality expected of **ateb**.



What did **ateb** do?

We undertook the survey throughout February 2019

How did we hear your voice?

We received your answers to our survey questions through the following methods and received information from 529 of our customers.

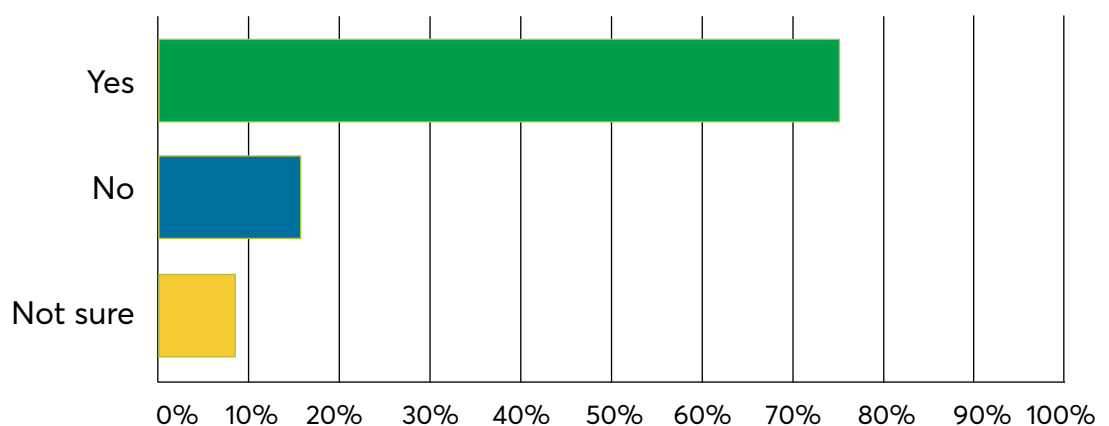
- Face to Face meetings
- Telephone questionnaires
- Social Media Sites
- Email correspondence
- Survey monkey site
- Home visits

These were the responses our e2i Co-ordination Team received:

Question 1

Do you know how to report an emergency out of hours repair?

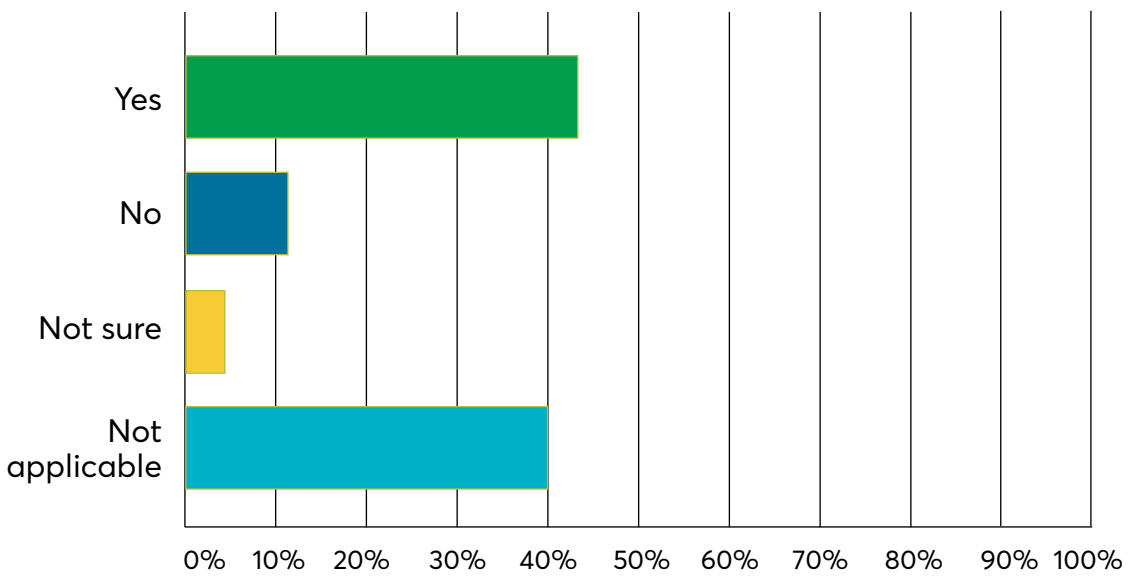
Answered: 527 Skipped: 2



Question 2

If you've had an emergency, do you feel that the nature of the emergency was understood?

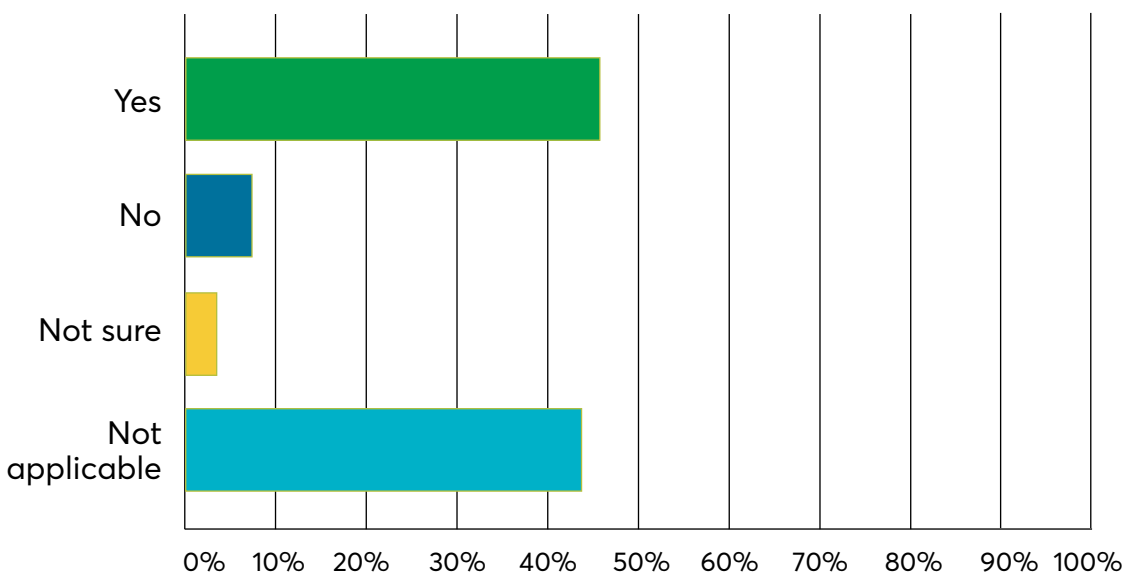
Answered: 524 Skipped: 5



Question 3

Were you satisfied with the overall service and quality of the work?

Answered: 520 Skipped: 9



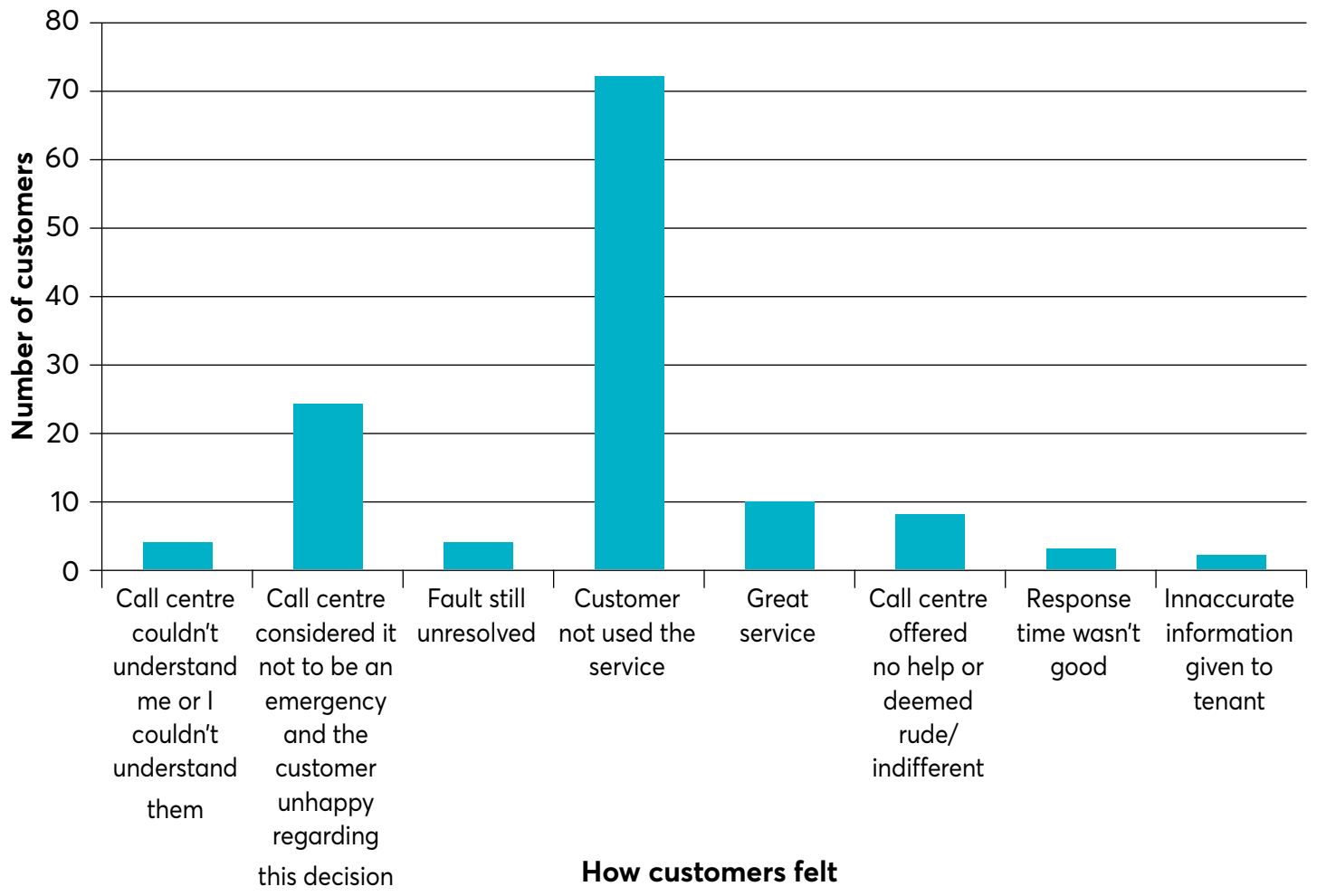
This is what you told us





Question 4

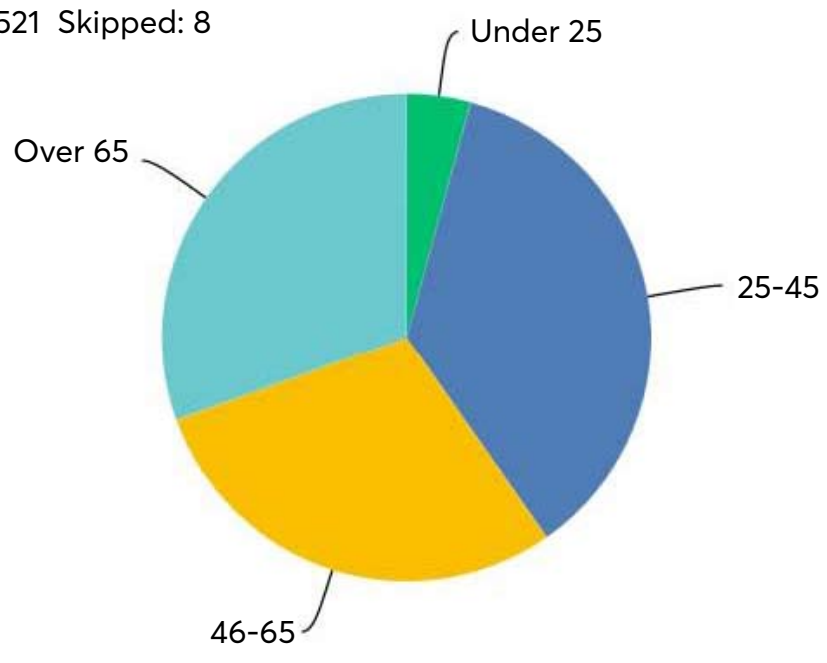
If you were not satisfied with the overall service and quality of the work please tell us why



Question 5

So that we know we're hearing from a balanced range of people, please tell us what age category you fit into:

Answered: 521 Skipped: 8



These were some of the comments we received:

- “ Called to report a leak and was asked if it could wait, tenant felt she should not have been asked that question – ateb staff did explain that not all leaks are emergencies hence they have to ask. ”
- “ Just told me to ring the office when open. ”
- “ Would prefer local customer service, but they did talk me through job. ”
- “ All good, they should get paid more money. ”
- “ Response time wasn't good. ”
- “ Asked staff to repair light in my bathroom but was told this was not an emergency ”
- “ I waited in all night for a call back, but nobody rang, call centre advised me to turn off mains water by stop cock and call Meyler House when I return home next weekend. ”
- “ My neighbour found it difficult because they didn't know his issues ie a stranger. ”
- “ Contractor/ateb staff dealing with boiler/leaking oil tank were very good and work carried out well. ”

Summary:

Again, we have many satisfied customers and many who've never used the Out of Hours Repairs service. There are some areas for improvement by ateb, but the numbers of dissatisfied customers, out of the 529 who responded, is very low.

For example, 38 people, out of 529 said that they were not happy with the overall service and quality of the work, while, in question 2, it can be seen that only 58 customers said they felt that the nature of the emergency was not understood.

Based on what you told us we intend to undertake the following Improvement Actions:

- ✓ A percentage of calls will be screened and constructive feedback will be given to telephone agents at the Out of Hours Emergency Repairs call centre to improve their response to our customers and to improve the overall customer experience
- ✓ Call Response will have live information on customers in relation to vulnerabilities and need for an emergency response to a repair so that the Call Centre can give suitable answers depending on your situation
- ✓ ateb has put information on our website, on our Facebook page and **on the following page of this magazine** setting out the particular emergencies the Out of Hours Emergency Repairs Service can actually deal with.

So what emergencies can the Out Of Hours Repairs Service deal with?

**You have an emergency in your home but the ateb offices are closed...
who are you going to call?**

Report your **emergency repair** by phoning us on **01437 763688**

Your call will be handled by trained staff at Call Response, who will ensure your **emergency repair** will be dealt with promptly.

Please remember that our **Out of Hours Emergency Repairs Service** will deal only with:



All other **routine repairs** should be reported to us in one of the following ways:

- **On-line:** by visiting www.atebgroup.co.uk
- **My Account:** your **personal on-line account** via our website
- **Email:** repairs@atebgroup.co.uk
- **Phone:** **01437 763688** and selecting the Repairs option or **Freephone 0800 854568**
- **In person:** at Meyler House, St Thomas green, Haverfordwest. SA61 1QP

...and finally, a big thank you for taking part in this survey!

We really appreciate all those involved in this survey. The Improvement Actions for this survey are now being worked on in ateb. Please check our website and this magazine for further updates.

Need to know more or raise an issue?

email: ailinor.evans@atebgroup.co.uk


Visit our website: www.atebgroup.co.uk


Pop in and see us at: Meyler House,
St Thomas Green, Haverfordwest, SA61 1QP.


Caring for your cat...


...some tips and guides


It is lovely to have a pet, but if you do decide to keep an animal, you may find it helpful to follow these basic guidelines:


 Provide your cat with a safe, clean, draft-free and quiet place where he or she can rest undisturbed


 Cats need fresh, clean drinking water at all times

 Cats generally prefer to eat several small meals per day and should be provided with a balanced diet

 Take all reasonable steps to protect your cat from hazards, inside and out


 If your cat does not go outside, make sure he or she has plenty of activities to do and plenty of space to exercise, climb and play indoors


 Your cat should not be kept in a cage


 Your cat should be supplied with a suitable toilet area that is quiet, easy for him or her to get to and always kept clean



Charlie

 Before you transport your cat, you should gradually let it get used to its carrier by placing its blanket in there a few days before travel and letting your cat go in and out of the carrier on its own

 For more information on how to care for your cat, please ask your vet or local animal sanctuary or visit this [government site](#)

 For help and advice with neutering and to see if you qualify for financial help towards neutering, please visit this [site](#)



Scruff



Cats Protection believes that getting your cat neutered before it can breed is an essential part of responsible cat ownership.

Without neutering, the UK's cat population can quickly get out of control. Please don't add to the plight of the thousands of unwanted cats already out there. Overpopulation increases infectious disease, increases cats fighting and suffering and increases cats being a nuisance to other people.

ateb's development team is creating a choice of accommodation for



Green Grove, Jameston

Customers have moved into the three new bungalows at Grove Crescent, Jameston.

The homes, suitable for older persons, have been fitted with a level access shower instead of a bath in anticipation of possible future need and as can be seen fitted with solar panels to help with fuel costs.

Plas Peregrine, Steynton

Occupation of the last of the new homes in the first build phase at the large Thornton Road scheme is imminent – way ahead of schedule.

The second build phase will consist of 34 new general needs homes a

mixture of 2, 3 and 4 bedroom homes incorporating 2 wheelchair friendly bungalows.

Work on this is progressing well and further information about estimated completion dates will be available soon.



Homes across the county offering a wide range of options for the people of Pembrokeshire

Three Meadows, Haverfordwest

From this shot taken back in the summer you can see the work is well advanced at Three Meadows, Haverfordwest

The first 16 of these new homes should be ready by the end of September, and work is progressing well on the next phase.



Glasfryn Road, St Davids

In collaboration with Mill Bay Homes, another company within the ateb Group, we have acquired a considerable area of land on the outskirts of the city of St Davids.

Part of this will be used to build affordable homes for rent by ateb but some homes will be built by Mill Bay Homes for private sale.

The earnings from these sales are covenanted back to the ateb Group for re-investment into new affordable homes for rent. Work has already started on the site clearance and footings for the 38 ateb homes which will be a mixture of flats, bungalows and houses.

ateb's planned maintenance team is all works but in many cases the



Planned Maintenance Survey – Report and review

In December last year we asked you how we could improve our planned property improvements programme. We were delighted to get your feedback and were able to implement most of the action points.

To read the full report click on the blue link to visit our [website](#).

Hanover Court, Tenby (left)

As promised last time some finished photos of Hanover Court; the scaffolding has been removed now that all of the works to the roof and windows have been completed.



About half way through their 2019 plan of y are well ahead of schedule

27

Fencing

The replacement fencing programme is going well as can be seen from these "work in progress" photos taken at ateb homes in Pembroke Dock and Neyland.



Fuel switches

Part of our solution to fuel poverty is to change the old electric heating systems at our sheltered schemes is to exchange this for more efficient, cheaper gas central heating wherever possible.

We are happy to report that this ongoing programme is almost complete with works having been done at Acorn

Heights, Paterchurch Court, Hanover Court Milford Haven, Hanover Court Haverfordwest and Marychurch Court. Our residents in Marychurch Court were delighted, one happy customer told us:

"...the plumbers from ateb were brilliant. They got on with the job... and it was finished in a few days."



Painting programme update

With the year almost half over and we pleased to be able to say that our painters have forged ahead and completed over two thirds of their contract.

Pictured: Princess Royal Way

One satisfied customer told us:

My house looks wonderful. The painters have gone above and beyond to help and have been a pleasure to have them around. Thank you!"

Bro Waldo COMMUNITY DAY

Over 50 people, either living in, or connected to, the Bro Waldo estate in Clunderwen, braved the weather to come out and join in the fun of this community activity day.

ateb and Pembrokeshire County Council staff were present all day at this joint event, giving residents the opportunity to speak with staff in a relaxed atmosphere about any issues.

Councillor Huw George supported this event, being available to all and chatting with residents at length, hearing their views and opinions.

Dyfed Powys Police Dog Unit played an inspirational role as children told the officer what they aspired to be as grown-ups and Officer John Llewellyn explained to many interested people the roles of his three working dogs.

Pembrokeshire Coast National Park and Mac's Sports ran popular outdoor activities throughout the day.



Moved to the Bro Waldo estate Merwen



Hours of free play were had on the bouncy castle and there was creative fun and digital advice and activities provided by ateb's own Tom Waters and the digi-van.



Our fabulous Pembrokeshire County Council colleagues provided very welcome teas and coffees all day and visited the entire estate, door-to-door, with drinks and cake, making sure those less able were not left out.

The day was rounded off by a fully equipped litter-pick (top right), in which adults and children joined in enthusiastically, and then (right) the much-loved marshmallow baking on a live fire, carefully supervised by Tom Moses.



(Bottom right) Ali Evans, Tenant Involvement Officer (ateb) and Katie Mullins, Customer Liaison Officer (Pembrokeshire County Council) ready to serve drinks to all.



Where there are more than 30 houses to install 'Fibre To The P



On new housing estates, of a greater size than 30 new homes, Open Reach is now installing what's known as (FTTP).

This is part of the governments' policy to get quicker Internet to everyone. But what is FTTP?

The future is FTTP

FTTP, or Fibre to the Premises, means that the fibre cable that provides your superfast Internet signal goes all the way into your home.

Other fibre broadband (FTTC, or Fibre to the Cabinet) only uses fibre as far as the exchange cabinet (that green box, in the street) and then a copper wire from the cabinet to your home. So what's the difference?

- **Copper wire** is less reliable and easier to break plus it offers users average speeds of around **66 megabits per second**.

- **FTTP** is more reliable and can offer average speeds of **1000 megabits per second**, that's around 15 times faster plus in future they predict fibre cables will be able to go even faster!

This sounds really great but not all Internet providers are able to provide FTTP at the moment and, in Pembrokeshire, we are extremely limited to our number of options.



in a new build project Open Reach has 'Premises', but what is it?



Do I have a choice of internet provider?

At the moment the cheapest deals from companies like Talk Talk, Vodaphone and Plusnet are not available to people in Pembrokeshire living in a FTTP home.

This will change in the future but for the time being we are restricted to one of the following:

- **BT** - www.bt.com
- **Andrews and Arnold** - www.aa.net.uk
- **Cerberus Networks** - www.cerberusnetworks.co.uk
- **Spectrum Internet** - spectruminternet.com
- **Structured Communications** - www.structuredcommunications.co.uk
- **Syscomm** - www.syscomm.co.uk
- **Zen** - www.zen.co.uk



We are here to help!

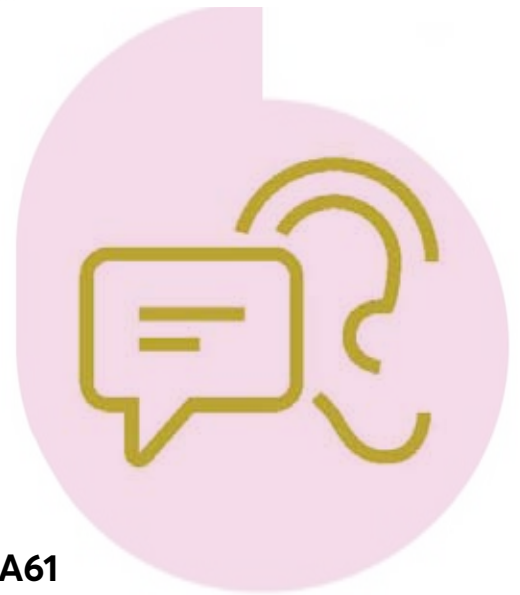
But don't worry, if you are moving into one of our FTTP properties such as those in Plas Peregrine, Steynton or Three Meadows, Haverfordwest why not contact the ateb Digital Support Team on 01437 774 775?

We can look at all the options with you and help you make the choice that is right for you.

Talking to us is easy and we're here to listen

Contact us for any enquiries or issues:

- On-line by visiting www.atebgroup.co.uk
- My Account – your personal on-line account via our website
- email us at hello@atebgroup.co.uk or,
- if it's to report a repair, repairs@atebgroup.co.uk
- Phone 01437 763688
- You can also use Freephone 0800 854568 to report a repair
- Pop in and talk to us face-to-face at ateb, Meyler House, St Thomas Green, Haverfordwest SA61



...and finally, your ateb newsletter would love to hear about what's happening in **YOUR** life...

... it could be something you're proud of, something you've created or achieved, maybe a trip you've been on or an activity you've enjoyed.

Calling all ateb customers! You are welcome to submit articles for the ateb# newsletter and I look forward to seeing what you've done.

It's easy to get your story to us!

Simply tell us your story in an email to engage@atebgroup.co.uk, by post to Meyler House (click on ateb logo for full contact details) or bring them in to the office. Photos, pictures or other types of image would be great too!

When submitting articles for the ateb newsletter we would prefer them in electronic form to keep costs down ie by email and photos from digital cameras, but we appreciate that this is not always possible and we would welcome articles submitted in other ways such as handwritten or typed and photos supplied as prints.

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

