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ateb Stories

Your update on ateb performance

Quarter 2 | July, August & September 2024

Edition 3

Creating
better
Living Solutions

Hello

Every quarter Housing Associations provide information to the Welsh Government to show how we are doing in comparison to others.

When this information is published, we will share it with you and give you our reflection on what it means.

If you want to see the full survey you can go on the Welsh Government site here: [WG Quarterly Regulatory Survey](#).

We will also share customer updates and stories from across ateb to give you a wider perspective of what it means to be an ateb customer.

Let us know your ateb story:
atebstories@ategroup.co.uk



Customer Forum

We are the Customer Forum, a group of interested customers who work with the ateb Board and team members, to help improve, design, and deliver the services you receive.

Together we share the ambition of 'Creating Better Living Solutions' for the people and communities of West Wales, and to make sure ateb customers receive the 'right customer outcomes as effectively as possible.'

Quarterly we review how ateb is doing in delivering services to its customers.

If you are interested in joining our Customer Forum, please get in touch with our Engage Coordinator Ali Evans.

✉ ailinor.evans@atebgroup.co.uk

☎ 01437 774 766 📱 07500 44 66 11

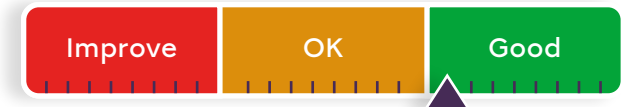
If it matters to you
It matters to us

= ateb Creating better Living Solutions



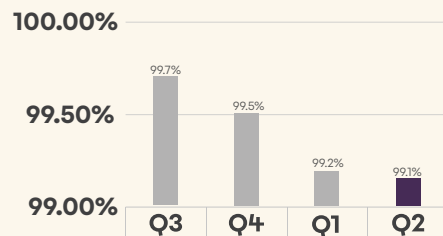
Safety in Homes

ateb must make sure homes are always safe and compliant.



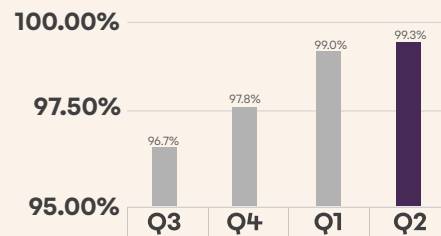
Progress "...is good, but we do really need the help of customers to allow access to their homes".

Gas Safety



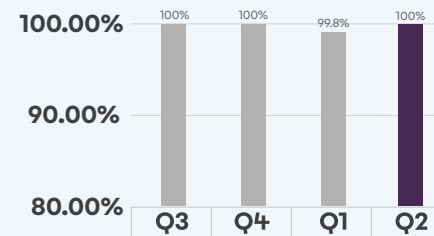
- We reported 0.9% of homes as not having a compliant gas safety certificate at the end of Quarter 2 (Q2).
- This represents 23 homes and an increase from 22 homes in Q1.
- It's really important to let our teams in to check your boilers and heating appliances.

Electric Safety



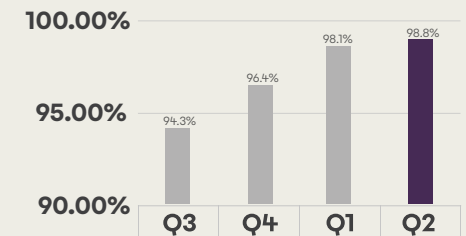
- We reported 0.7% of homes as not having an in date Electrical Installation Condition Report (EICR) at end of Q2, the highest performance we have achieved over the last 12 months. However there is still room for improvement.

Fire Risk Assessments



- We have had really strong performance over the last 12 months, making sure our properties have a recently reviewed Fire Risk Assessment.
- In the most recent quarter we achieved 100% compliance.

Asbestos Safety



- We reported 20 homes as not having a recent Asbestos Inspection at the end of Q2.
- This means 98.8% of our homes are up to date.
- This is a reminder why it is important to let us into your home to carry out our safety checks.

Why having your safety checks done on time matters to you, and matters to us.

Missed heating, servicing, and electrical safety appointments cost ateb over £100,000 each year, money we would much rather be putting into providing better living solutions for our customers. To tackle this, Vanessa Mullins, our Compliance Management Lead has developed a comprehensive programme designed to improve access and reduce costly missed servicing appointments.

Vanessa identified that many customers don't open appointment letters, leading to missed safety checks. By speaking directly with customers, she gained valuable insights and tailored an improved process.

Step 1: Making your appointment:

We will always start with a phone call to book the appointment and a text message to confirm the details. If we can't get hold of you, we will select a date and send you a letter with your appointment details.

Step 2: One week before your appointment.

A reminder sms text is sent, and a postcard reminder sent in the post.

Step 3: The day before your appointment.

A reminder sms text is sent.

Step 4: The day of your appointment.

The engineer will send you a text when they are about to travel to your home.



These steps ensure clear communication and increase the likelihood of successful appointments. Vanessa adds:

“our priority is keeping customers safe in their homes and these safety checks are ‘a must’ in doing this. By improving how we communicate, we aim to ensure essential checks are completed on time, decreasing the number of missing appointments and reducing the costs to ateb customers.”

What to expect during a check:

Electrical Checks

These are required every **five years** to maintain safety.

It can take around 4 hours depending on the size and age of the property. The electrician will test appliances, power sockets, lighting and other fixings. They should identify any circuit hazards or faulty appliances and test the fuse board and fire alarms for safety.

Gas Checks

We do these **every year** and they are essential for compliance and customer safety.

These only take around 60 minutes and the Gas engineer will check for signs of gas or carbon monoxide leaks, test the flue pipes and ventilation to ensure they are free from blockage. They will also test all safety controls are operating correctly and check the condition of the hoses and seals.

Why It Matters

Without regular inspections there is a higher risk of electrical faults going unnoticed which could lead to more serious issues. Almost half of all accidental house fires in the UK are caused by faulty wiring, highlighting a serious safety concern for households nationwide. Shockingly, over 65 people lose their lives each year due to electrical faults in their homes emphasising the importance of ensuring that electrical checks are kept up to date.

We believe our new initiative will enhance efficiency, improve safety, and reduce unnecessary costs.



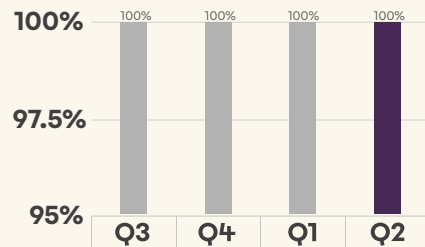
Repairing Homes

ateb must make sure its homes are repaired and maintained.



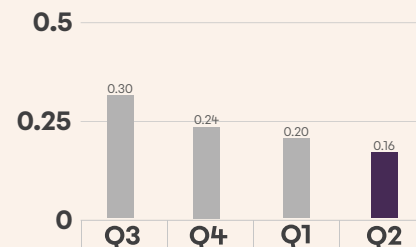
Progress “...it is taking longer than we would like to complete repairs when they are reported to us”.

Emergency Repairs



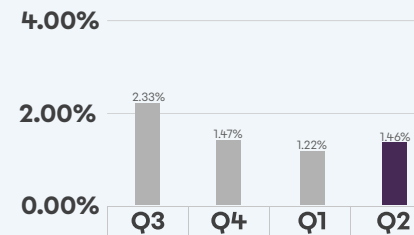
- Emergency repairs – we again reported 100% of emergency repairs being completed on time.
- We aim to attend emergencies within 24 hours. For critical emergencies we will always try to attend within 4 hours.

Repairs Overdue



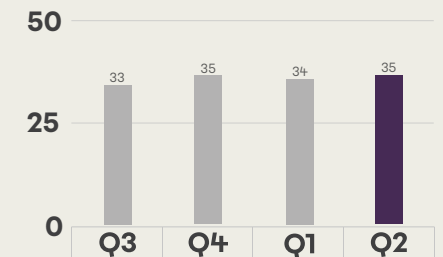
- We reported an average of 0.16 repairs overdue per property in Q2 which represents our best performance over the last 12 months.

Damp and Mould



- 1.46% of ateb homes reported issues with damp and mould, which represents 47 properties.
- We aim to address any reports of damp and mould as quickly as possible to ensure the wellbeing of our customers.

Average Days To Complete A Repair



- On average ateb took 35 days to complete a repair in Q2.
- We try to complete routine repairs within 28 days. The reasons for not meeting this target range from staff resourcing, materials, and access issues, etc.

Improvements to Vineyard Vale bringing big benefits!

During this quarter, we caught up with Lloyd Wilson, ateb's Planned Maintenance Surveyor, to discuss the progress of the Optimised Retrofit Programme at Vineyard Vale in Saundersfoot. The work forms part of ateb's three-year commitment to enhancing energy efficiency in homes across Pembrokeshire, supported by the Welsh Government's Optimised Retrofit Programme.

The initiative aims to retrofit 100 homes and survey over 1,000 additional properties to identify and implement energy-saving improvements. At Vineyard Vale, external wall insulation has been installed to boost thermal efficiency, alongside environmental sensors that monitor temperature, humidity, dew point, and CO2 levels.

"These sensors provide invaluable data," explained Lloyd. "They help residents optimise their energy use, save money, and improve their living environments."

Each retrofit carries an average value of over £10,000 per property, thanks to the Welsh Government's funding. While not all residents opted to participate, those who did, reported noticeable benefits.



Jenny, a resident of Vineyard Vale, shared her experience:

“I’ve definitely noticed a difference. The house heats up much faster than before. It was a building site for a little while, but the workmen were excellent, thorough, friendly, and quick. The results have been well worth it.”

Fellow residents Denise and Colin echoed Jenny’s sentiments:

“Yes, there was some mess, but the outcome is incredible. It’s saving us money already. The house stays cool in summer and warms up much faster in winter. The difference has been amazing.”

Wayne Bayly, Project Manager from LCB Group, who collaborated with ateb on this project, highlighted the technical improvements:

“We’ve installed a 100mm Wetherby System for external wall insulation to enhance Uv values, reducing energy needs for heating and cooling. IOPT sensors monitor humidity and CO2, helping identify potential mould and condensation issues. Additionally, we’ve improved roof lines, seals, and ventilation.”

Wayne added, “The feedback has been overwhelmingly positive. The homes not only perform better but also look much more appealing – it’s been a win-win for everyone.”

This transformative project is part of ateb’s broader mission to create sustainable, energy-efficient homes. With continued efforts, the Optimised Retrofit Programme is helping our customers across West Wales enjoy warmer winters, cooler summers, and reduced energy bills.

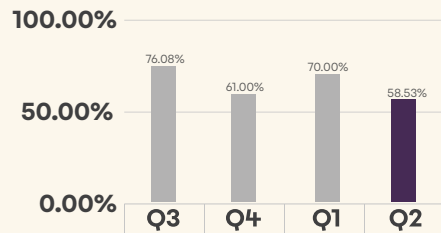


Letting Homes

ateb needs to make sure its homes are all occupied.

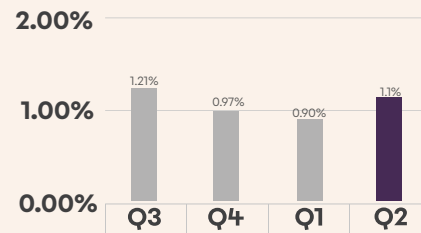


Alleviate Homelessness



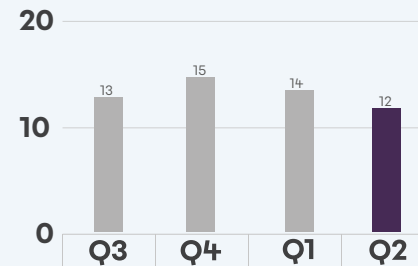
- We reported that of all lets in Q2, 58% alleviated homelessness.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

Void Homes



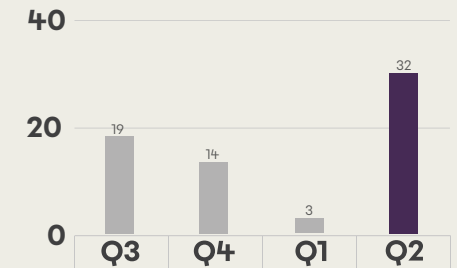
- We reported 1.1% of our homes as being void at the end of Q2, that's 35 properties.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

Long Term Void Homes



- At the end of Q2 we had 12 homes we were not able to let due to requiring major works or having to decant individuals to alternative properties to enable us to complete work.

New Homes



- In Q2 we added 32 much needed social rented new homes to ateb's housing stock.
- We are expecting more new homes later this year.

New homes a hit in Manorbier.

In October we welcomed customers to our newly built homes in Jubilee Court, Manorbier. The 23 homes are a mix of houses, bungalows and flats.

New customer Rebecca (not her real name) was one of the first to move in and commented:

“It’s been all straightforward and simple, Clayton was helpful and even though I had some logistical issues he was able to move things around to accommodate me. There is a lot of information to take on board when you first move in but you are given a pack and I quite like reading, so found it really helpful, it had everything. The only thing I struggled with was using the heating and I thought it wasn’t working. An engineer came out really quickly but to my horror, it was something I was doing wrong. Anyway, it’s all sorted now and I am really happy in my new home”.

For more information on our latest developments visit our website www.atebgroup.co.uk/current-developments

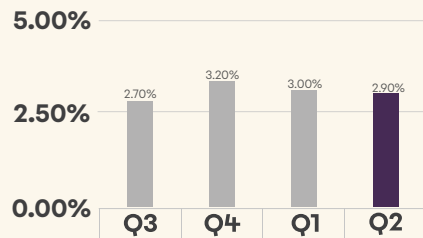


Managing Homes

ateb supports its customers to maintain their tenancies.

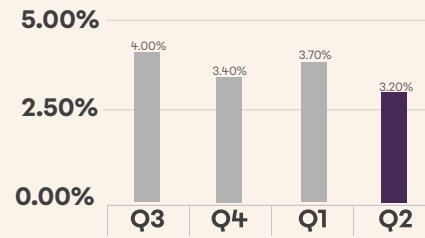


Rent Arrears



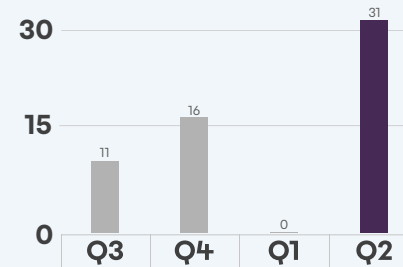
- We report arrears as a percentage of rental income, and in Q2 this was 2.9%, a small reduction on the previous quarters figure.

Arrears 8-12 Weeks



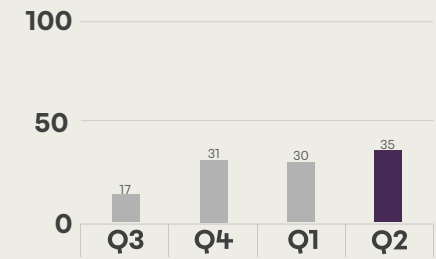
- 102 ateb customers (3.2%) had arrears of between 8 and 12 weeks rent at the end of Q2.
- It's really important our customers pay their rent and we are doing all we can to support those who are struggling.

NOSP Issued



- We have taken formal action in the form of issuing a Notice of Seeking Possession (NOSP) against 31 customers Q2.
- It's really important customers engage with us to avoid formal action.

New ASB cases



- We have seen a similar number of reports of Anti-Social Behaviour (ASB) in Q2 compared to Q1, (35 and 30).
- When ASB is reported we aim to support all parties involved.

“I’m so grateful that my child can just enjoy being outside again.”

When Community Connectors reached out about an ateb family in Saundersfoot facing some challenges, our Housing Coordinator Amy stepped up to investigate and assess the support they needed.

Anne, a mother of twins, was juggling the demands of daily life, including the added complexities of caring for one child who is non-verbal and autistic. The family’s open, exposed front garden raised safety concerns for Anne, who worried that her child might wander into the street without understanding the dangers.

“People drive so fast around the corner, and I was scared that my child might run out into the road, unseen by drivers,” Anne shared.

Recognising the family’s need for a safer environment, Amy coordinated essential adjustments to help Anne feel more secure and give her the peace of mind she deserved. Inside, the thumb-turn lock on the front door was replaced with a key-turn lock, allowing for better control over who could enter and exit. Outside, a sturdy slatted fence and lockable gate were installed, creating a safe boundary for both the family and their neighbours.

The impact of these changes has already been transformative. Now, the children can play freely in their front garden, surrounded by a secure space where they can simply be kids.

“It’s made a lot of difference, I nearly cried, it’s so good, I love it,” Anne said, delighted and relieved. “I’m so grateful that my child can just enjoy being outside again and I don’t have to worry as much.”



Customer Forum Feedback

“ At our recent forum, we shared ideas on how to make ateb stories even more engaging and inclusive. We're keen to welcome new members to the customer forum, particularly from a range of backgrounds, cultures, and age groups. Greater diversity will bring fresh perspectives and help shape a better service for everyone.

We'd also love to see a broader mix of stories in future editions, including some that address challenges or areas for improvement. Competitions could be a fun way to boost customer involvement too, and we're sure they'd be a big hit!

A standout feature in the latest edition was Anne's story. It was heartwarming to see how her garden improvements positively impacted her family's life. It's a great reminder that when you reach out to ateb, things can happen. Communication is vital, and we encourage all ateb residents to talk to ateb, how can they help if they don't know what is happening?

We were surprised to learn that ateb loses over £100k a year due to missed appointments. This is a staggering amount and really brought home the importance of keeping your appointments or letting ateb know as early as possible if you need to cancel or reschedule. Two of our forum members even created this visual aid to express how strongly we feel about the matter! (See cartoon below).

On housing, we're pleased to see ateb increasing the number of homes being built, which is a positive step. However, we'd love to see even more investment, including additional funding from the Welsh Government. That said, it's crucial that new homes maintain high standards of quality.

Finally, we'd like to see a continued community-focused approach to the way homes are allocated, ensuring local communities in Pembrokeshire benefit.

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**It's YOUR rent money
Don't WASTE it by
missing appointments**



Brian & Tony Cartoons

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Quarter 2 - 2024/25

