

Why this review?

Purpose of the theme We want to know our customers' feelings about engaging with us. We want people to tell us whether or not they want to engage with us & if they do, would that be to improve their communities, our services or both; we also want them to tell us what their preferred method of engagement would be eg via email, via phone or another method.

Why undertake this theme? We are aware through our own observation & through customer & Regulatory comments, that we are not accessing a wide enough variety, or number, of customer opinion on our services & communities.

When did we undertake the survey? The data was collected throughout August 2017.

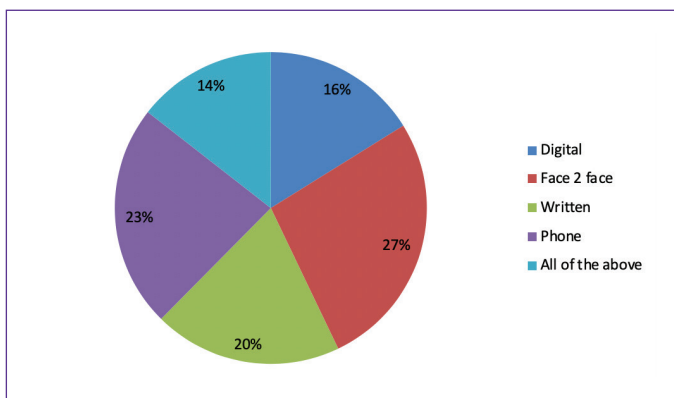
You said...

Thank you for your support!

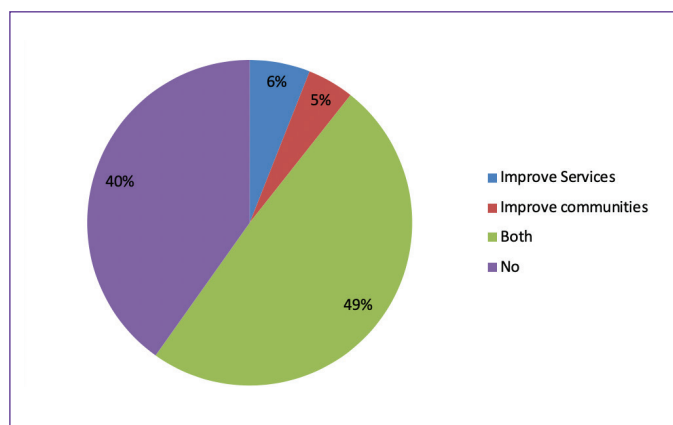
We received information from **366** of our customers.

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

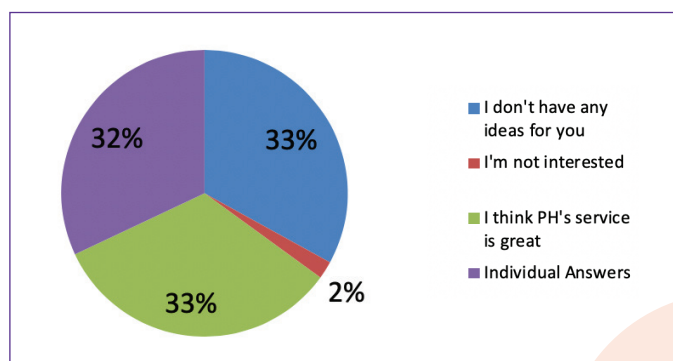
1/ How would you prefer to engage with Pembrokeshire Housing?



2/ Are you interested in engaging to improve our services or to improve your community?



3/ Do you have any ideas on how we can improve our engagement with you?



These were some of the comments we captured:

- > Listen more, four doors still need sorting
- > Room to meet
- > No problems, please stay same
- > Not sure – would like details on how to get involved
- > Better social media
- > Misses having same person to speak to and do work each time
- > Always very helpful and excellent service, keep doing what we're doing
- > Would like more events in this street to help build better relationships with other customers
- > The departments need to communicate better with each other
- > Wifi and more interaction from Meyler staff eg come to our coffee mornings etc
- > We have regular newsletters and events & so on.

We did...

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

- 1/ Use all results to structure an ever increasing group of customers willing to carry out consultation with ateb
- 2/ Using Aug's results, draw up a list of themes that customers want to be consulted upon

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**