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ateb

ateb Stories

Your update on ateb performance

Quarter 1 | April, May & June 2025

Creating
better
Living Solutions

Edition 6

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.

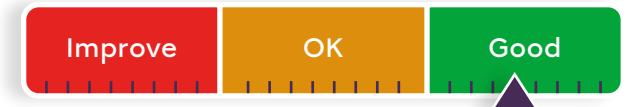
It would be great to hear what you think so we have a dedicated email address atebstories@atebgroup.co.uk where we would welcome all feedback on our performance and your stories about what ateb means to you.

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



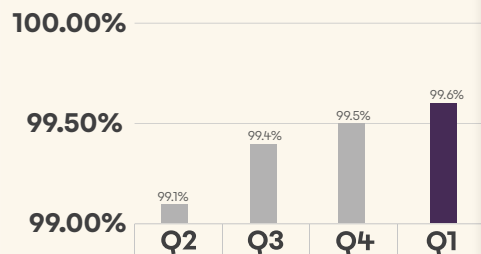
Safety in Homes

ateb must make sure homes are always safe and compliant.



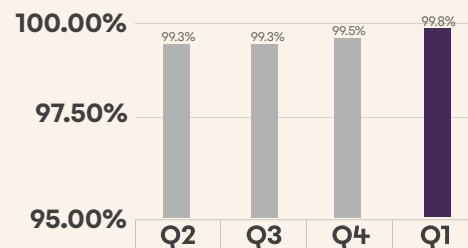
Progress “...is good, but we do really need the help of customers to allow access to their homes”.

Gas Safety



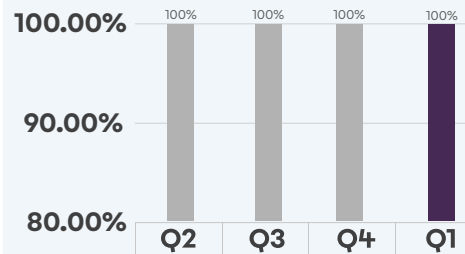
- We reported 0.4% of homes as not having a compliant gas safety certificate at the end of Quarter 1 (Q1).
- This represents 10 homes out of 2,626 with gas, and is an improvement on the previous three quarters.

Electric Safety



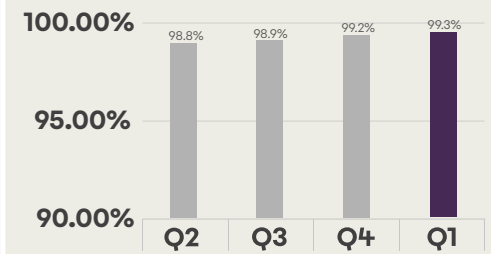
- We reported 0.2% of homes as not having an in date EICR (Electrical Installation Condition Report) at the end of Q1.
- This represents 7 homes out of 3,293 and is an improvement on the previous three quarters.

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.
- Over the last 12 months we have achieved 100% compliance.

Asbestos Safety



- We reported 0.7% of homes as not having an Asbestos survey at the end of Q1.
- This represents 11 properties out of 1669 and is a great start to the new financial year.

Coming Together for Wellbeing

In May we welcomed customers from across ateb communities to our Wellbeing Gathering 2025 at the Queens Hall, Narberth – an event designed to listen, share and offer support in response to the ongoing pressures of the cost of living.

Held in a relaxed and inclusive setting, the gathering provided space for conversation and connection. Customers joined small group discussions with a wide range of ateb team members and partner organisations to talk through their experiences and find out what support is available.

David Tovey our Head of Customer said

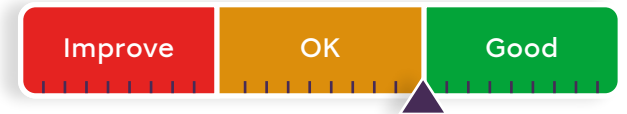
“If we want to deliver the right services, we have to listen to what our customers actually need – that’s why days like these are so important.”

Whether it was learning about digital support from our Community Welfare Coordinator Andrew, discussing energy-saving tips with our Home Energy Officer Catherine, or raising property concerns with our Head of Property Antony, – the event gave customers the chance to be heard and to hear from us.



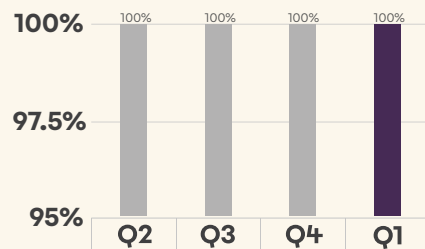
Repairing Homes

ateb must make sure its homes are repaired and maintained.



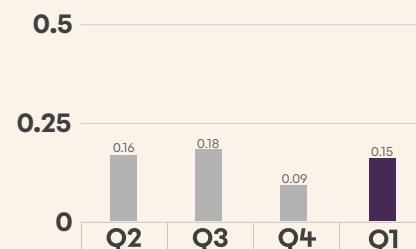
Progress “...we have seen significant improvement in the number of repairs overdue.”

Emergency Repairs



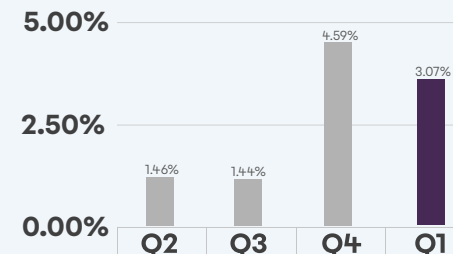
- We had 119 emergency repairs during the last quarter, and reported 100% of these emergencies being completed on time.
- We aim to attend emergencies within 24 hours. For critical emergencies we will always try to attend within 4 hours.

Repairs Overdue



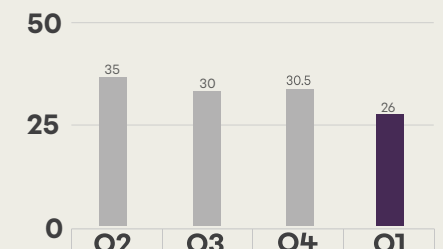
- We reported 0.15 repairs overdue per property at the end of Q1.
- This represents a total of 501 repairs overdue.
- We record every job individually and some properties will have more than 1 job requested.

Damp and Mould



- 3.07% of ateb homes are logged with us as having issues with damp and mould. This represents 101 homes.
- We are developing our plans to address issues of damp and mould where they have been identified.

Average Days To Complete A Repair



- On average ateb took 26 days to complete a repair in Q1.

From Cold Walls to Cosy Homes: Retrofit Works at Maes-y-Mor

John has lived at Maes-y-Mor for several years and recently had energy efficiency upgrades carried out to his home as part of our ongoing retrofit programme.

“They started putting the scaffolding up just after Christmas, which wasn’t great timing. The weather wasn’t kind, and they were short-staffed, so things didn’t move as quickly at first. It would’ve been better to wait for drier weather, but fair play, the team just got on with it, even working in the wet.”

Despite the delays, John was pleased with how the work went. “The lads were good, polite, respectful, and they just got on with the job. I know this place gets cold and windy in the winter, so anything to keep the heat in is a good thing.”



From Cold Walls to Cosy Homes continued...

John's home received external wall insulation, roof venting, and other improvements. "The scaffolding was up before the new year and they finished within the last two weeks. The insulation itself only took a couple of days to go on, and the rest was just waiting for dry spells to do the rendering and painting."

When asked whether it felt intrusive, John was quick to reassure: "Not at all. You just have to put up with a bit of drilling and noise for a day or two. But they work outside, and they don't need to come through the house, they were great about that. I just opened the back gate and let them get on with it. If I needed to go out, I'd let them know, and it was no issue."

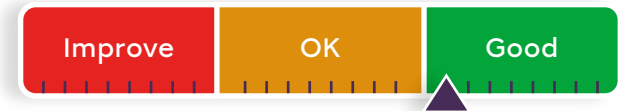
He's clear about one thing: it's worth doing. "You've got to put up with a little bit of disruption, but it's nothing major. A couple of noisy days and a bit of waiting around for the weather to cooperate. In the long run, it'll make the house warmer, and it already looks a lot better."

And his advice to other customers? "Have it done. No question. The improvement to the property is clear. Even if there are some delays, the actual time they spend working on your home isn't long – two weeks, tops. It's a minor inconvenience for something that'll make your home better for years to come."



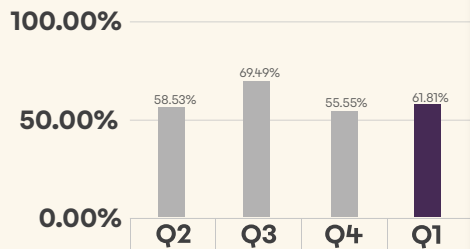
Letting Homes

ateb needs to make sure its homes are all occupied.



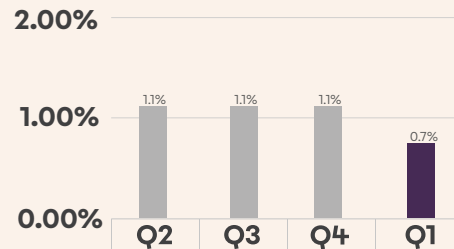
Progress "...is going well and we often receive positive feedback from our new customers."

Alleviate Homelessness



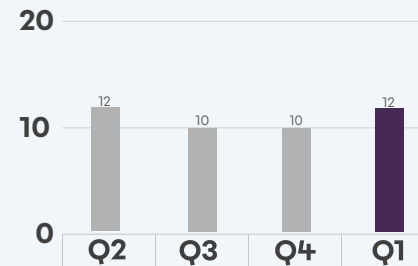
- We reported that of all 55 lets in Q1, 61% alleviated homelessness. That represents 34 homes.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

Void Homes



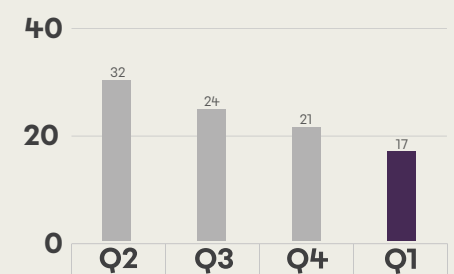
- We reported 0.7% of our homes as being void at the end of Q1, that's 22 homes - our best performance over the last 12 months.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

Long Term Void Homes



- At the end of Q1 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 Q1, we let 17 much needed new social rented homes.

Building Stronger Communities, One Slice at a Time

Three Meadows estate in Haverfordwest came to life this quarter with the sounds of laughter, the bounce of inflatable fun, and the mouth-watering smell of wood-fired pizza.

The event, organised by ateb, brought together around 50 customers and their families for an afternoon of food, fun, and friendly faces. It was our way of saying thank you, not just for the efforts residents have made to improve waste management in the area, but for their ongoing contribution to making Three Meadows a better place to live.

There was plenty for everyone to enjoy, with children making the most of the bouncy castle and a steady flow of delicious pizza!

We were also joined by some of our team from across ateb. Andrew our Community Welfare Coordinator, came along with Dot.e – our mobile digital hub – offering free digital support, guidance and advice to anyone who needed it.

Adding to the community spirit, local Police Community Support Officers dropped in to show their support too. Children had the chance to chat with them, try on police hats, and learn a little more about the work they do in the area.



Building Stronger Communities continued...

“It’s about building relationships” explains Amy, one of our Housing Solutions Team Leaders, “that’s what today is about. Clayton is new to the patch, so it’s important for people to recognise him, and say hello when they see him walking down the street.

We do have challenges in the area, including anti-social behaviour, so this is a way of giving back to the people who are doing their bit, being good neighbours and helping create a better place to live.

We’re seeing families from different households chatting, kids playing together, that’s the outcome we want. It’s community cohesion in action.

Someone said to me today, ‘What difference does this make?’ Well, for the kids here, this is how they’ll remember ateb, not as the people chasing rent or arranging repairs, but as the people who brought the bouncy castle and pizza.

That matters. It shows we care. It shows that our customers – today’s and tomorrow’s – are at the heart of everything we do.”



Building Stronger Communities continued...

Local resident Abby, who has lived in Three Meadows since it was built, came along with her children.

“I really enjoy living here. I’ve got three kids and they’re happy. My family live next door, so we’ve got great support around us. The event today has been brilliant, the kids have loved it. They’ve been out playing with other children they don’t usually see, and the pizza went down a treat!”

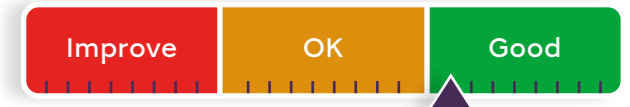
We’d like to say a big thank you to everyone who came along and made the day such a success, from the customers who brought the community spirit, to the teams who helped make it happen.

We’re proud to be part of this community, and we’re looking forward to hosting more events like this in the future, building stronger relationships, one neighbourhood at a time.



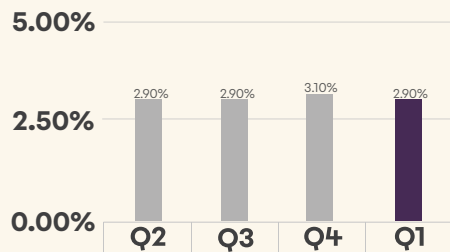
Managing Homes

ateb supports its customers to maintain their tenancies.



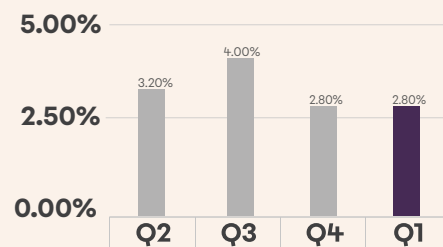
Progress "...is good but it's really important that customers engage with us when they are struggling to pay their rent".

Rent Arrears



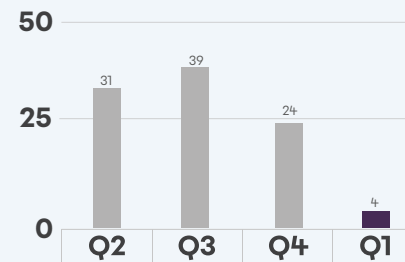
- We report arrears as a percentage of rental income, and at the end of Q1 this was 2.9%.
- Over the last 12 months the total amount of rent arrears has stayed at a steady level as our Housing Solutions Team work hard to support customers.

Arrears 8-12 Weeks



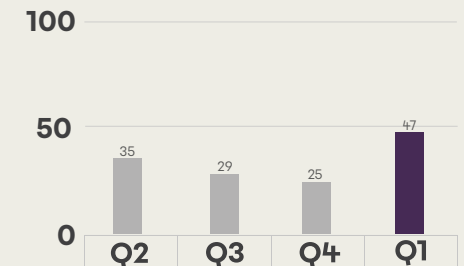
- 92 ateb customers (2.8%) had arrears of between 8 and 12 weeks rent at the end of Q1.
- It's really important our customers pay their rent and we are doing all we can to support those who are struggling.

NOSP Issued



- We have taken formal action in the form of issuing a Notice of Seeking Possession (NOSP) against 4 customers Q1.
- It's really important customers engage with us to avoid formal action.

New ASB cases



- We have had 47 reports of Anti-Social Behaviour (ASB) in Q1.
- When ASB is reported we aim to support all parties involved.

New Partnership with Pembrokeshire County Council to Tackle Anti-Social Behaviour

In a first for Wales, ateb is proud to be part of a new joint approach with Pembrokeshire County Council (PCC) to help tackle anti-social behaviour (ASB) and reduce its negative impact on our communities.

ASB can take many forms, from noise and abusive behaviour to littering and illegal drug use – and can seriously affect people's quality of life. Tackling this behaviour has always required a combined effort from different organisations, including the police, local authorities and social landlords like ateb.

Now, in an exciting step forward, Pembrokeshire County Council's Public Protection Service has given delegated authority to named ateb Housing Coordinators to use Community Protection Notices (CPNs) where appropriate. This new power will allow us to act more quickly and directly to resolve issues in our homes and communities.

Community Protection Notices are a legal tool designed to stop individuals (aged 16+), businesses or organisations from continuing behaviour that is having a harmful effect on the community. They are typically used to address issues like noise nuisance, irresponsible dog ownership or waste build-up.

With this new authority, we can now take proactive action sooner, helping to prevent situations from escalating and improving outcomes for everyone involved.



“

Introducing our new

Customer Committee

We are delighted that our new Customer Committee is forming, who will work closely with our Board to ensure customer voices are heard at the highest level – helping to review performance, shape key policies, and influence the decisions that matter most to our communities.

The committee will meet formally four times a year and give customers a direct role in shaping how we work. From improving services to championing community priorities, members will also benefit from training, support, and personal development opportunities along the way.

Recruitment started at the end of this quarter and applications are now closed. A huge thank you to everyone who applied – we're excited to see the positive impact our new committee will make.

Together, we're making better living happen.

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Quarter 1 - 2025/26



Let us know your ateb story...
atebstories@atebgroup.co.uk