

#19

Individual Experience

*If it matters to you, it
matters to us....*

Why this review?

Purpose of the theme

To establish assurance that customers are receiving expected levels of service regarding their individual experiences with ateb

When did we undertake the survey?

Throughout May & June 2021

You said...

Thank you for your support!

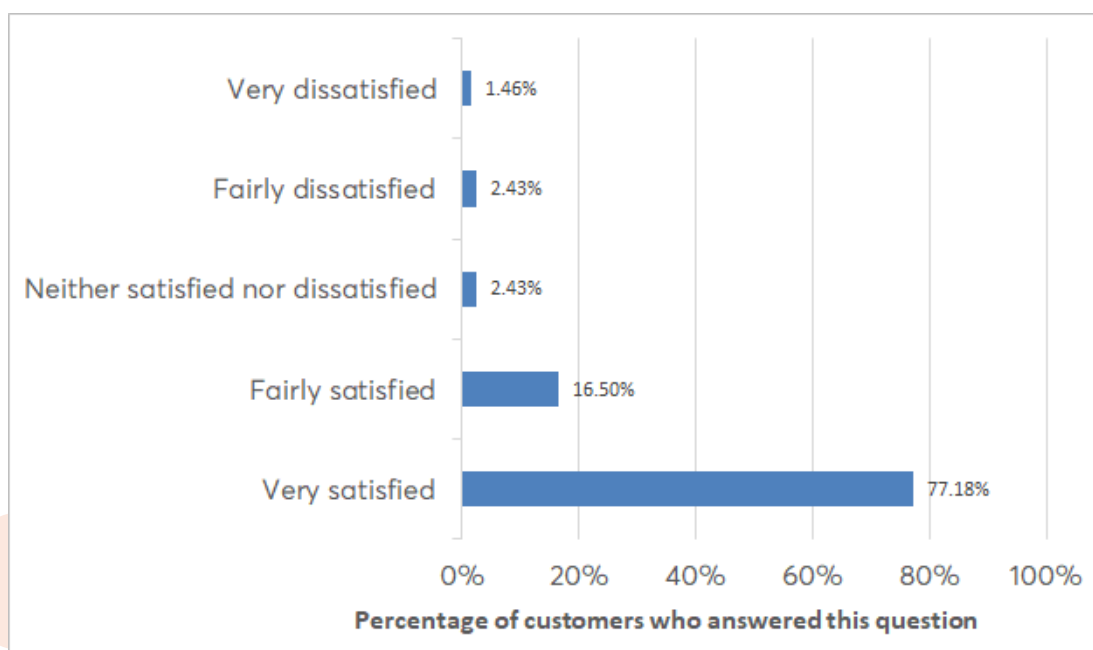
We received information from 206 of our customers

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

1/ Thinking about your home specifically, how satisfied or dissatisfied are you that your social landlord provides a home that is safe and secure?

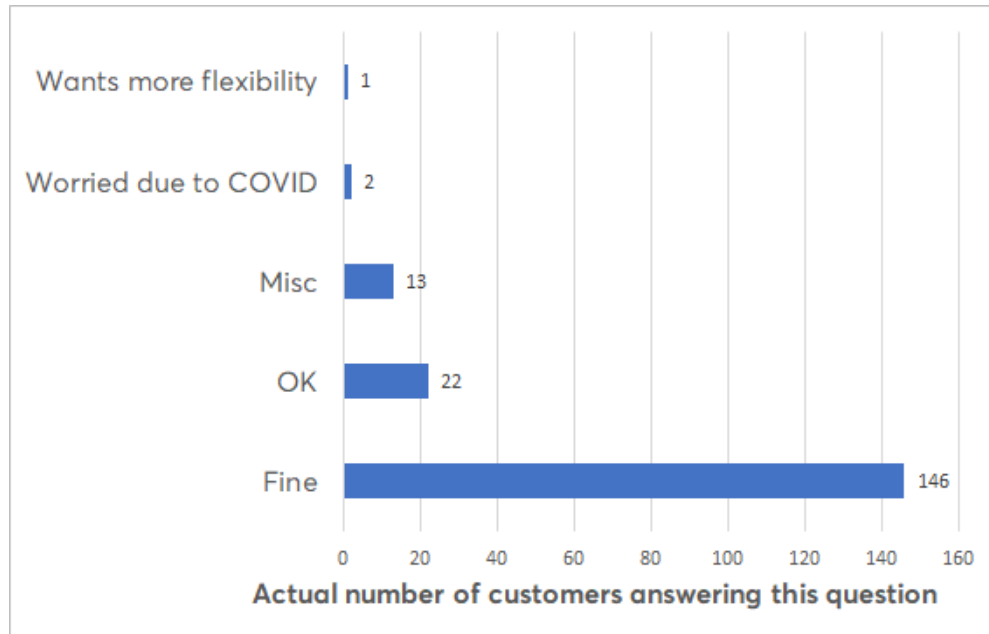
Answered: 206

Skipped: 0



2/ ateb must enter your home on a regular basis to ensure that certain aspects of your property are safe for you - what are your feelings on this service?

Answered: 189 Skipped: 17



Miscellaneous answers were those where the customer did not answer the question eg one answer was, "I need a house - at least 2 bedrooms."

These were some of the comments we captured:

"Fantastic, we were in private let before and nothing was checked then."

"I understand that it must be done, but during Covid crisis I haven't wanted anyone in. Hope to get back to normal soon."

"I can't fault you guys, always so polite, do a good job. It's very reassuring."

"Good PPE during restrictions."

"I am okay with the main ateb workforce entering my home. I am not too sure when it is contractors."

"It's very much appreciated, gives me a feeling of security."

"I am pleased they do regular checks. Peace of mind knowing they have taken the responsibility."

"As long as the scheme warden is on site to attend at the same time, then I am okay with this."

"No problem as long as we are available."

"Feel very safe and all staff show their ID cards."

"I feel lucky to have this service offered."

"Safety check - they were all covered up and everything covid wise."

"Know we are being kept safe."

"Very good - staff have been wearing PPE so currently, no risks."

"Little bit worried as I have had shielding letters."

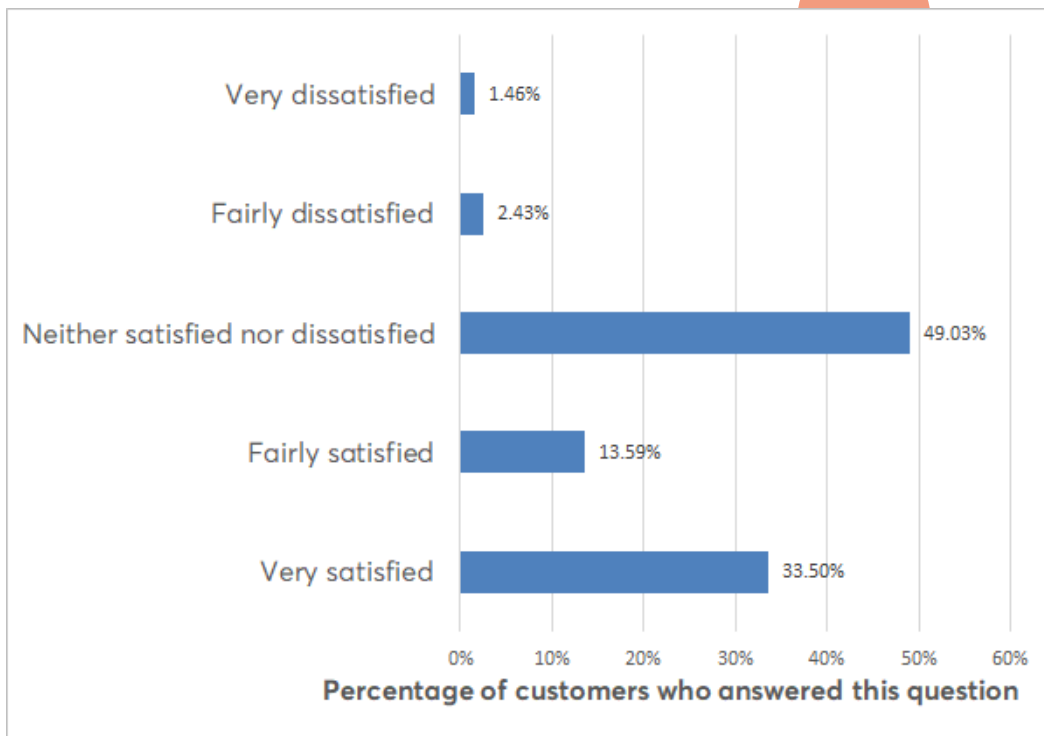
"Nice to be warm."

"Agree with the coming out to do check. But would like flexibility on appointment time due to working hours."

"To be perfectly honest, it's amazing! If I have any issues you are incredible. The staff are wonderful, well-mannered and so helpful."

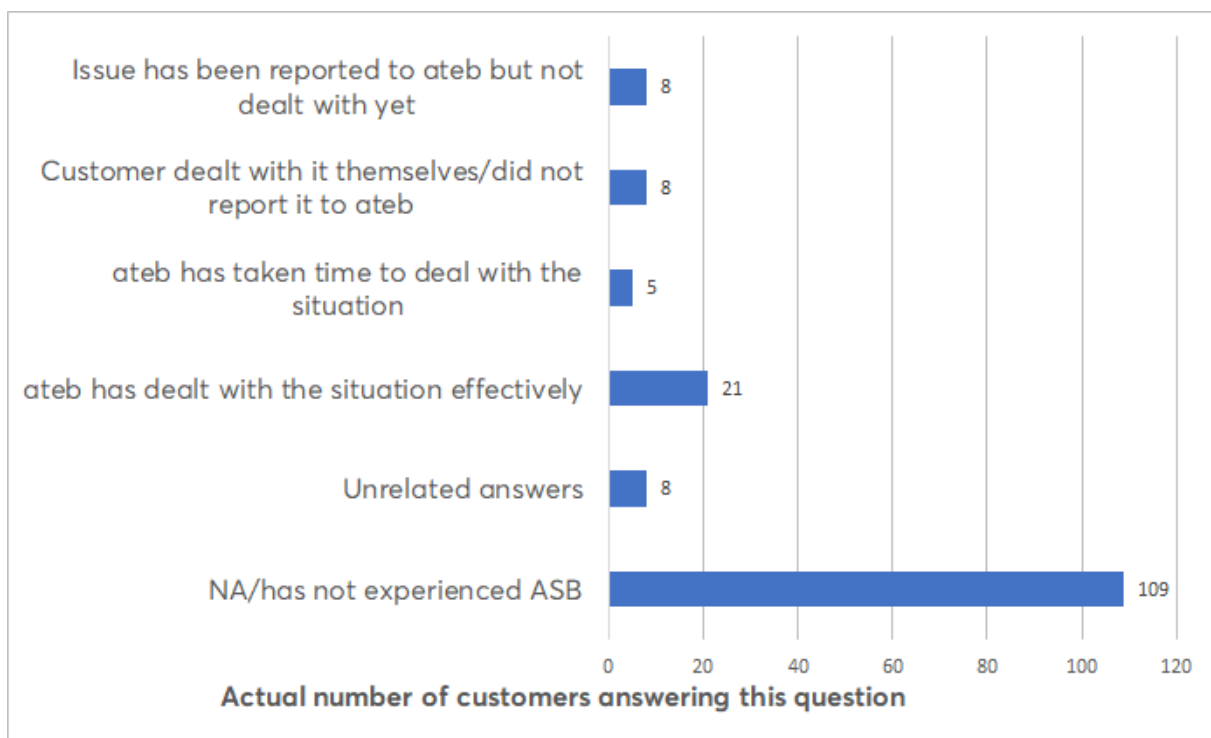
3/ How satisfied or dissatisfied are you with the way your social landlord deals with anti-social behaviour?

Answered: 206 Skipped: 0



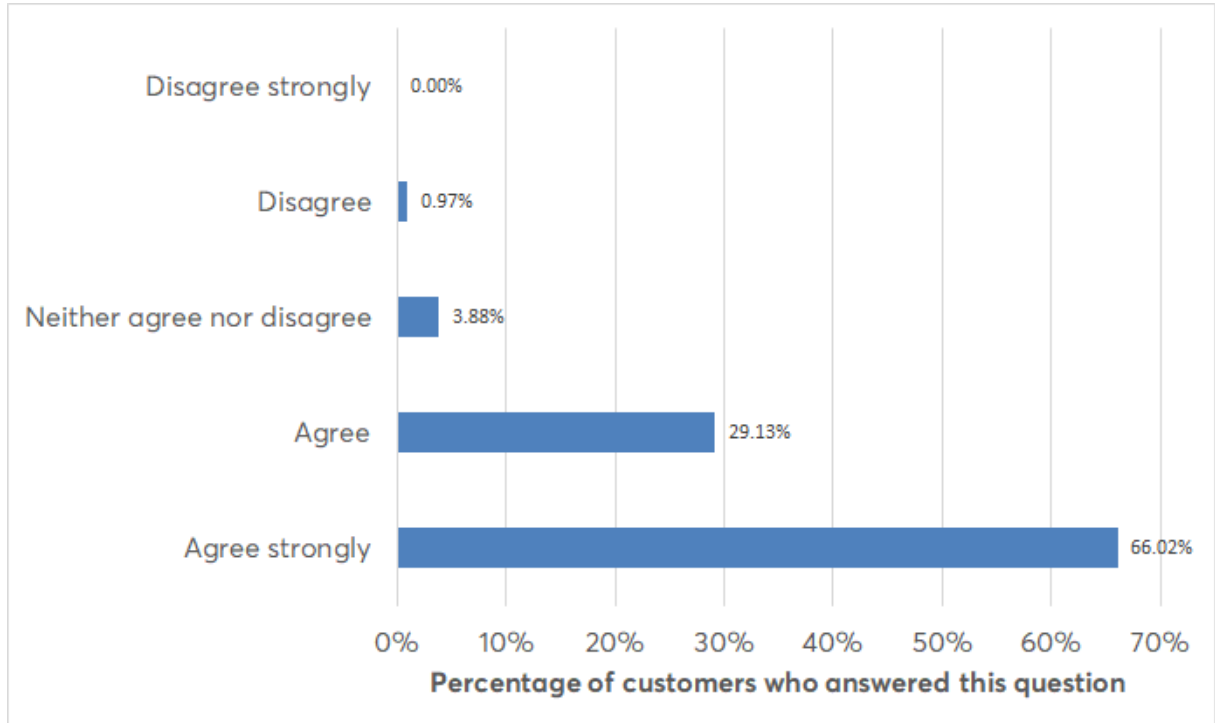
4/ Please say more here about your answer to Q3, if you'd like to:

Answered: 159 Skipped: 47

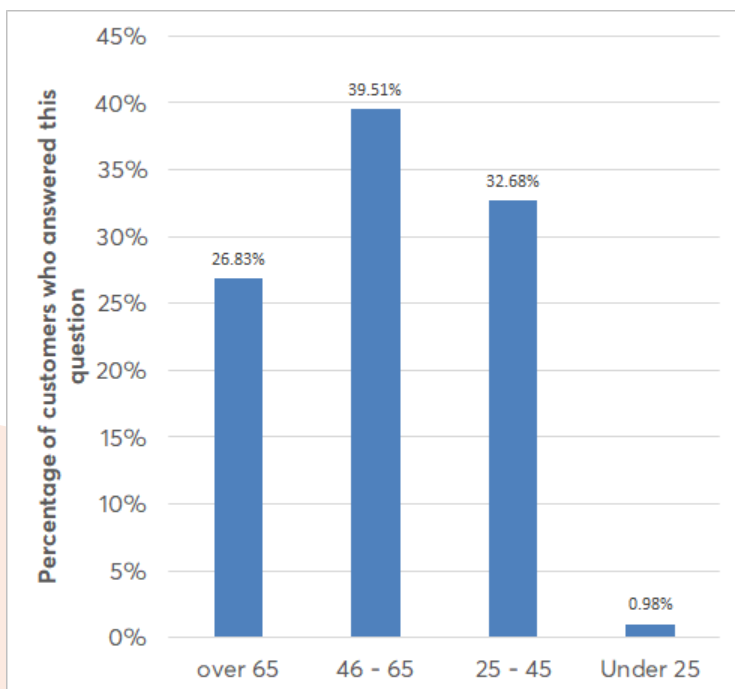


5/ To what extent do you agree with the following statement - "I trust my social landlord"

Answered: 206 Skipped: 0



6/ To make sure we are hearing from a wide range of our customers, please tell us what age category do you fit into?



We did...

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

1. 5 customers, whose comments led us to feel that they were not entirely satisfied with ateb's reaction to their ASB issues, were phoned up to ensure a housing officer was working with that customer effectively.
2. 4 customers, whose comments led us to feel that they may not have expected ateb's safety check visits, were phoned up so that we could assess their dissatisfaction. Three of those 5 said ateb had never turned up unannounced; the fourth was unobtainable & the fifth customer said they couldn't remember the circumstances.

To discuss with staff & other ateb customers the progress made with these actions, please come to our Survey Planning Group which is currently scheduled for 14/12/21 @ 10:00, but please keep an eye on our website for updates.

We really appreciate all those involved in this theme review

Need to know more or raise an issue?

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

Visit our website: www.atebgroup.co.uk

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Phone or text us: **07500 446611 / 01437 774766**