



Customer Forum

NOTES

31/07/25

10:00 – 12:00 (coffee break at 11:00)

Ask to record the meeting

Customers: TU, BJ, PD, HW, AB, PU; SF, VW; AM, DJ (10)

Staff: Katie Double, Mark Lewis, David Tovey, Sue Mackie, Ali Evans, Rhys Jenkins, Joanne George, Allyn Pritchard

10:00 Introductions & welcomes - Ali Evans (Engage Coordinator)

10:05 Organisational Updates including Customer Forum & Committee - Points to discuss – Mark Lewis (Executive Director – Customer)

Mark congratulated customers on their success at the recent TPAS Awards. Mark emphasised the value of recent customer input towards Board recruitment. Mark reassured that the new Customer Committee (CC) would be replacing part of the work that Board do, rather than what Customer Forum (CF) do and that Board will delegate work to CC – a committee made up of people who may be better informed about certain topics.

Mark explained that there needs to be a formal, direct link to Board – which is the purpose of CC - and that we all need to realise our levels of resources & not repeat the same role in CF.

The change to Windows 11 & any potential effects on compliance - Rhys Jenkins (Head of Digital Systems)

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Rhys reassured that the change to Windows 11 would not affect compliance at ateb. An open discussion followed about various topics such as customer equipment & access to up-to-date software.

Landlord Health & Safety - Joanne George (Asset Compliance - Team Lead)

Offered to make all data available but focussed on the main 2 areas for compliance which are:

- 🔧 Heating Servicing – there are only 7 non-compliance issues at present.
- 🔌 Electrical – there are only 6 non-compliance issues at present.

About issues around no access – Compliance are working with the Customer Team to improve upon this eg incentivising / providing education / reviewing letters including with customer feedback /

Joanne let us know that there will be a new Compliance manager starting in September.

Coffee Break - everyone

Solar panels, regulation & battery storage - What ateb is currently doing & what ateb plan to do; Sensors in homes - Allyn Pritchard (Senior Property Investment Manager)

Allyn reported on work completed to install solar PV and battery systems in housing, highlighting regulatory and planning challenges. Each property follows a Targeted Energy Pathway (TEP) to meet the Welsh Housing Quality Standard's required energy rating. Retrofit programmes will expand, with installations tailored to each property's needs while maximising energy generation within legal limits. Discussion followed.

Introducing new staff - Katie Double (Housing Solutions Manager)

Katie introduced herself, describing her past career and how she will now lead the customer services team, housing coordinators and team leaders. The responsibilities cover tenancy management, antisocial behaviour, rent and arrears, as well as lettings and allocations.

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Customer Code of Conduct – Sue Mackie (Community Development Team Leader)

Sue described how the aim was to make the formal code of conduct more accessible and user-friendly; that the goal is to ensure everyone feels safe and respected at events, without facing intimidation or discrimination. Sue said that she is open to suggestions on how to present the document in a more engaging way.

Action: The draft Code Report will be sent to TPAS for their comments so that we have their view as well.

Equality, Diversity & Inclusion data - Customer Feedback Report - David Tovey (Head of Customer) **The Report will be sent to customers who will be invited to send in comments & questions.**

Rent Arrears - David Tovey

Customer had queried why a letter seemed to say that they were £500 in debt, when it was out of their hands to pay rent in any other way, since they were paying through the benefits system. Response: We need to get customer feedback on nature of letter & ateb will then address that.

- **Any other Business / Invitation for agenda items – (everyone)**
- Questions about the cleaning of solar panels – Dave said he'd follow this up with Property
- Questions about ateb's new office & when would the move be – Dave explained that that was due for the end of August.

Diary Dates:

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- **Housing Solutions/Engage Event:** 04/08/25; Stover Avenue; 16:00-19:00
- **Housing Solutions/Engage Event:** 05/08/25; Kensington Court; 14:30-16:30
- ~~**Housing Solutions/Engage Event:** 07/08/25; Grove Street/Castle Street, Pennar; 16:30-18:30~~
- ~~**Housing Solutions/Engage Event:** 14/08/25; Vetch Close; 13:00-16:00~~
- **Customer Forum:** 25/09/25; 10:00-12:00; on-line
- **Survey Planning Group:** 9th Sept; 10:00-11:00 Reviewing the Rent & Service Charges survey; 6-month review of Engage survey; Setting up Star Survey
- **Equality, Diversity & Inclusion Action Group** – Venues to be confirmed; 14:00-16:00; 01/10/25 & 25/03/26.

Help with transport & transport costs, care & food preferences provided at all ateb Engage events

CONTACT US:

Ali Evans (Engage Coordinator)

01437 774766 / 07500 446611 ailinor.evans@atebgroup.co.uk

Sue Mackie (Community Development Team Leader)

01437 763688 susan.mackie@atebgroup.co.uk

Anne Kerr-Hughes (REACH Engagement Officer)

Tel 07832 245962 / anne.kerr-hughes@atebgroup.co.uk

Andrew Jenkins (Community Welfare Advisor)

andrew.jenkins@atebgroup.co.uk

01437 774770 / 07508 498855

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