

# Theme Report

## MY ATEB ACCOUNT 2024

If you would like this report in any other format or language, please contact ateb



## Thank you for your support

If you'd like to discuss with staff and other ateb customers, the progress that's made in terms of carrying out these improvement steps, or any other aspects of these surveys and reports, you are welcome to come to our Survey Planning Group, which is held on the second Tuesday of most months.

Keep an eye on our website for what's on the horizon.

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

# Why this review?

## Purpose of the theme:

Customers of ateb were clearly not using their ateb on-line account — **my ateb account (maa)** — an account personalised to them, in place to make their dealings with ateb swifter & easier. We wanted to find out why customers were not using the account, so we could improve this service for them.

## When did we undertake the survey?

April and May 2024

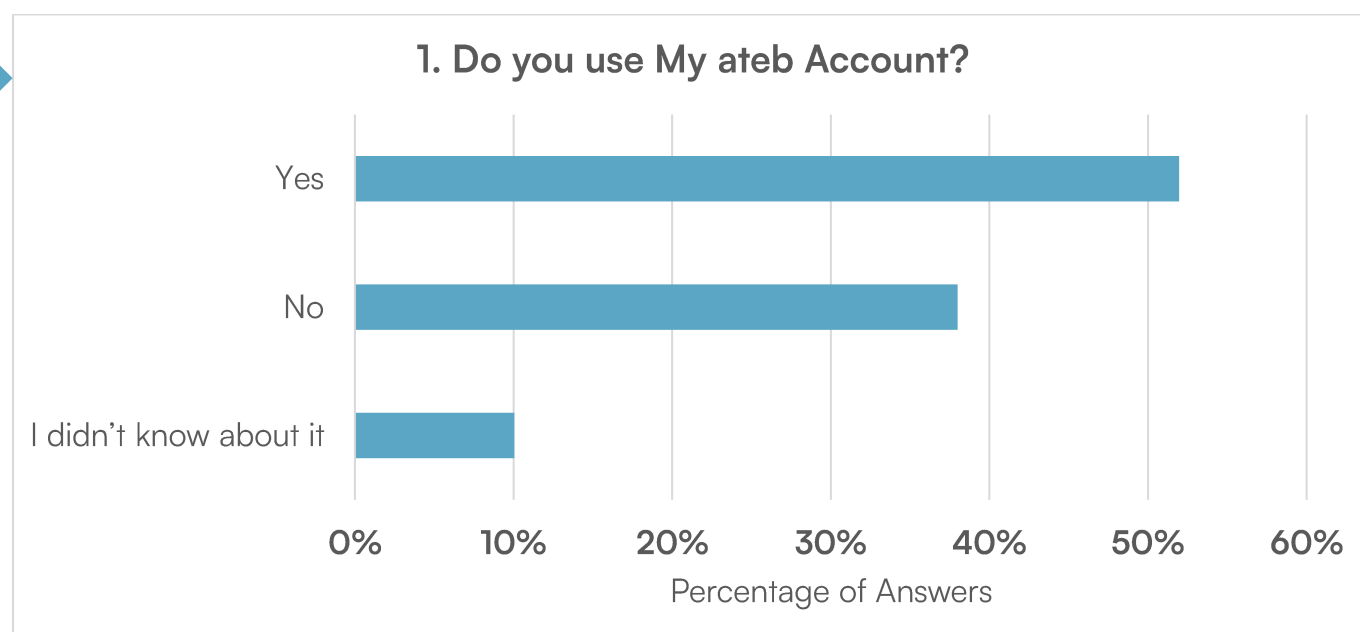
## Thank you for your support 🙌

We received information from **279** of our customers.

# You said...

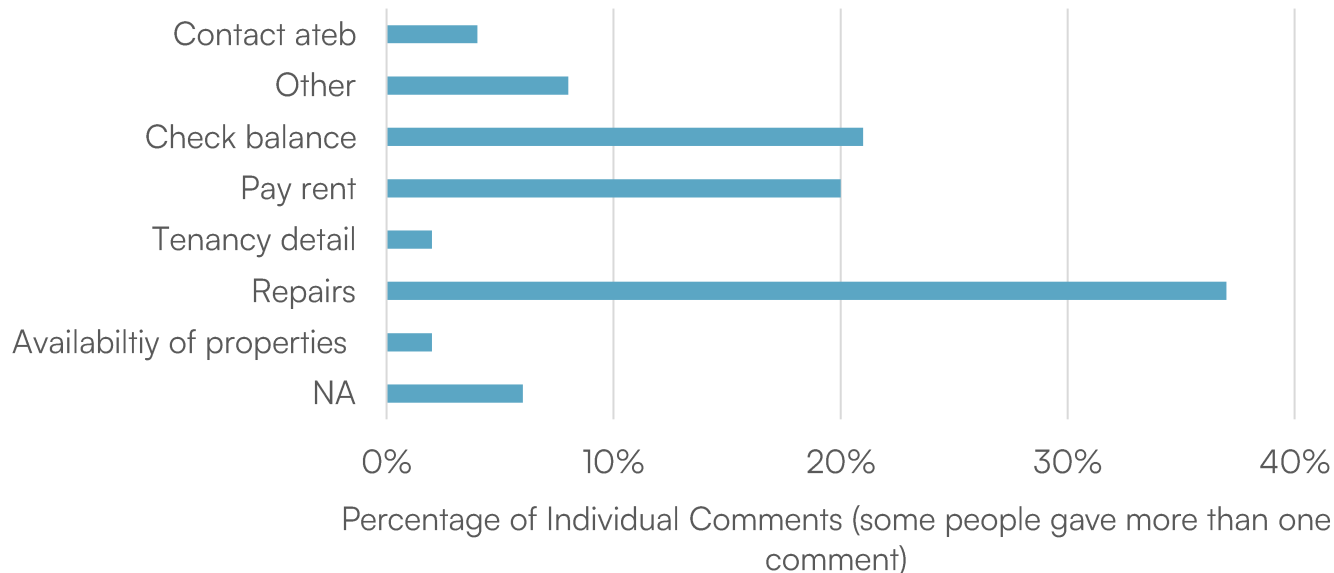
## These were the responses we received:

Answered: **279**    Skipped: **0**



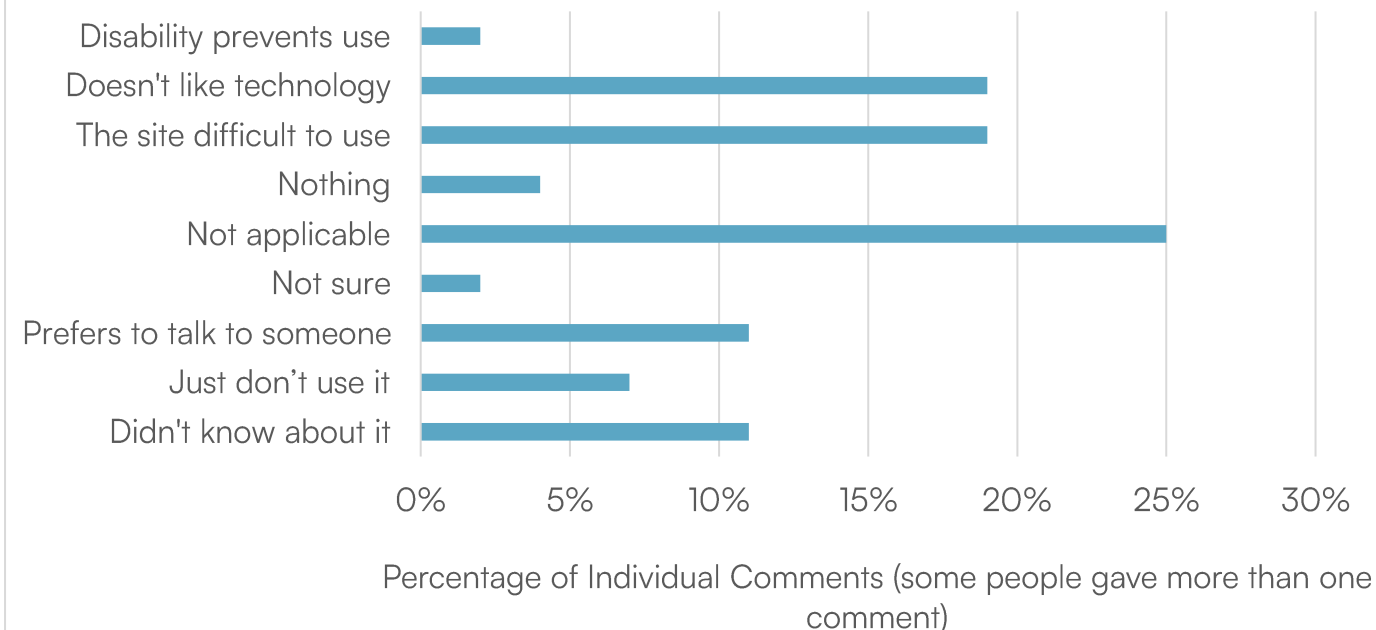
Answered: **153** Skipped: **126**

## 2. If Yes, what do you use it for?



Answered: **163** Skipped: **116**

## 3. If No, what puts you off?



### 3. These are some of the comments we received:

“Didn't know about it.”

“I would rather speak to a human.”

“Cannot set it up.”

“Won't allow me to enter account numbers for rent.”

“Never can log in.”

“Repairs jobs not recorded in a way I can understand — records keep disappearing when I know the actual work hasn't been finished.”

“Can't see any updates about my repairs.”

“Not receiving link to change password after numerous requests.”

“Don't like using the internet.”

“No access to digital equipment.”

“Can't gain access to it no matter how many password changes I make.”

“I tried when paying rent, and it wasn't having it - it wouldn't work.”

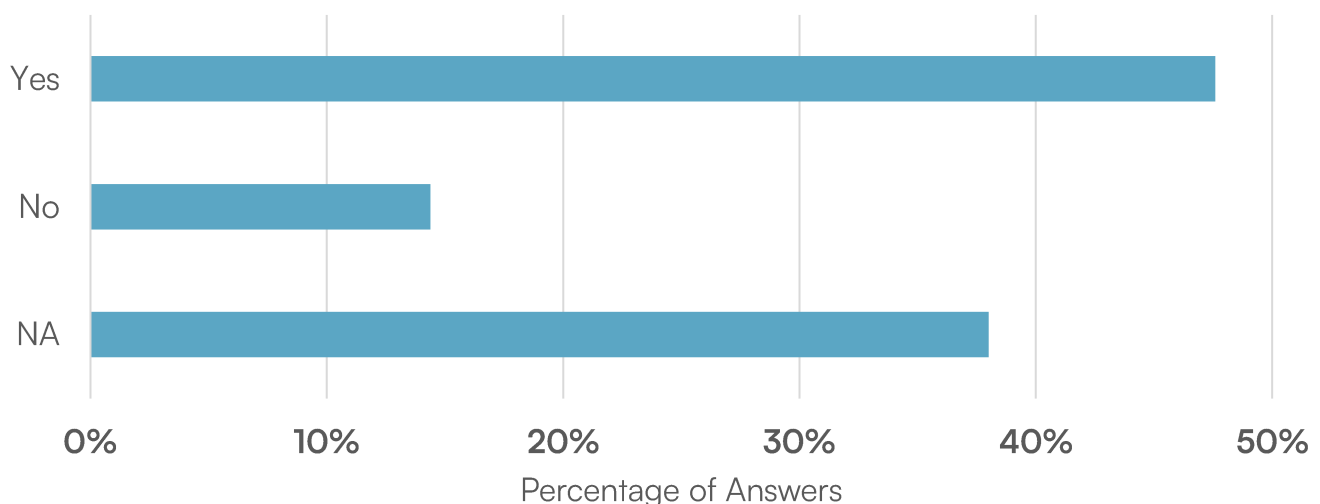
“It doesn't do much.”

“You never know if they are actually read.”

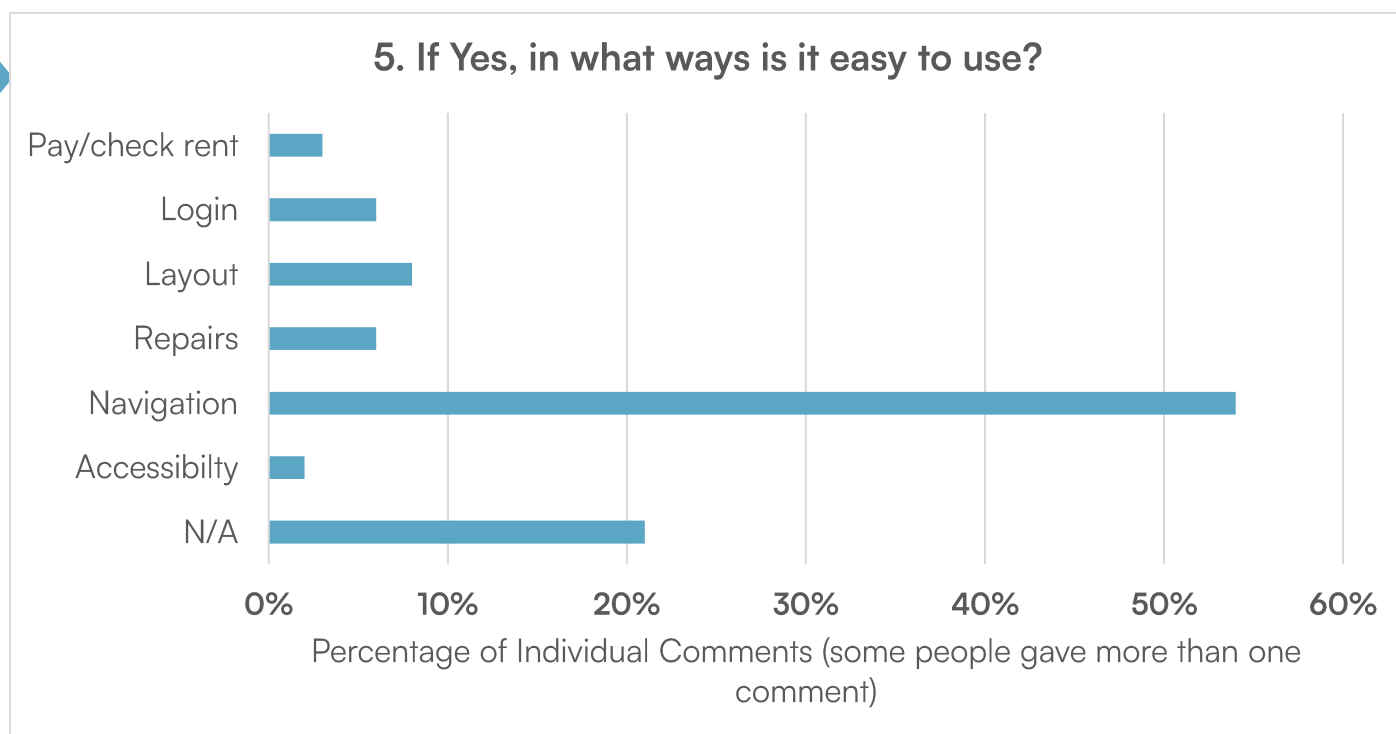
“I don't know my tenants number to log in.”

Answered: **163** Skipped: **116**

#### 4. Do you find the My ateb Account easy to use?



Answered: 137 Skipped: 142



### 5. These are some of the comments we received

"It's ... full of useful information."

"I find it easy now, but had to speak to someone at ateb for advice."

"Seems simple enough, but the login page should be easier to access."

"Saves ringing."

"Some areas are brilliant; but rent payments are so confusing."

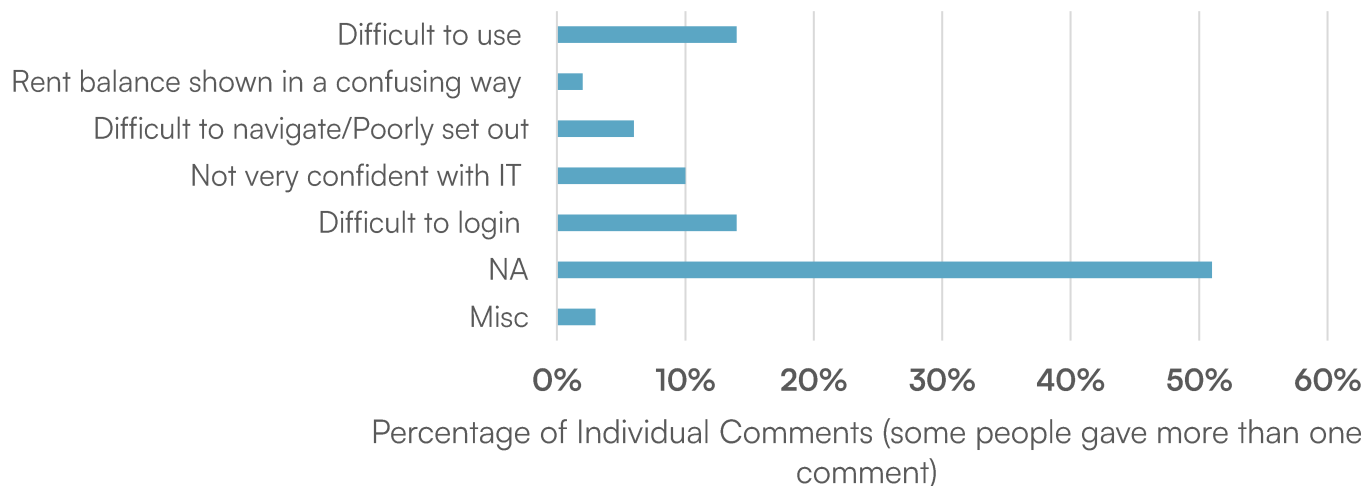
"You don't have to sit waiting on the phone, wondering how long the call will take."

"Once account is set up on phone, it's easy to log on."

Answered 110

Skipped 169

## 6. If No, please say in what ways it's difficult to use:



## 6. These are some of the comments we received

"I did find I could see my rental account without downloading but it was difficult to understand and looked as if I am always in debt. It also showed 2 direct debits coming out in one month, although I think one was put back in, but I had no knowledge of this. I am now so worried about my rent, I'm going to phone."

"Nothing on when gas safety check is due or other information regarding water, stop cock etc."

"To login you have to click through about 5 different pages, the site is poorly set out and hard to use ."

"It won't let me log in."

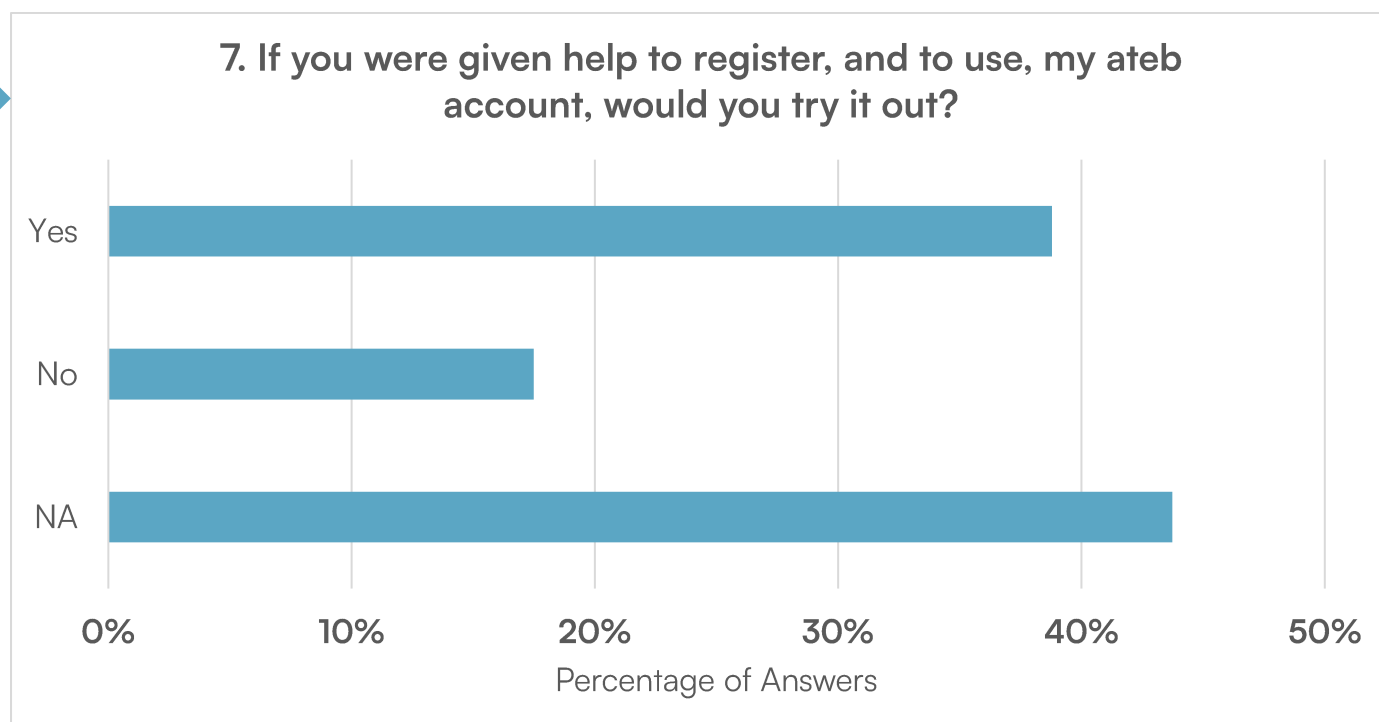
"No link from my ateb to the main ateb website."

"When trying to find out how much rent I owe, it takes me in circles."

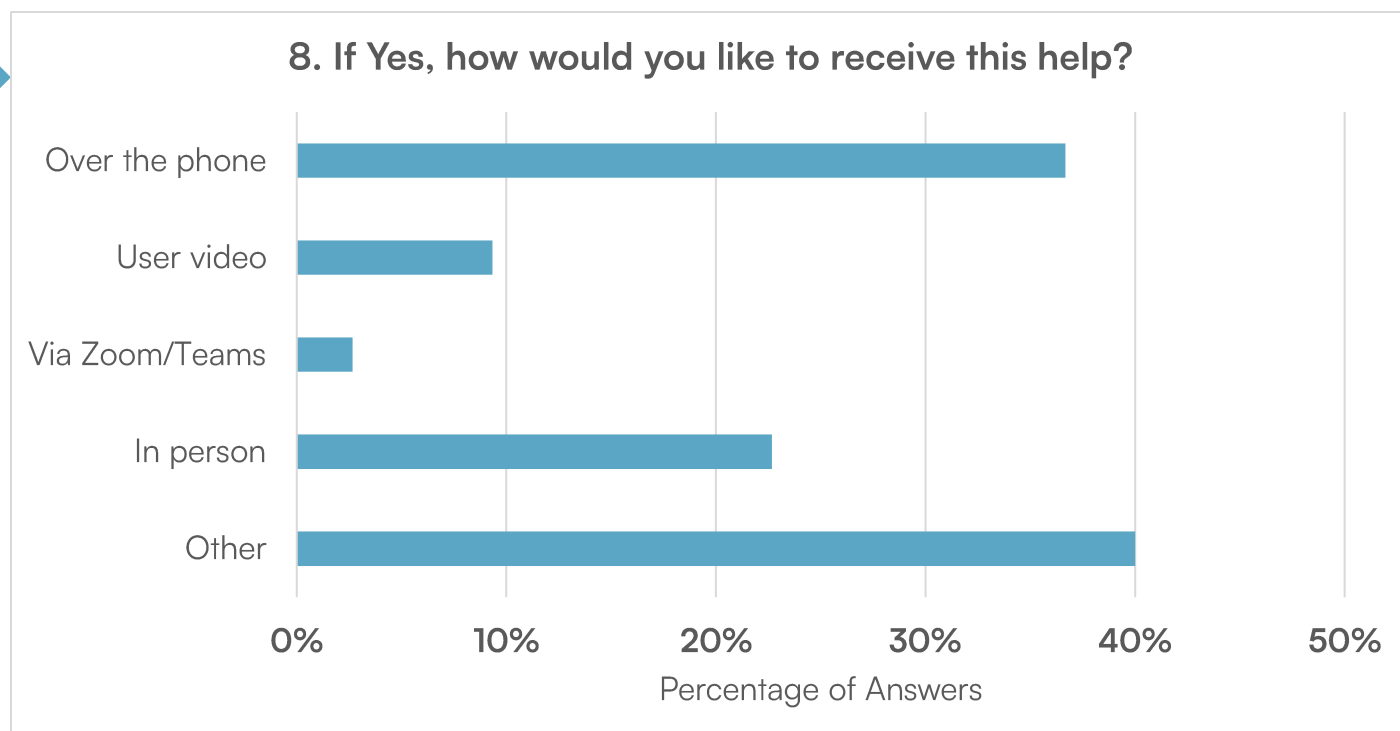
"Rent balance shown in a confusing way."

"The options are too close together to choose, sometimes, when using phone browser."

Answered **263** Skipped **16**



Answered **150** Skipped **129**



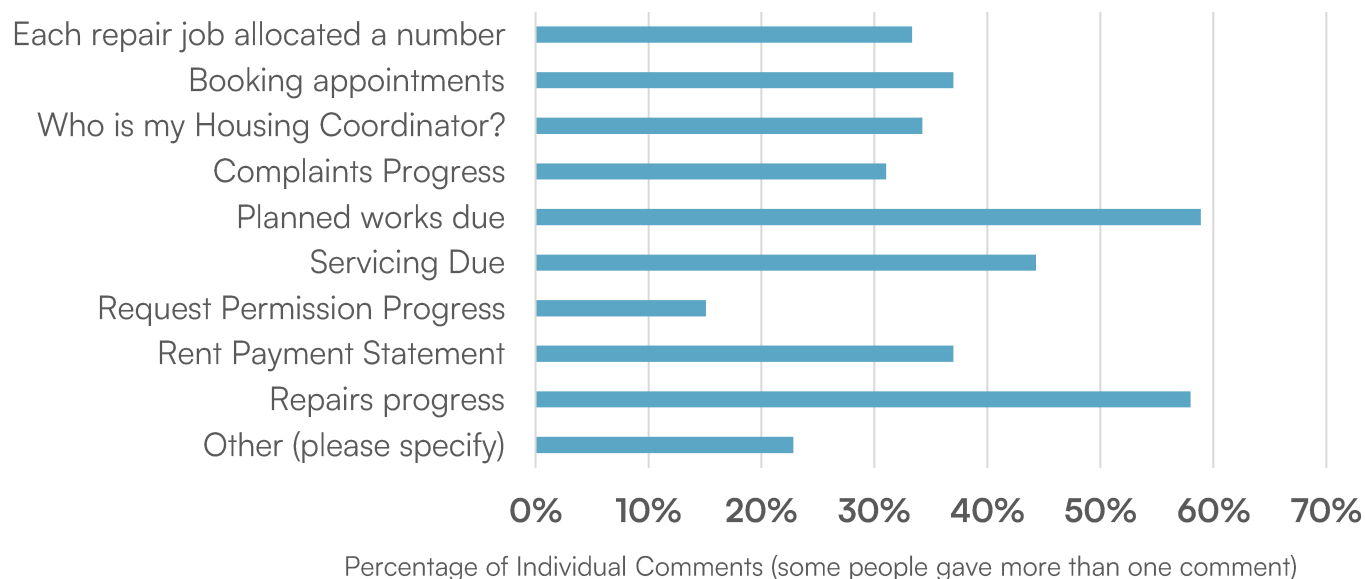


9. If you'd like us to contact you to provide this help, please provide your contact details here:

Answered **108** Skipped **171**

Answered **219** Skipped **60**

### 10. What can be added to make My ateb Account more useful?



### 10. These are some of the comments we received

"Possible to have remote video for deaf and hard of hearing."

"Whatever we do, please make it simple and not long winded."

"Current developments."

"Make it easier to use."

"Events, updates to properties."

"More user friendly"

"More information on how to use it and what is available."

"Track my repairs progress."

"Add the date of when engineers or repairs are due."

"Booking appointment section."

"Video instructions."

"Step by step instructions."

"Reminder of how to log on."

"Reminder of how to log on."



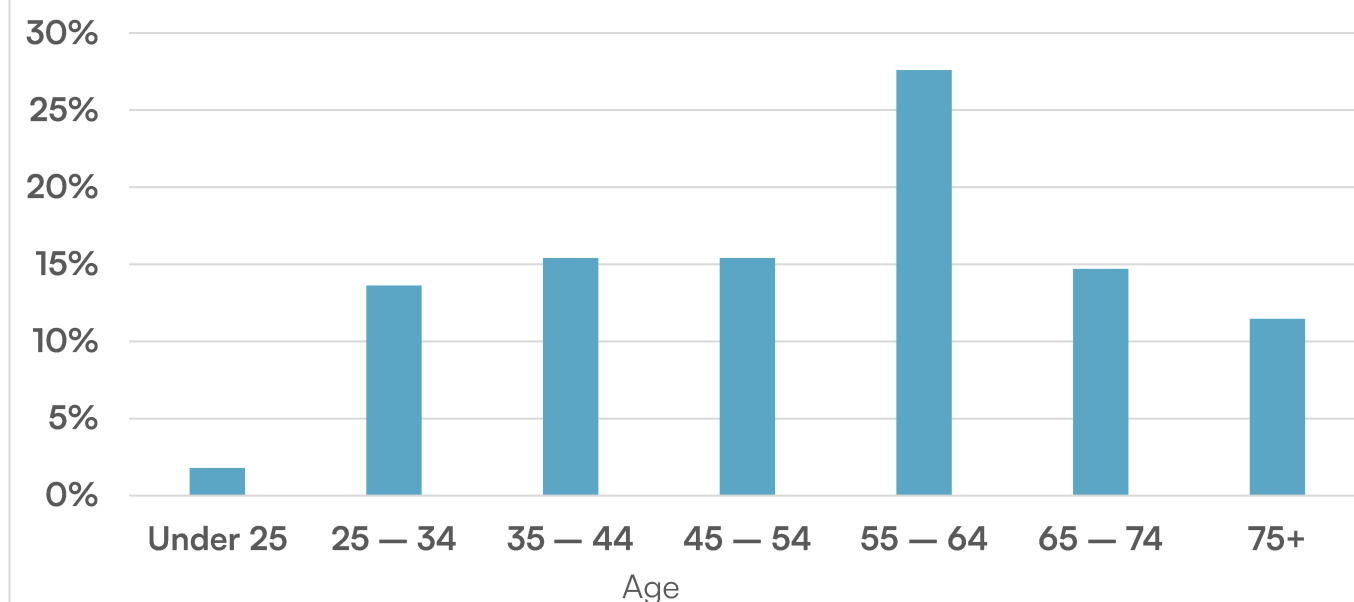
“help information.”

“Explain how to use it.”

“Spend some money and develop it properly, make people accountable for touching it on your end.”

Answered 279 Skipped 0

11. To make sure we are hearing from a wide range of our customers, please tell us what age category you fit into:



## We did...

Based on these survey results, we intend to undertake the following 8 improvement actions:

1. Review and research other housing associations & other organisations' similar facilities

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2. Explore options to make the national insurance number field on the log-in page easier to use..
  3. Work with the Repairs Team to find out what additional information can be displayed for customers.
  4. Explore options for customer service charges breakdown to be made visible.
  5. Promote **my ateb account** internally & externally.
  6. Promote self-help material internally & externally.
  7. Review & enhance how to register for my ateb account
  8. Review & enhance self-help material.
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To discuss with staff & other ateb customers the progress made with these actions, please come to this survey's **Six-month Review**, in our **Survey Planning Group** which is currently scheduled for 10/12/24 @ 10:00, but please keep an eye on our website & socials for updates.

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**We really appreciate all those involved in this review**

Need to know more or raise an issue?

**Drop us an email:** [engage@atebgroup.co.uk](mailto:engage@atebgroup.co.uk)

**Visit our website:** [www.atebgroup.co.uk](http://www.atebgroup.co.uk)

**Phone/text/WhatsApp:** 07500 446611 / 01437 774766

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