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ateb

# ateb Stories

Your update on ateb performance

Quarter 4 | January, February & March 2025

Creating  
better  
**Living Solutions**

Edition 5



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

It would be great to hear what you think so we have a dedicated email address [atebstories@atebgroup.co.uk](mailto:atebstories@atebgroup.co.uk) where we would welcome all feedback on our performance and your stories about what ateb means to you.

**If it matters to you  
It matters to us**



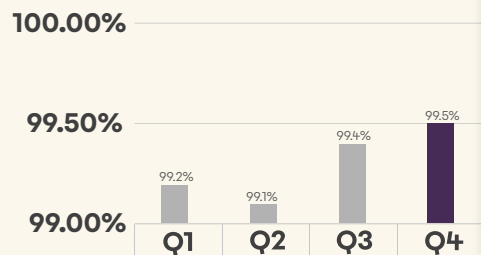
# Safety in Homes

ateb must make sure homes are always safe and compliant.



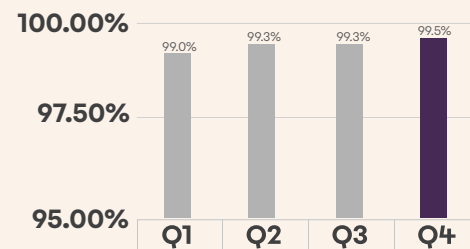
**Progress** “...is good, but we do really need the help of customers to allow access to their homes”.

## Gas Safety



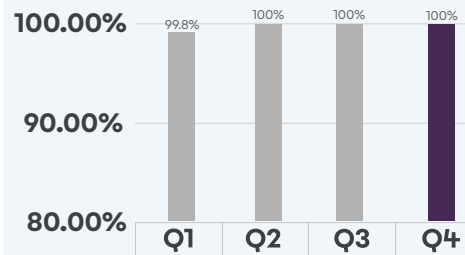
- We reported 0.5% of homes as not having a compliant gas safety certificate at the end of Quarter 4 (Q4).
- This represents 14 homes out of 2,636 with gas, and is an improvement on the previous three quarters.

## Electric Safety



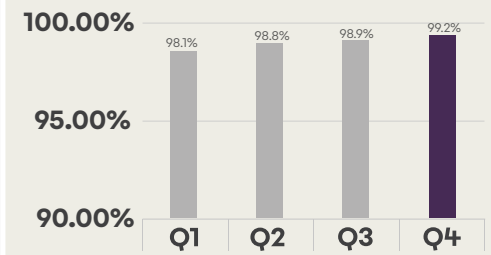
- We reported 0.5% of homes as not having an in date EICR (Electrical Installation Condition Report) at the end of Q4.
- This represents 15 homes out of 3,266 and is an improvement on the previous three quarters.

## Fire Risk Assessments



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

## Asbestos Safety



- We reported 0.8% homes as not having an Asbestos survey at the end of Q4.
- This represents 13 properties out of 1669 and concludes a year of continuous improvement.
- This is a reminder why it is important to let us into your home to carry out our safety checks.



# The Couple Who Call ateb Home

At ateb, we believe that better living starts with a place to call home, and for one remarkable couple, home has been at the heart of their incredible journey together.

Last quarter, we were thrilled to celebrate the 70th wedding anniversary of two of our customers, a couple whose love story began in the most unexpected of places – opposite air raid shelters in Bristol during the Blitz. From that first meeting over 70 years ago, they built a lifetime of memories, always focusing on the happy times.

Reflecting on their milestone anniversary, they shared:

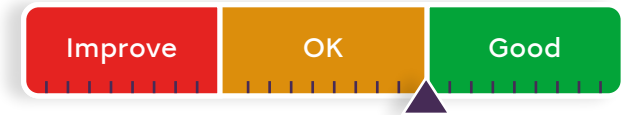
“We’ve been looking back on our life together and feel so grateful to ateb for helping us stay together through their independent living schemes. We have lived in two of ateb’s independent living complexes and they have given us the support we need to live independently with help from our amazing private carers. We’ve been happy ateb customers for over 18 years, and we always say – if you want to live another 20 years, go to ateb!”

To this inspiring couple, we say congratulations on 70 years of love and togetherness! Here’s to many more happy years ahead.



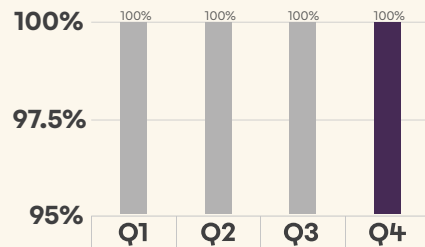
# Repairing Homes

ateb must make sure its homes are repaired and maintained.



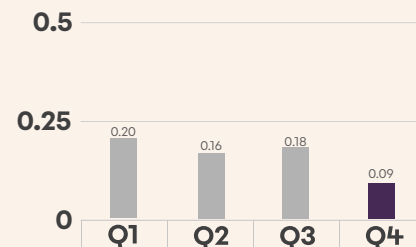
**Progress** “...we have seen significant improvement in the number of repairs overdue.”

## Emergency Repairs



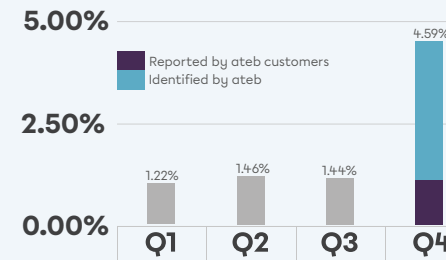
- We had 175 emergency repairs during the last quarter, and reported 100% of these emergencies being completed on time.
- We aim to attend emergencies within 24 hours. For critical emergencies we will always try to attend within 4 hours.

## Repairs Overdue



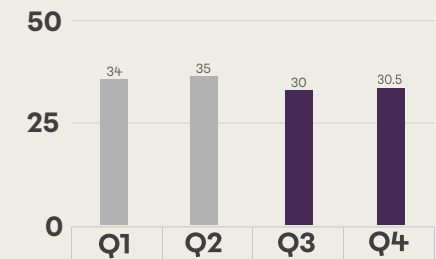
- We reported a significant improvement of 0.09 repairs overdue per property at the end of Q4.
- This represents a total of 308 routine repairs overdue.
- We record every job individually and some properties will have more than 1 job requested.

## Damp and Mould



- 4.59% of ateb homes are logged with us as having issues with damp and mould. This represents 150 homes.
- Of these, 104 were identified as part of a stock condition survey (blue) we proactively carried out, and 46 (purple) were reported by the customers themselves.

## Average Days To Complete A Repair



- On average ateb took 30.5 days to complete a repair at the end of Q4, and our teams are working hard to reduce this further.
- We try to complete routine repairs within 28 days.

# Spotlight on: Damp and Mould

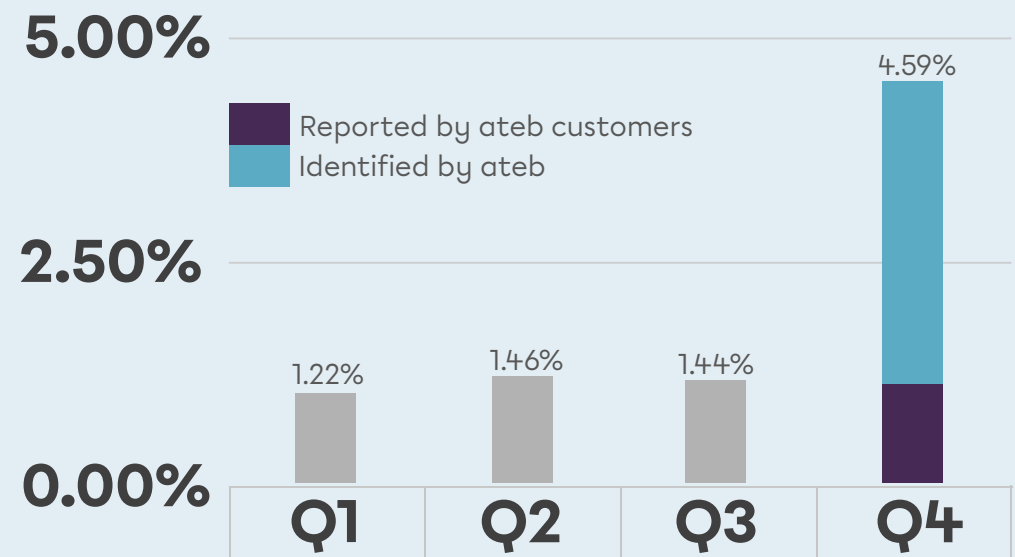
Why our reported figures have risen – and why that’s a positive step forward.

In this edition of ateb stories, we’re putting the spotlight on damp and mould – and explaining why you might have noticed a significant rise in the number of reported cases in our latest figures.

While an increase might sound worrying, we actually see it as a positive sign. Why? Because it means we’re identifying potential environmental health hazards and property defects – and putting plans in place to fix them.

Over recent months, we’ve been busy carrying out in-depth stock condition surveys across hundreds of homes. These inspections have helped us spot problems that may have gone unnoticed or unreported, particularly where signs of damp or mould weren’t visible or known to the customer.

Through this proactive work, we identified 104 new homes with varying levels of damp or mould, none of which had been previously reported by the customer. All of these cases have now been added to our programme of repairs and improvements.







## Spotlight on Damp and Mould continued...

Paul Edwards, our Maintenance and Voids Manager, said:

“We don’t see the increase in numbers as a problem – quite the opposite. It shows our proactive approach is working. We’re identifying hidden issues before they become bigger problems, and that means we can act faster to put things right.”

Each case is risk-rated and prioritised, with urgent work already underway. Lower-risk cases are scheduled for completion over the coming months as part of the normal responsive repairs process.

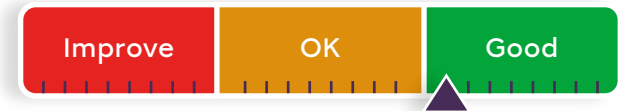
This approach also helps us connect with customers who may not have known there was a problem, or who didn’t feel confident reporting it. As Paul added:

“By going out and actively checking our homes, we’re making sure no one is left behind or put at any unnecessary risk”

If you’d like to learn more about spotting and preventing damp, mould and condensation, visit our website for tips, advice and guidance. And remember – if you see something in your home, let us know. We’re always here to help.

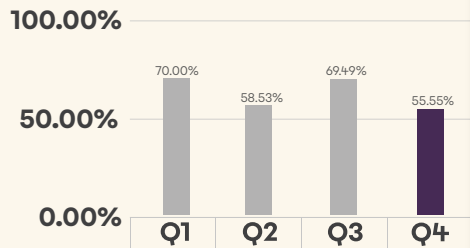
# Letting Homes

ateb needs to make sure its homes are all occupied.



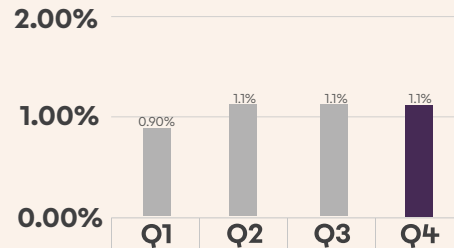
**Progress** "...is going well and we often receive positive feedback from our new customers."

## Alleviate Homelessness



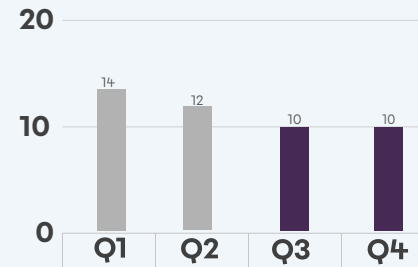
- We reported that of all 54 lets in Q4, 56% alleviated homelessness. That represents 30 homes.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

## Void Homes



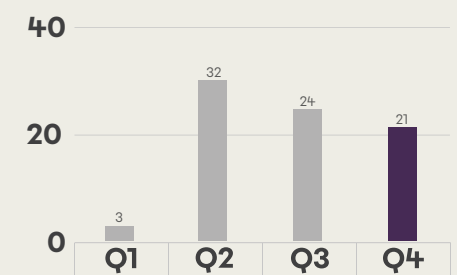
- We reported 1.1% of our homes as being void at the end of Q4, that's 35 homes.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

## Long Term Void Homes



- At the end of Q4 we had 10 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.
- This is the joint lowest number of long term voids over the past 12 months for the second quarter in a row.

## New Homes



- In Q4 we added 21 much needed social rented new homes to ateb's housing stock. This brings our 24/25 overall number of new homes to 80.



# Spotlight on Voids

For many people, the word “void” simply means empty. But in housing, it means much more. A void is a property that’s currently unoccupied and not generating rent -but getting it ready for a new customer is far from straightforward.

To explain what’s involved, we spoke to Paul Edwards, Maintenance and Voids Manager at ateb, who recently answered questions raised by ateb’s Customer Forum.

## Why do voids happen?

“A void is simply a property that’s not currently tenanted,” says Paul. “That might be because someone has moved out, transferred to another property, or sadly passed away.” But getting a void home ready to re-let isn’t as easy as giving it a quick tidy and handing over the keys.

## What happens next?

Once a property becomes void, a full inspection is carried out. “We check its condition and plan any repairs,” Paul explains. “We need to meet Welsh Housing Quality Standards (WHQS), carry out safety checks, and make sure the home is ready and safe to move into.”

On average, it takes around 63 days from the point we receive the keys to when a home is re-let. That includes not only repairs and safety checks but also advertising through Choice Based Lettings, processing applications, and confirming Occupational Contracts. “We do everything from electrical and gas safety checks and Energy Performance Certificates, to full stock condition surveys,” Paul says. “It’s a detailed process.”



## Spotlight on Voids continued...

### Different types of voids

Not all voids are the same. ateb categorises them based on the work required:

- **Category 1:** Simple, quick-turnaround (aimed at 14 calendar days)
- **Category 2:** Moderate works (28 calendar days)
- **Category 3:** Major works (up to 120 calendar days)
- **Strategic voids:** Properties taken out of use temporarily for long-term planning, such as redevelopment, grant funded works or major repairs.

One example Paul shares involved a fire-damaged home where a customer was moved into a vacant property while repairs were carried out - making the second property a strategic void - even though they were living in the property.

### What slows the process down?

One major challenge is the condition in which some homes are left. “We sometimes have to remove unsafe DIY work or garden structures like sheds or patios,” says Paul. “These can take time and money to put right.”

Older properties and those with listed status or in conservation areas can also take longer to bring up to standard.

Another challenge is when prospective new customers pull out last-minute. “That means we have to re-advertise and start the process again,” Paul adds.





## Spotlight on Voids continued...

### How can customers help?

Paul encourages customers who are moving out to:

- Remove all personal belongings (don't forget the loft!)
- Clean and tidy the property
- Revert any unauthorised changes

“The cleaner and better maintained the home is when it's returned to us, the quicker we can get it ready for someone else,” Paul says. Since last year, ateb has also introduced full inventories and photo records for all properties, ensuring transparency and accountability for both ateb and its customers.

### Improving the process

ateb is actively exploring ways to speed up turnaround times and improve the customer experience. Paul is working to strengthen the internal voids team to reduce reliance on external contractors and introduce more flexible options, like customer vouchers to help them with the cost of purchasing decoration materials to paint their home in the colours they would like.

“We're trying to give people more choice while keeping costs down and reducing how long homes stay empty,” Paul says. “Ultimately, it's about making sure people have a home they're happy to move into.”

### Need more info about voids?

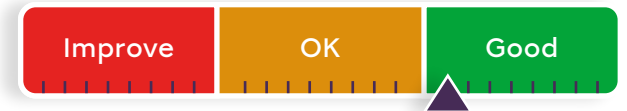
Contact the ateb customer services team or visit [atebgroup.co.uk](https://atebgroup.co.uk) for advice and support.





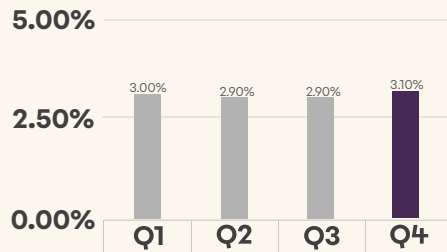
# Managing Homes

ateb supports its customers to maintain their tenancies.



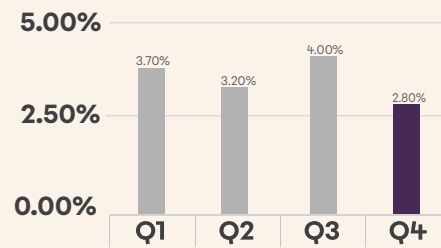
**Progress** “...is good but it’s really important that customers engage with us when they are struggling to pay their rent”.

## Rent Arrears



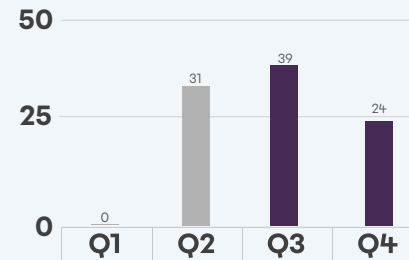
- We report arrears as a percentage of rental income, and in Q4 this was 3.1%.
- Over the last 12 months the total amount of rent arrears has stayed at a steady level as our Housing Solutions Team work hard to support customers.

## Arrears 8-12 Weeks



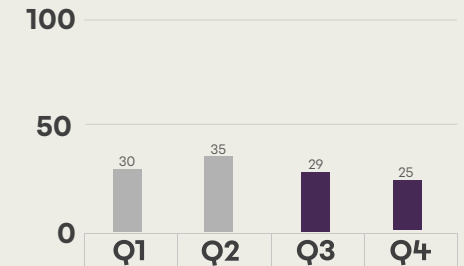
- 91 ateb customers (2.8%) had arrears of between 8 and 12 weeks rent at the end of Q4.
- It’s really important our customers pay their rent and we are doing all we can to support those who are struggling.

## NOSP Issued



- We have taken formal action in the form of issuing a Notice of Seeking Possession (NOSP) against 24 customers Q4.
- It’s really important customers engage with us to avoid formal action.

## New ASB cases



- We have had 25 reports of Anti-Social Behaviour (ASB) in Q4, the lowest number for the past 12 months.
- When ASB is reported we aim to support all parties involved.

# Listening Local: Danny's Vision for a Stronger Community

We were back out in the community recently for an ateb walkabout in Penfro Place, Pembroke Dock - one of a series of visits aimed at listening to customers and improving community connections.

While chatting with residents, we met Danny – a familiar face in the area who volunteers teaching martial arts at Tenby Leisure Centre. For him, days like this are about more than just tidying up.

“Everyone tends to keep to themselves,” said Danny. “By doing this today, we might encourage others to get involved and meet new people. I’d love to see more community spirit here.”

Danny also shared a simple idea that could go a long way: regular, informal check-ins from Housing Coordinators.

“It would be great to see someone from ateb knocking on doors once or twice a year—just to say hello. It would really help us feel more connected.”

These walkabouts are all about building relationships, offering support, and giving customers like Danny the chance to share what matters most. With more events planned across all our patches, we’re committed to strengthening ties and shaping communities, together.



# Customer Forum Feedback

At our latest forum, we discussed ateb's latest performance stats and shared ideas on what's working and what could be better.

## Letting Homes

We're pleased to see 80 new homes added – but we'd like to see even more in future. It's great that long-term voids are reducing and that there's now a real focus on turning these homes around.

## Keeping Homes Safe

We're delighted with ateb's gas safety performance. It's frustrating that some people won't let you in for these checks – they're there to keep us safe, and not having them done could affect your home insurance.

We're also really happy with the fire risk assessment results. It's useful to know these cover communal areas, not individual homes.

## Rent and Arrears

We're not surprised rent arrears are increasing – people are struggling, and costs are rising. But it's great that long-term arrears are coming down.

Our advice – if you're in trouble, don't panic. Get in touch with ateb early – the sooner, the better.

## Repairs That Work for Everyone

We're not surprised there are some damp and mould issues – it happens, especially with over 3,000 homes. We think it's great that ateb has done a stock condition review and picked up more homes needing repairs.

It's good to see overdue repairs going down – well done to the teams for their hard work!

Want to have your say? Join our Customer Forum! We meet monthly and everyone's welcome. Get in touch with Ali Evans, our Engage Coordinator, to get involved.

 [ailinor.evans@atebgroup.co.uk](mailto:ailinor.evans@atebgroup.co.uk)

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Quarter 4 - 2024/25



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