

Why this review?

Purpose of the theme To check whether the information, timing of handover activities and overall experience of handover meets customer expectations for both new and re-let properties.

Why undertake this theme? We have had on-going anecdotal evidence that we could achieve greater satisfaction with our handover process.

When did we undertake the survey? The data collection was during February 18 with conclusions due to be reported in August 18.

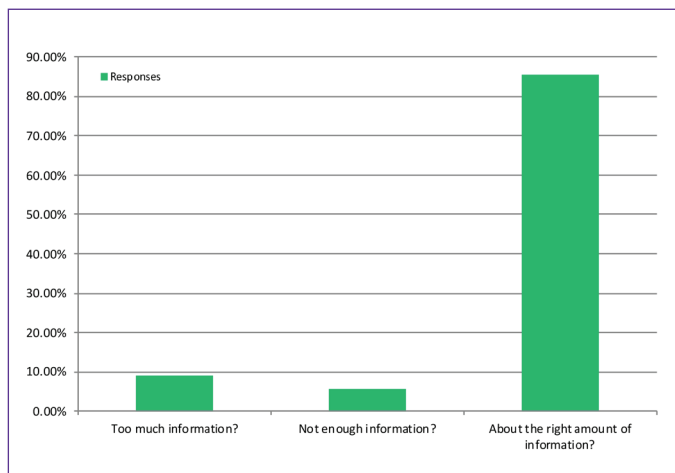
You said...

Thank you for your support!

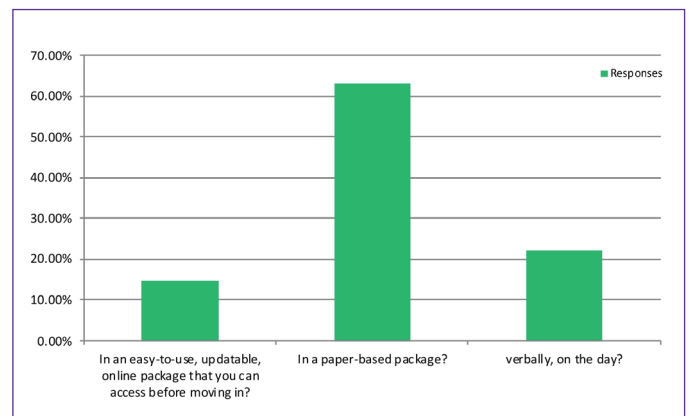
We received information from **147** of the 400 new tenancies we let over the last one year period. This was the information our e2i team received:

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

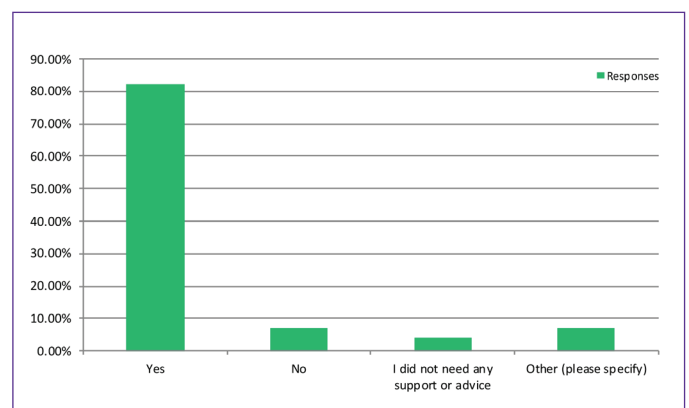
1/ When you took on your new tenancy, did we give you...



2/ How would you prefer to receive information about your new home?



3/ Once you'd moved in, did you feel that you had enough support and advice?



These were some of the comments we captured:

- > I didn't find anything wrong with the handover procedure – I found everything I needed on your website.
- > 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. Every aspect of the new home seems to me to have been thought out carefully to give customers the best living conditions, even providing a garden shed and a washing line! Well done!
- > Too much info and I didn't grasp it all
- > Smart meters installed didn't know how to use. Wasn't told water meter there.
- > Previous customers heavy smokers, didn't feel that decorating allowance was enough. Didn't feel it was suitable to move into.

These were the e2i coordination group's key issues for improvement: Too much info at handover | info that was given was at the wrong time | teams not communicating as effectively as they could | tenancy agreement needs to be explained with more time | follow up visits needed | written documents too busy | condition of the home at handover.

We did...

Based on the e2i theme findings we intend to undertake the following improvement actions:

- 1/ Review and minimise Home User Guide and put on line with links.
- 2/ Maintain new structure Handover i.e. showing customer the technical details on viewing day, rather than on Handover day, minimise info.
- 3/ Keep up with the video-making of new-builds.
- 4/ Area Officers to visit by 2 weeks of customer having moved in to deal with queries and to set up My Account portal, arrange referrals to Benefit support team and refer to support agencies as appropriate.
- 5/ Improve My Account and upload documentation to view e.g. Tenancy Agreement, Gas & Electricity Safety Cert.
- 6/ Review, reduce and simplify Handy Hints and Checklist.
- 7/ Create a postcard with emergency info for all new customers.
- 8/ Set up Meet your Neighbour Days for new builds – to be held approx 2 weeks after moving in, with Digi Van or BBQ etc.
- 9/ Viewing Day: Area Officer to provide tenancy agreement so that customers have a week to check it out & Development Officer give overview of operating the heating and other technical aspects.
- 10/ Channel Shift: texts to inform of house ready to let/email tenancy agreement/move away from letters.
- 11/ Review the actions to see what difference has been made.

We really appreciate all those involved in this theme review.

Need to know more or raise an issue?

e2i / If it matters to you, it matters to us.

Drop us an email: engage@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

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