

Customer Forum

KEY MATTERS DISCUSSED

26/09/25

10:00 – 12:00 (coffee break at 11:00)

Customers: PD; TU; BJ (3)

Staff: Dave Tovey; Ali Evans; Scott Davis; Joanne George

What's Been Done

- Dave shared feedback on the Customer Committee interviews – customers found them well-structured and positive.
- Dave mentioned new ateb developments, including Cynwyl Elfed.
- Scott introduced himself and his background.
- Joanne updated on accessibility work: clearer communications, practical improvements, and awareness-raising.
- Radon programme is progressing.
- Social value and community benefit opportunities discussed.
- TPAS events and the latest Engage survey were highlighted (Ali).

What Needs Action

- Share water-saving tips on social media.
- Invite Dŵr Cymru to the next Engage event.
- Promote the CF at the Annual Gathering.
- Involve a wheelchair user in testing new-build accessibility.
- Reconnect with attendees from the last Gathering.
- Mix up seating to encourage interaction at the next Annual Gathering.
- Update Code of Conduct wording to “Be mindful of others’ views...”
- Clarify if Customer Committee customer photos will be published on ateb website.

If it matters to you - it matters to us

Diary Dates:

- **Survey Planning Group:** 09/12/25; 10:00-11:00
 - Checking progress on Star Survey, which will be in progress at this time
 - 6-month review of the Communal Areas Cleaning Survey improvement actions
 - Initial look at the recently closed Rent Survey
- **Customer Forum:** The next date for CF will be decided once we know the next date for Customer Committee, so that one can feed into the other.
- **Equality, Diversity & Inclusion Action Group:** Venues to be confirmed; 01/10/25 & 25/03/26; 14:00-16:00 each time.

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

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