

## Why this review?

**Purpose of the theme** ateb identified that compliance was an area that we needed to improve upon – we wanted to find out from our customers exactly in what ways this improvement was needed.

**Why undertake this theme?** It had come to our attention that some customers were missing appointments for our compliance checks & we needed to understand precisely why, in order to improve this service.

**When did we undertake the survey?** Throughout June 2019.

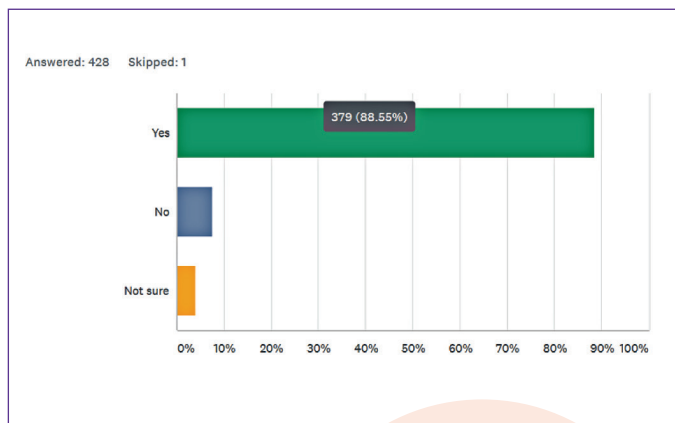
## You said...

**Thank you for your support!**

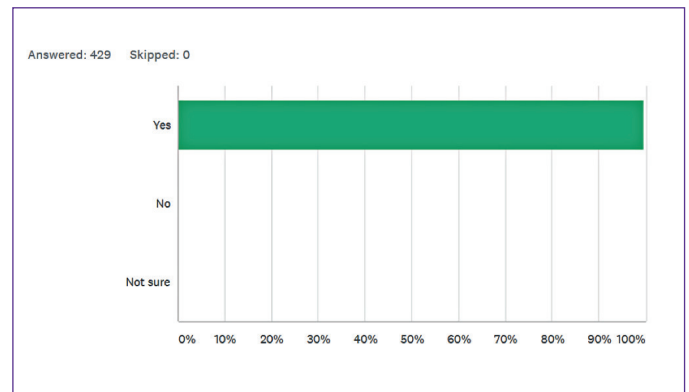
We received information from **429** of our customers

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

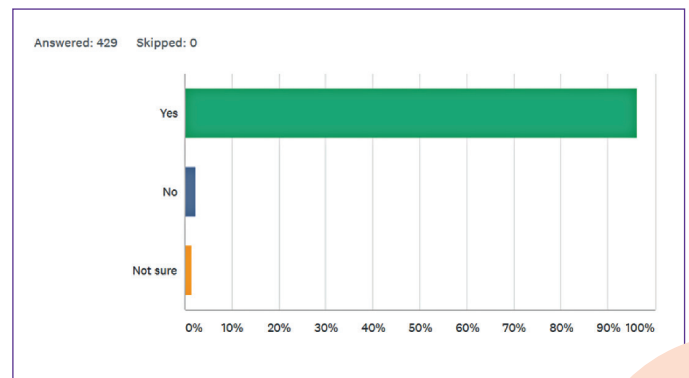
### 1/ Have you had any safety checks done in your home in the last 12 months?



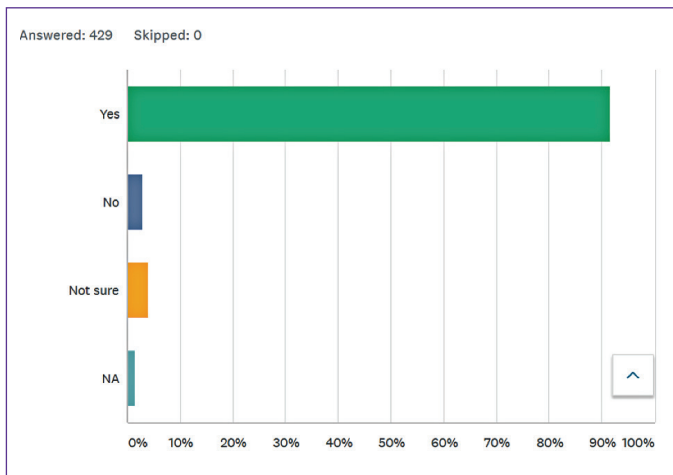
### 2/ Do you think these types of checks & tests are important?



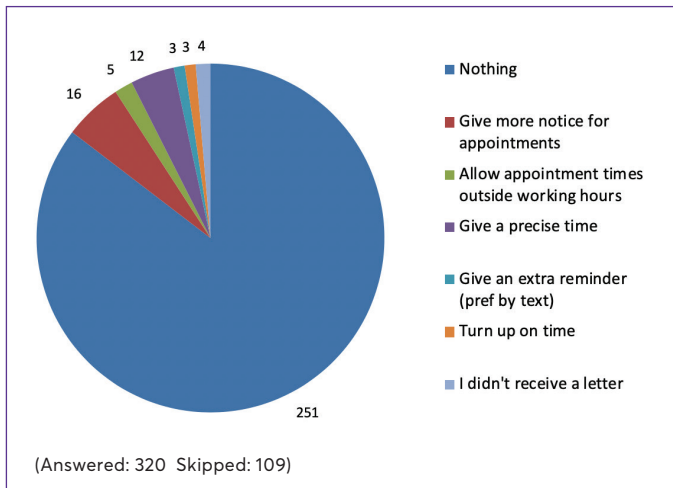
### 3/ Do you feel safe in your home with regards to gas, fire, asbestos & electrical safety and water hygiene?



#### 4/ Do we give you enough notice before visiting your home to carry out safety checks?



#### 5/ What can we do to improve the way we undertake safety checks in your home?

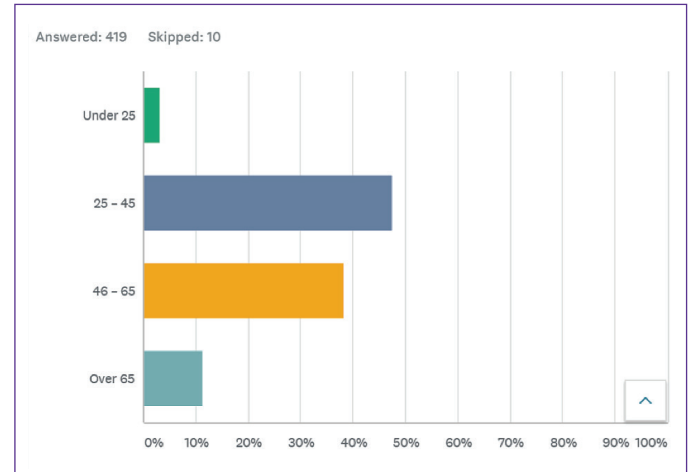


The figures displayed above are actual numbers of customers.

#### 6/ What is the name of your street or scheme?

A variety of answers were provided, evidencing engagement with customers across our Pembrokeshire stock.

#### 7/ What age category do you fall into?



#### These were some of the comments we captured:

- > No, spot on, no complaints at all. Always friendly and work clean
- > Do the work that are found – lights still not fixed here
- > Check my fire alarm
- > No, you are marvellous
- > The mail box needs to be moved outside; fire alarm checks are good; we don't get a letter (but we do have a funny letter box)
- > Only had gas check
- > No excellent maintenance team
- > Everything is up to standard and the workmen so polite make checks regularly, especially on the top floor
- > We have had no other tests but boiler tests in two years
- > Would rather a phone call as unable to read no fire alarm upstairs
- > I don't know, could have checked the place was in a fit state to begin with
- > We feel safe in our home because you check our appliances; appointment schedules don't suit working people
- > Engineer could be accompanied by a female member of staff because it can be intimidating for a lady living on her own
- > No – really happy and relieved when you check the gas boiler, makes me feel very safe knowing you check it

## Summary

All respondents said they felt that the safety checks were important. In the open question, some customers said specifically that they felt safe because of our checks (an example of this is in the Comments section above). All 16 customers who felt that they didn't, or might not, feel safe in their home, we have attempted to contact and records are available. Only 2 of those customers are currently (16/08/19) proving difficult to reach. 85% of customers who answered Q5 *What can we do to improve the way we undertake safety checks in your home?* Said that nothing more was needed.

Any other over riding trends were:

- > Give a precise time – 12 customers
- > Give more notice for appointments – 16
- > Allow appointment times outside working hours – 5

## We did...

Based on the e2i theme findings we intend to undertake the following **Improvement Actions**:

- 1/ Explore with team the idea of extending our core hours of service.
- 2/ Review information we provide to customers regarding compliance i.e. safety in their home
- 3/ Contact directly the individuals who reported they felt unsafe to understand the reasons and take any action we need to

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**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](mailto:engage@atebgroup.co.uk)

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