



Our update on the last 6 months of e2i improvements

> August 2019

Thank you for your support

Thank you for all your support over the last 6 months.

Please find below our update reports on the following three improvement themes:

- > Oct 18 – **#02 Customer Engagement**
- > Dec 18 – **#07 Planned Maintenance**
- > Feb 18 – **#13 Out of Hours**

#02 Customer Engagement

Purpose of the theme

To ensure our Theme Planner reflects customers' requirements, we need to ask customers what themes they would like to see included in 2019

Why undertake this theme

We remain constantly aware that the best way to improve our services to customers, is by listening to customers.

What have we learnt 6 months on?

Over the course of this e2i theme we have specifically learnt the following:

- 1/ That we need to share out the workload of running the surveys a lot better, representing an all-company approach to this method
- 2/ That we need to advertise our events better
- 3/ That communication between customer & ateb is an on-going issue
- 4/ That using surveys at natural customer touch points is enabling ateb to hear the voices of far more customers than ever before

#07 Planned Maintenance

Purpose of the theme

To look at what information customers want to know about their planned maintenance programme.

Why undertake this theme

Anecdotal information suggests customers are frustrated by the lack of information regarding planned improvements.

What have we learnt 6 months on?

- 1/ That our customers need more information regarding when & what will be done to the properties they are living in
- 2/ That what may not be an emergency to one person, may be a real emergency to someone else eg someone with a baby or maybe somebody with a disability
- 3/ That our customers need to be written to by individual name, rather than by, "Dear tenant" to help avoid misconception that the mail is junk
- 4/ That completing individual satisfaction surveys following each completed job is proving to be informative regarding tracking customer satisfaction

#13 Out of Hours

Purpose of the theme

To understand customers' views on whether this service provides value for money and is of the high quality expected of ateb.

Why undertake this theme

ateb receives a number of queries / concerns regarding the Out of Hours Service & this service has been highlighted by customers as a cause for concern in some of the open survey questions of 2018.

What have we learnt 6 months on?

- 1/ That we need to better inform our customers as to what, precisely, is considered to be an emergency
- 2/ That we may need to review how we inform our customer, in possibly a panic situation, that their issue is still not warranted as an emergency
- 3/ That we need to continue to work closely with the Out of Hours Repairs service call centre to ensure that our customers are receiving the best service possible

What happens next?

We will continue to monitor the issues raised in these theme reviews. We will report again on progress with the engage to improve initiative in 6 months' time.

Thank you for your support.

We really appreciate all those involved in these theme reviews.

Need to know more or raise an issue?

Drop us an email: e2i@atebgroup.co.uk

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