

Theme Report

Customer Engagement Review 2025 - Is it working for you?

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:

To look at how we can continue to expand & improve our **Engage** offer; to check how well **Engage** is working; to find out what you, our customers, want to see us improving in 2025 & beyond.

By completing that survey, you helped us to see if we are meeting your needs. Where the survey shows that we are not, our aim is to change our ways to give you a better experience.

When did we undertake the survey?

January and February 2025

Thank you for your support 🙌

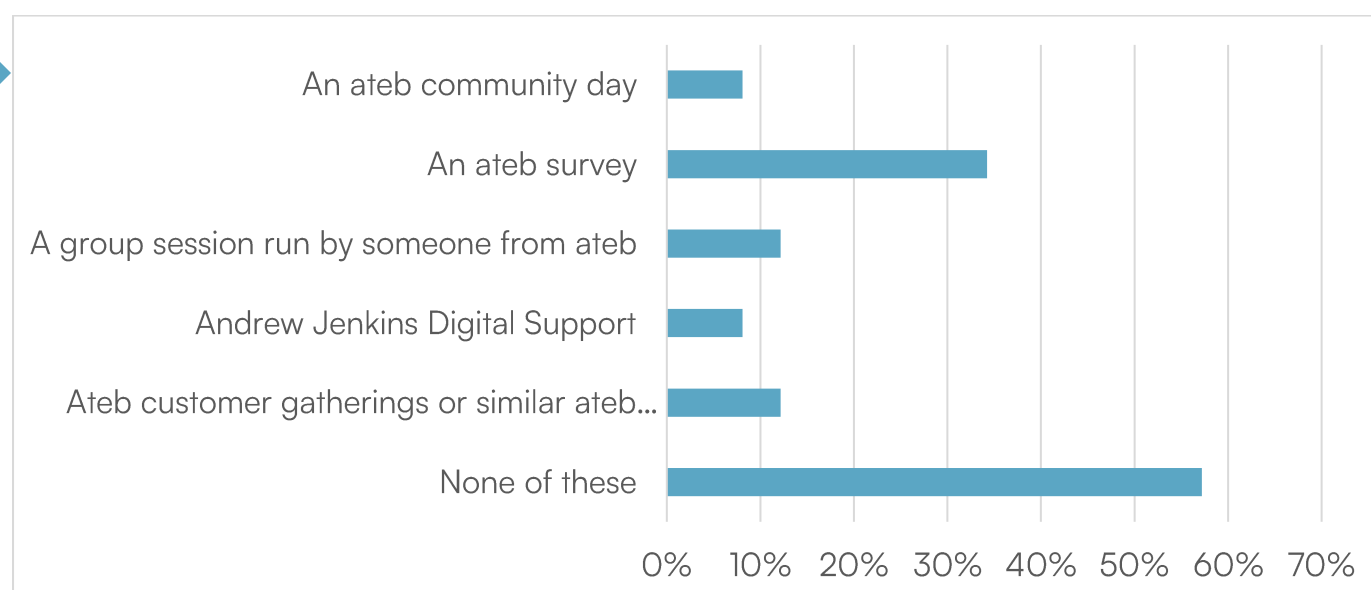
We received information from **222** of our customers.

You said...

These were the responses we received:

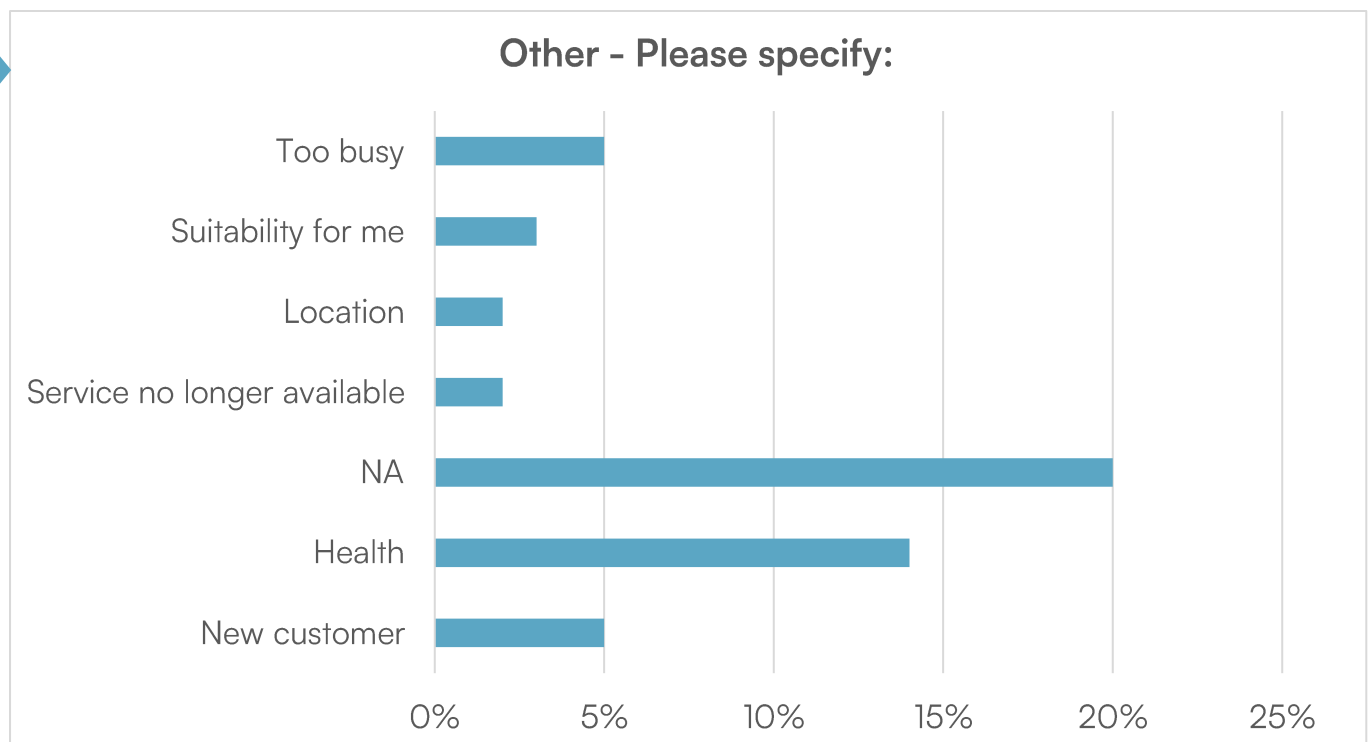
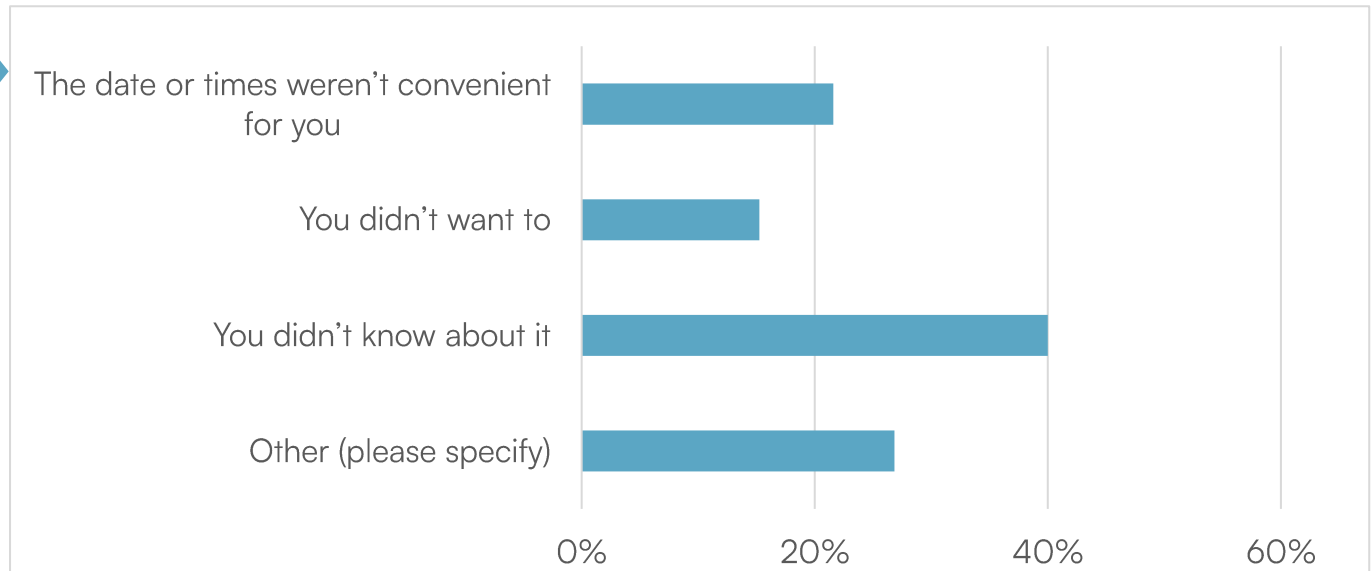
1. Over the past 12 months, have you taken part in:

Answered: 222 Skipped: 0



2. If not, was this because:

Answered: 190 Skipped: 32

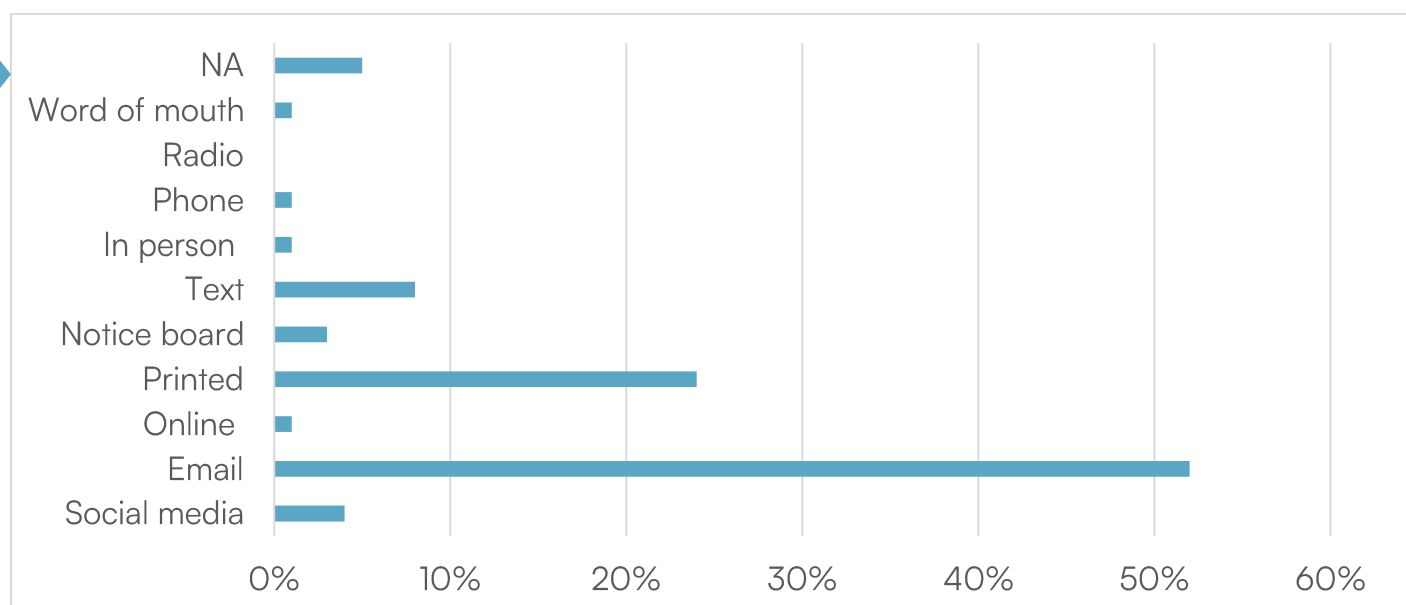


These are some of the things customers said:

- “Customer has arthritis and is not able to get out and about.”
- “Disability medication, prevents me from socializing, with people, in enclosed spaces. (Highly immuno compromised).”
- “I can't get out to places on my own and get anxious meeting new people.”
- “Sometimes convenient sometimes not... no fault of ateb.”
- “At 79 years young, registered blind and deaf, I find gatherings of more than two people very difficult. Though I think your concern for the well-being of the tenants is commendable.”

3. What would be a good way to let you know about our engagement events?

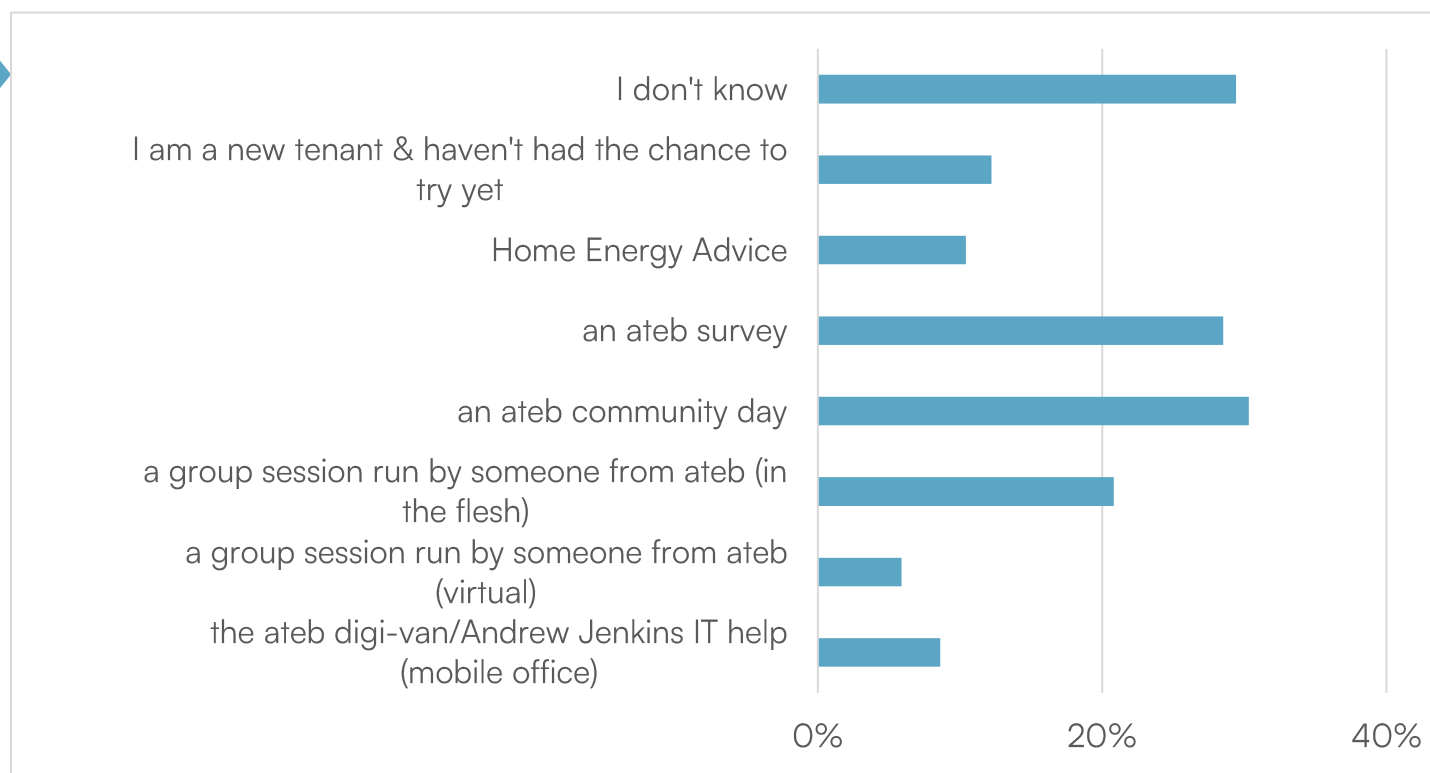
Answered: 209 Skipped: 13



Customers quoted: letter, newsletter, poster & pamphlet as forms of printed material.

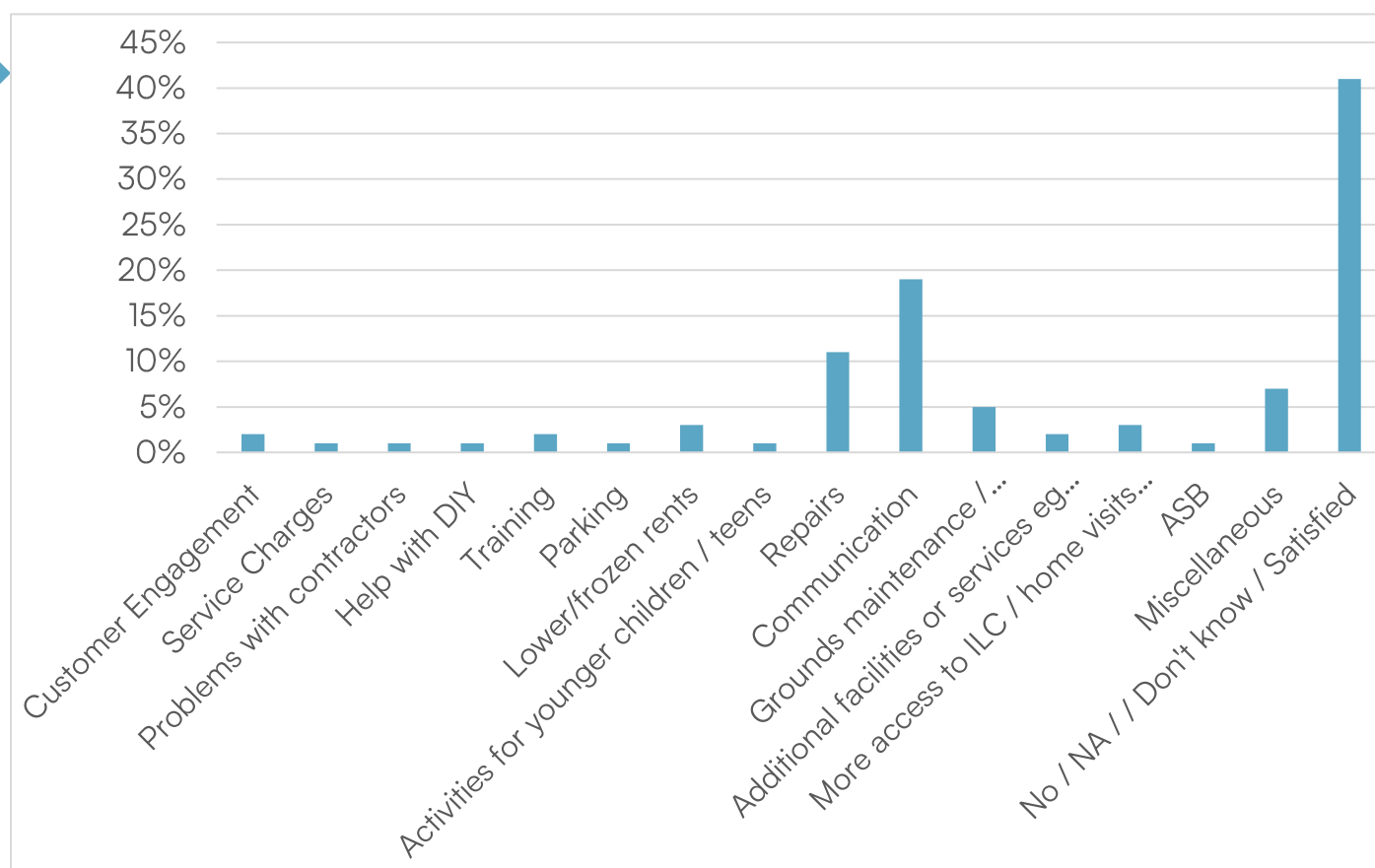
4. Please say which of these is your favourite type of ateb event:

Answered: 221 Skipped: 1



5. ateb tries to do its best for you, but is there anything you'd like us to work on so that we can improve even more?

Answered: 194 Skipped: 28



These are some of the things customers said:

"Some repairs seem to be misclassified. Issues that tenants consider urgent are often not treated as such by ateb."

"Better contractors handling repairs and maintenance."

"The house swap form is only available online as a PDF, which cannot be filled in

electronically. You can't get a paper copy from the office, meaning tenants have to pay to print it themselves. The system is not very accessible for exactly the type of customers many of us are: those on low income, unlikely to have computers and printers in the house."

"The new ASHP (Air Source Heat Pump) water and heating system needs to be explained to tenants when they move in. I'm having trouble heating water for a shower or bath that lasts longer than five minutes."

"My heating system, which uses solar panels and electric storage heaters is not affordable for tenants living in ateb properties."

"Tenants should be informed in advance when Ateb staff are visiting their homes."

"It would be useful to have access to a handyman/woman service that tenants can pay for small tasks they are unable to do themselves."

"Appointments and safety checks should be available at more convenient times for working tenants, such as after 5 PM or on Saturday mornings."

"Promote participation in tenant groups or contract holder forums."

"I'm always very impressed by the efforts of all ateb staff members."

"Communication should be improved—letters often arrive late and are difficult to understand."

"A local office where tenants can speak to someone face-to-face would be very helpful."

"I currently have several changes being made to my home and have to repeatedly adjust my work-from-home schedule. Better coordination would help minimize disruption to my work."

"More gardening assistance should be available for pensioners and people with disabilities."

"Delegation of responsibilities is needed so that issues aren't left unresolved when a specific staff member is unavailable."

"Provide guidance for new tenants who are living on their own for the first time—such as setting up utility bills, who to contact for late payments, and who to reach out to with property-related issues."

"Parking complaint letters continue to be sent out without any follow-up action. For example, a proposed solution could be creating dedicated residential parking at the rear of the site, replacing unused lawn space."

"Clarify which parts of the property frontage belong to each tenant to prevent neighbours from encroaching on areas that aren't theirs."

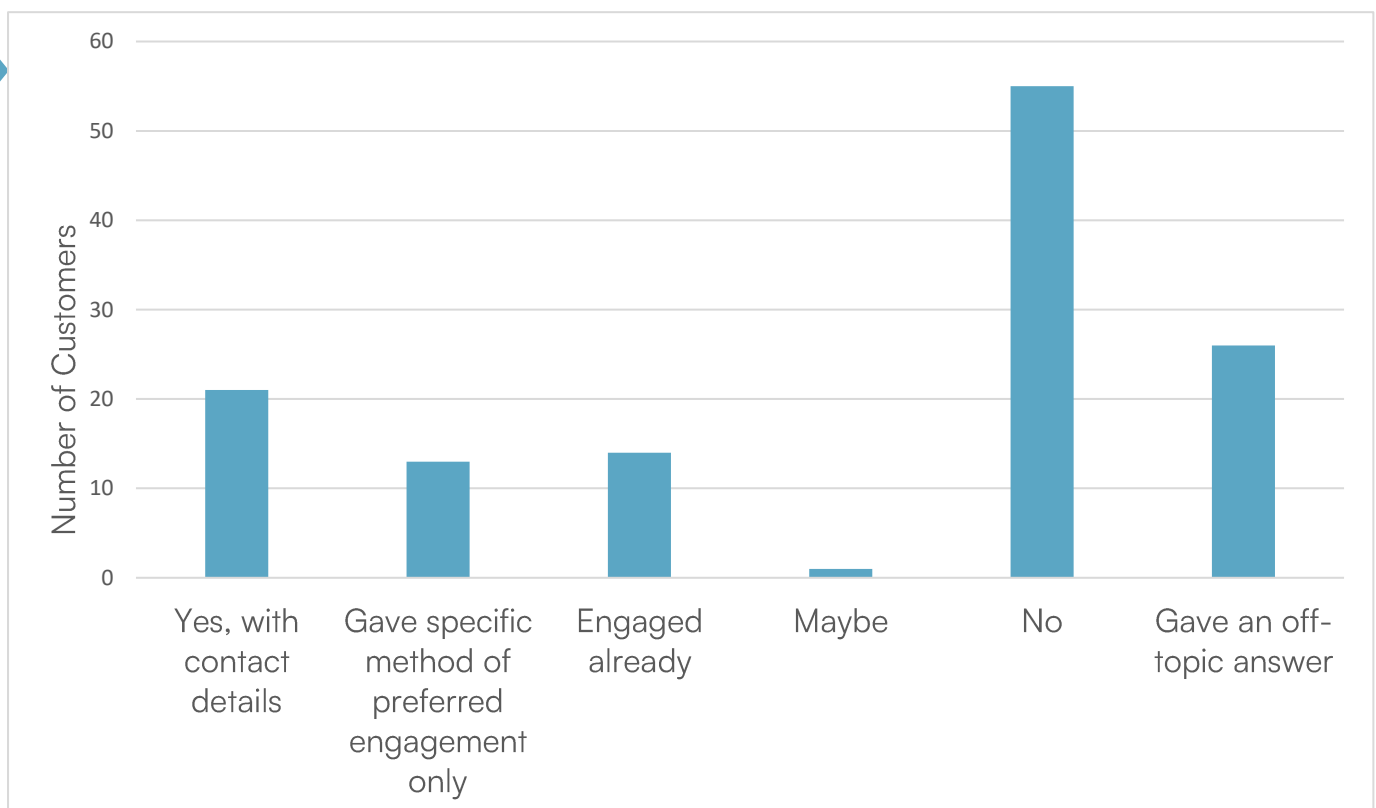
"Consider offering basic training sessions for tenants on how to carry out simple household tasks, like changing a door handle."

"Provide more activities for teenagers."

"A shared laundry facility would be helpful."

6. Would you like to have your say more often (digitally or face-to-face)? You could make a difference. If you would like to chat with staff about opportunities, please write your name & contact details here:

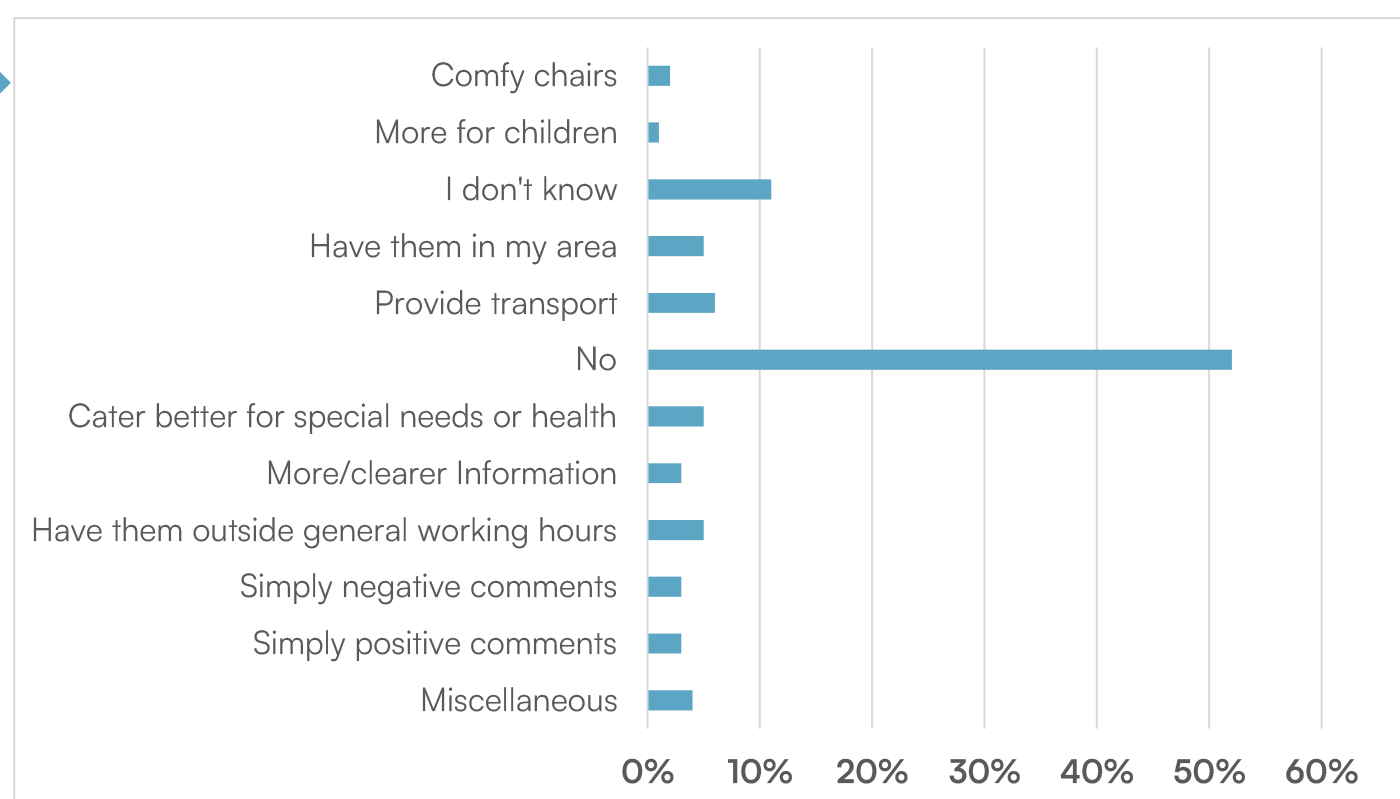
Answered: 130 Skipped: 92



34 customers said that they'd consider getting more involved with ateb, to help let ateb know what it's like living in an ateb home. These 34 customers are being contacted and are being invited to events & sessions to try out Engage opportunities. *Why not give it a go too?*

7. Is there anything we can do to make our events more comfortable for you to attend?

Answered: 164 Skipped: 58



These are some of the things customers said:

"Knowing if its wheelchair friendly."

"I suffer with anxiety, depression and PTSD, so someone that understands these issues to go to events with would be nice."

"Support for children with additional learning needs."

“No - they are well organised, open and friendly.”

“No, the staff a great thank you. They always listen and get back to you if they don’t know the answer to the question.”

“No - I think ateb go above and beyond.”

“Do some in Tenby/Saundersfoot area - not just Milford and beyond.”

“Hold out of work hours.”

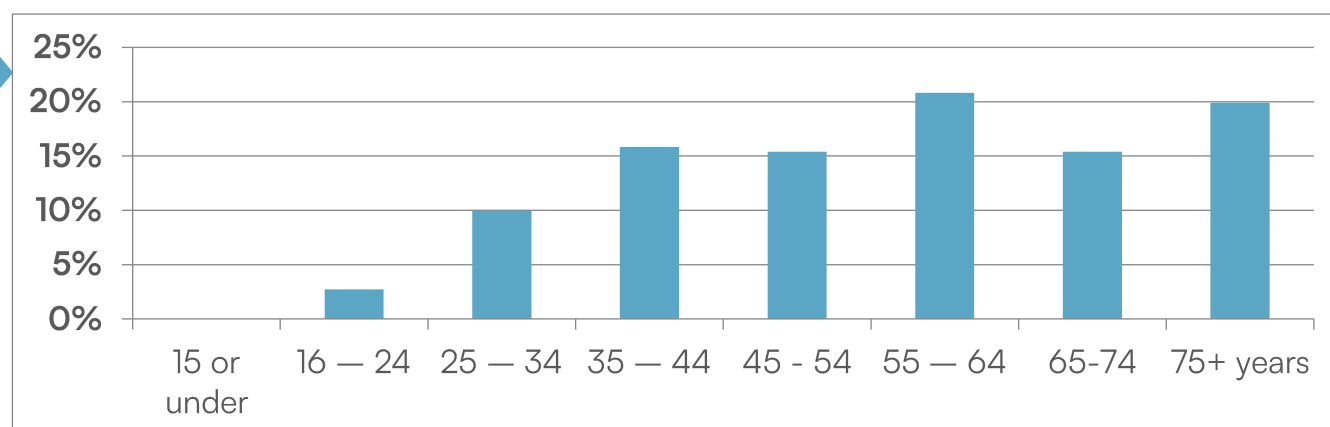
“Personally I'm not good in crowd events so surveys like this are fine.”

“Small events with fewer numbers of people.”

“Family friendly events.”

8. To make sure we are hearing from a wide range of our customers, please can you confirm what age group you fit into: (ateb may be required to share this anonymous data with Welsh Government as part of their equality, diversity and inclusion standards. By entering information here, you are agreeing to allow ateb to share this data with Welsh Government.)

Answered: 221 Skipped: 1



We did...

So what do we do with your survey answers?

The Survey Planning Group (made up of customers & staff & currently open to all ateb customers) analysed the results from this Engage survey, comparing them to the 2023 results. It was noted that the positive trends showed a slight increase in engagement. Some participants felt the percentage-based insights were misleading due to the relatively small sample size, while others saw the increase in activity as a step forward.

The conversation shifted to discussing ways to increase participation and awareness of engagement opportunities. Some people noted that many customers seemed unaware of these opportunities, and it was suggested that direct interactions, such as face-to-face meetings and estate walkabouts, could be effective. There was also debate about the best communication methods, with suggestions including increased Facebook promotion, more direct invitations and potentially using printed materials like postcards. However, concerns were then raised about cost and the effectiveness of printed communications in an increasingly digital world.

No specific actions were identified, except for the ongoing need to engage more people.

To discuss with staff & other ateb customers the progress made with these actions, please come to this survey's **6-month Review**, in our **Survey Planning Group** which is currently scheduled for **09/09/25 @ 10:00**, but please keep an eye on our website & socials for updates. Please contact engage@atebgroup.co.uk for a link to this on-line event in September.

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

Visit our website: www.atebgroup.co.uk

Phone/text/WhatsApp: 07500 446611 / 01437 774766

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