

Why this review?

Purpose of the theme To locate the main & specific problems customers are experiencing in relation to communications & ateb.

Why undertake this theme? This theme was highlighted as an area for improvement during the August '17 consultation. We have also received, through various routes, ongoing anecdotal evidence that internal communications within ateb & communications with our customers, need to be improved.

When did we undertake the survey? Throughout August 2018.

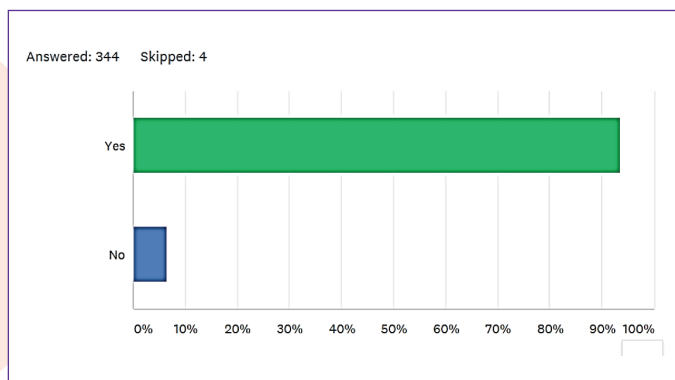
You said...

Thank you for your support!

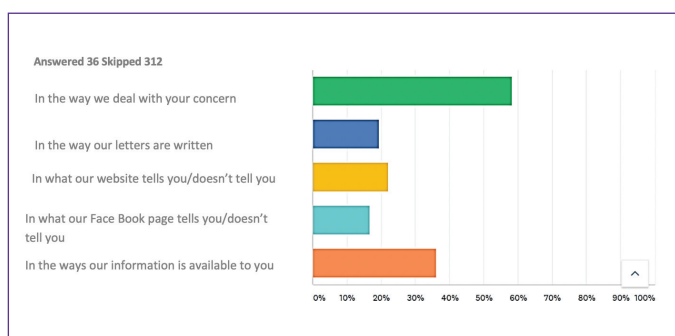
We received information from **348** of our customers.

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

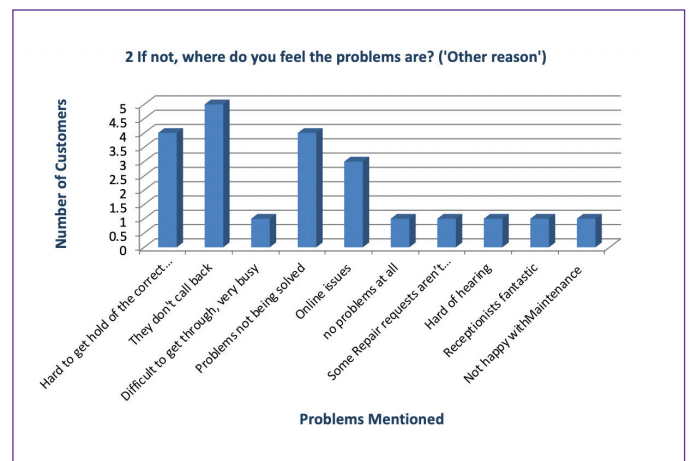
1/ Do you find it easy to contact, & speak with, ateb?



2/ If not, where do you feel the problems are?

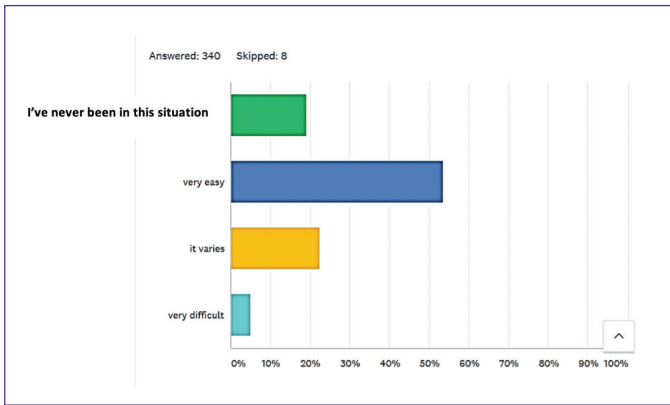


3/ Customer specified areas of concern

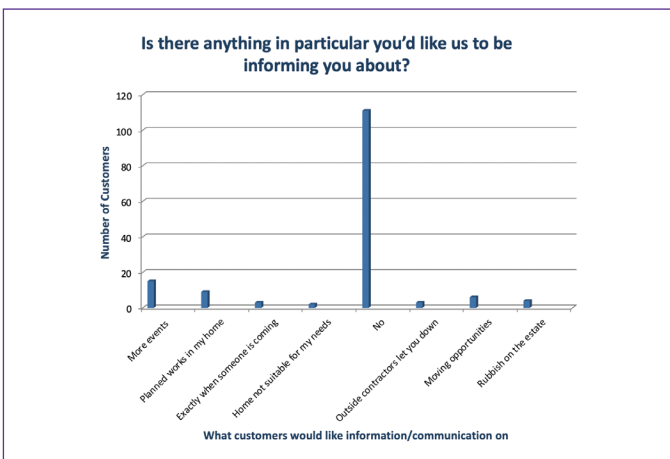


In the 'Other' section, there is only represented a tiny amount of customers. However the views shown in this section, particularly the ones about not being able to reach the appropriate member of staff, calls not being returned & problems (depending on what they are) not being solved, do mirror the type of informal, anecdotal comments we've been hearing prior to this consultation.

4/ When you've made a request to ateb, how easy has it been to follow up?



5/ Is there anything in particular you'd like us to be informing you about?

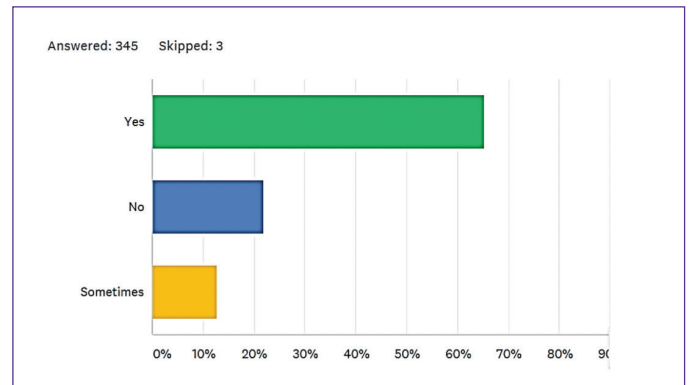


Other things customers would like to be informed about (not counted above):

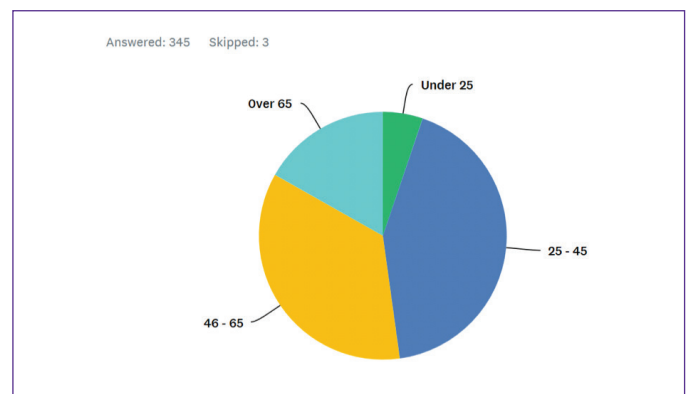
- > When the **Scheme Manager** is on/off site. A notice board would suffice stating her movements
- > Lack of communication as to **what's happening in schemes**
- > I would like to know about parking issues
- > **Car parking** in Princess Royal Way
- > When credit on account, when **Direct Debit payments** are adjusting, when credit runs out
- > **Housing Benefit**
- > **Outstanding repairs**
- > Frustrated with the **out of hours service**
- > Getting a call back from ***** is very difficult, leave message on regular basis but **no response**
- > You should **call people back** when they have requested this

- > Used to make **payments on-line**, slow to log into account, not user-friendly at all
- > Just update **website**, find using website very slow
- > Horrendous to use **Homeswapper**
- > Repairs are always first class, **other tenancy issues** can be very difficult to get response on
- > Some people don't listen to **complaints** and it has to escalate to Jane Robinson
- > I do miss receiving **The Key Newsletter**
- > I like the **customers groups being moved around** the area so people who can't travel can attend
- > I want to know about **ateb events** and meetings in different ways **other than just accessing the web**. Perhaps text messaging key dates or sending out a calendar with events highlighted month by month.
- > About **half buying and half rent**
- > I'd like to be updated on **ASB issues**
- > Change the **welcome message** on phone! Very tiring waiting to get through the message

6/ Do you use the Internet?



7/ Your age, please



So most of the respondents were under 65 years old, with nearly half of them being under 46 years old.

These were some of the other comments we captured (gleaned from the question, "4 Is there anything in particular you'd like us to be informing you about?")

- > No – I've been really well informed. Benefits & Money Advisors info really good
- > I'm glad you contact me about my rent
- > I like that things are simple and clear for me. Opportunities for swapping properties
- > I like that I can email and phone to arrange appointments
- > Polite, friendly and helpful staff
- > No – staff are great, fab service, genuine people on phones
- > Repairs are always first class
- > No – everything very straightforward
- > No – ateb are good with notice to customers
- > No – never had any issues, 8 years a customer and all my questions/queries are answered immediately. Very happy
- > No complaints, absolutely marvellous, teams that attend are fantastic, 100%
- > Liked the customers groups – moving them around the area so people who can't travel can attend
- > Brilliant, always rated housing services – totally brilliant
- > Pretty well informed
- > Service is much better than Council
- > Total respect from me and my property, first class service on phones. Welsh greeting is not appropriate
- > Doing a really good job
- > All good
- > All is good

- > No – everything is ok, you inform me of repairs to be done
- > Lleucu good at following up request
- > No – likes to receive The Key Newsletter

Summary

It is clear that the breaks in the chains of communication between customer & ateb need to be repaired.

We did...

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

- 1/ Review current strategy on our social media system, providing a constantly evolving facility to meet customer needs
- 2/ Develop corporate strategy on our use of social media
- 3/ Review process of how customers' queries are dealt with and review timelines for responding to those queries
- 4/ Use technology to alert the need for call back
- 5/ Instil in all staff the message, "The customer is at the heart" of our service

These Improvement Actions will be formally reviewed by E2I in the February 2019

Co-ordination Group session. Co-ordination Group sessions are typically held on the 2nd Tuesday of every month, in the Board Room, in Meyler House @ 10:00. However, this particular review session will be held on the 14th of Feb – all other details remain the same. All staff & customers welcome.

Feedback on the approach we took

- 1/ There may be customers out there who find it so hard to communicate with us that we did not reach them with our research
- 2/ Only a small amount of questions – good
- 3/ People were saying "I don't want to take part" towards the end of the month

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**