



Customer Forum

Key Matters Discussed

04/12/25

15:00 – 17:00

Kensington Court, Steynton

Customers: Over 24 customers including 3 members of the Customer Committee

Staff: David Tovey (Head of Customer), Ian Whitby (Compliance Surveyor - Fire Safety), Scott Davis (Landlord Health & Safety Compliance Manager), Marilyn McCarthy-Sarre (Facilities Management Lead), Ali Evans (Engage Coordinator), Amy Williams (Housing Solutions Team Leader), Gina Driscoll (Housing Coordinator), Linda Manson (Independent Living Coordinator), Sue Mackie (Community Development Team Leader)

Introductions & Welcome

- The Head of Customer welcomed attendees and introduced the session.
- Members of the Customer Committee (three representatives) were introduced.

No Access Policy

- The Head of Customer explained the importance of gaining access to customer homes for mandatory electrical and gas safety tests.

Landlord Health & Safety

- The Compliance Surveyor (Fire Safety) discussed safety features in flats without back doors and explained how the design meets safety standards.

- The Landlord Health & Safety Compliance Manager highlighted challenges in accessing homes for mandatory tests, noting that in some cases 25–40 attempts had been made.
- During this discussion, a visually impaired customer shared her experience of receiving communications in unsuitable formats despite repeatedly notifying ateb.

Break

- Attendees enjoyed mince pies and cake.

Winter Preparations

- The Facilities Management Lead explained why housing associations do not salt roads during winter.

Any Other Business

- A customer raised concerns about antisocial behaviour. The Head of Customer addressed the issue and outlined what ateb can do in such cases.

Engage Updates

- The Engage Coordinator provided updates on [the latest Engage survey](#) and reminded attendees about the Survey Planning Group.

Closing Remarks

- With over 24 customers present from a range of property types, the session included challenging and interesting questions. This gave **ateb** the opportunity to clarify what it can and cannot do for customers.
- Customers, as champions of their communities, were encouraged to share information and spread the word about ateb services—reinforcing the purpose of the Customer Forum.

Diary Dates:

- [Survey Planning Group](#): 9th December; 10:00-11:00

- 6-month review of the Communal Areas Cleaning Survey improvement actions
- Checking progress on Star Survey, which will be in progress at this time
- Results of Rent Survey

- **TPAS Cymru - [Disability Network](#) - Making a House a Home (Adaptations):** Wednesday 10th of December, 12pm-1pm

- **TPAS Cymru - [Smart Export Guarantee](#) (SEGs) Made Simple - An Introductory Session by TPAS Cymru - Repeat Session:** Tuesday 16th December, 2.00 pm to 3.15pm

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

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