

Why this review?

Purpose of the theme E2i are carrying out this consultation to understand customers' views on whether their service charges provide value for money and are fair.

Why undertake this theme? Customer Service Assistants receive a number of queries / concerns regarding service charges - this may mean that customers find it difficult to understand their service charges or that they are not happy with something about the service. We also need to understand SC impact on affordability of properties.

When did we undertake the survey? The data was collected throughout April 2018.

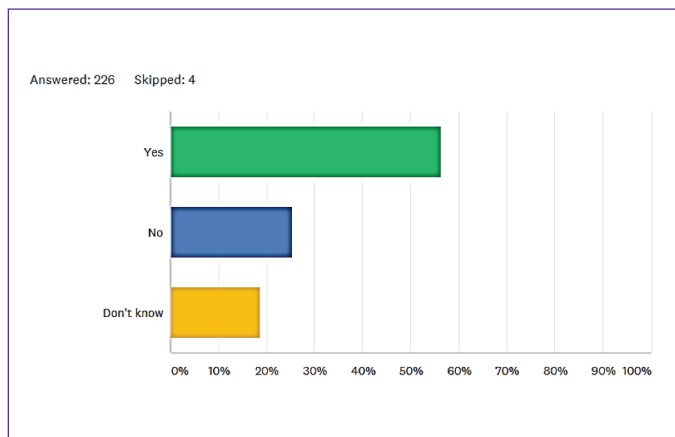
You said...

Thank you for your support!

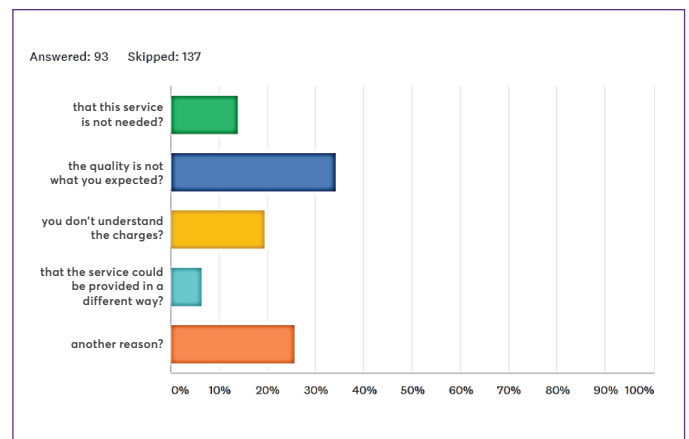
We received information from **230** of our customers

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

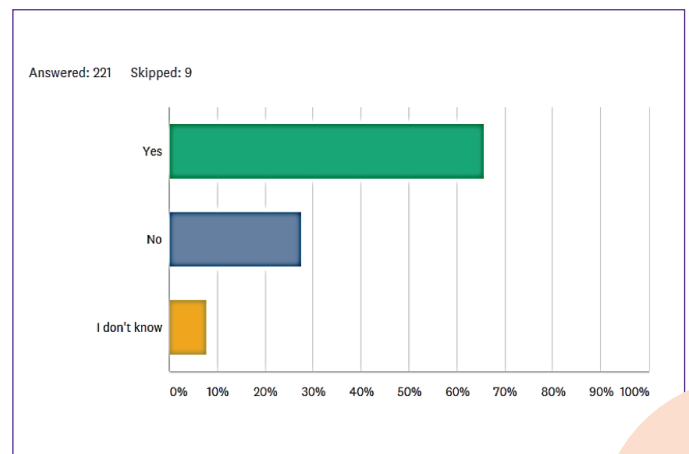
1/ Do you think your Service Charges are fair?



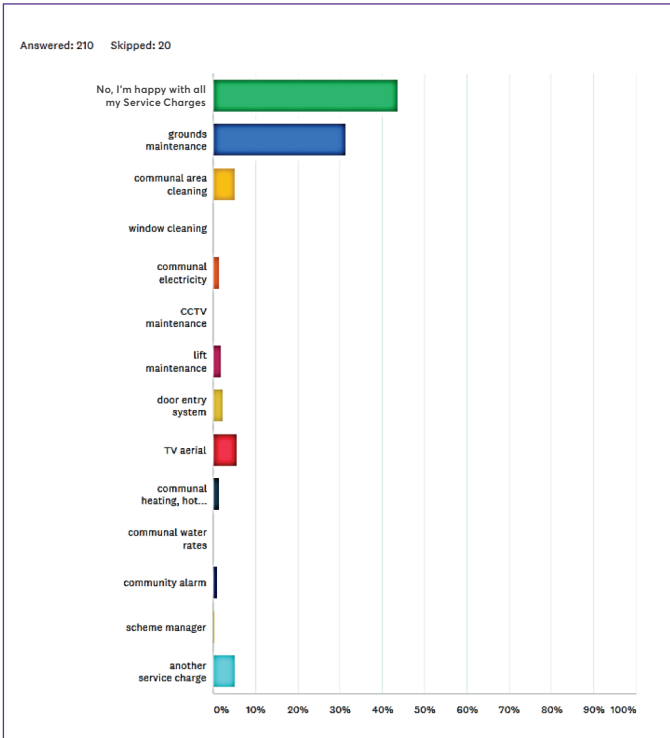
2/ If not, is this because you feel



3/ Do we give you enough information about your Service Charges?

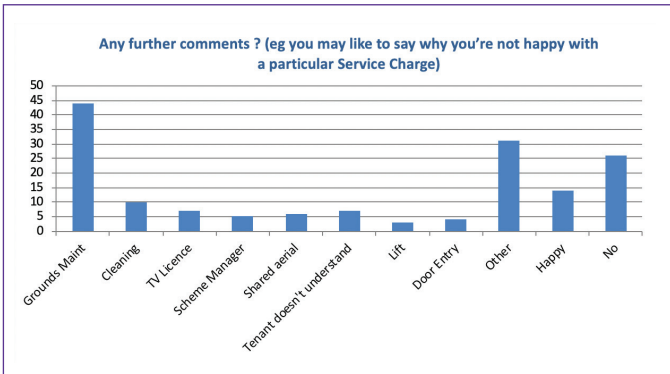


4/ Is there a particular Service Charge you're not happy with? (You may like to tick more than one)



- > "We shouldn't have to pay the TV licence - we're over 75;
- > "Nothing is being done to the gardens. Any flowers have all been cut down by the grass cutter - this is not on"
- > "I'm fine with the Service Charges"
- > "The elderly, disabled & everyone else need a bench to sit on whilst waiting for a taxi/lift"
- > "I believe all my Service Charges are included in my rent. I'm not familiar with the annual letter re Service Charges. I don't really know what the charges are but it's never bothered me because I know that if something's broken you come out and fix it straight away - ateb looks after its properties"
- > "communal cleaning some of refuse bins have been left by the cleaner for months. She only takes 2 bins down to be emptied"
- > "I am paying for things I do not benefit from. A shared aerial? Why can't I have my own? Community electricity often broken. Pay for communal cleaning but have no benefit from it. Only get grounds maintenance twice a year and I believe we are owed a refund for communal gardening services"

5/ Any further comments?



These were some of the comments we captured:

> "Although Service Charges are listed annually, there is no further breakdown of what is provided for each charge; insufficient activity for the charge levied. There is occasional gardening work done if requested"

We did...

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

- 1/ Work with grounds maintenance contractors & customers to establish solutions
- 2/ Work with cleaning contractors & customers to create an understanding of what is expected regarding the cleaning of communal areas
- 3/ Establish whether or not to continue to charge for TV licenses in communal living areas of the sheltered schemes
- 4/ Check that service charges, & what these charges are for, are fully explained before the customer signs the tenancy agreement

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

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