

The Cost of Rent & Service Charges 2025/26

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 made following this survey & report, 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:

ateb wants to know from our customers whether you feel your rent and service charges are value for money.

When did we undertake the survey?

July, August, September & October 2025.

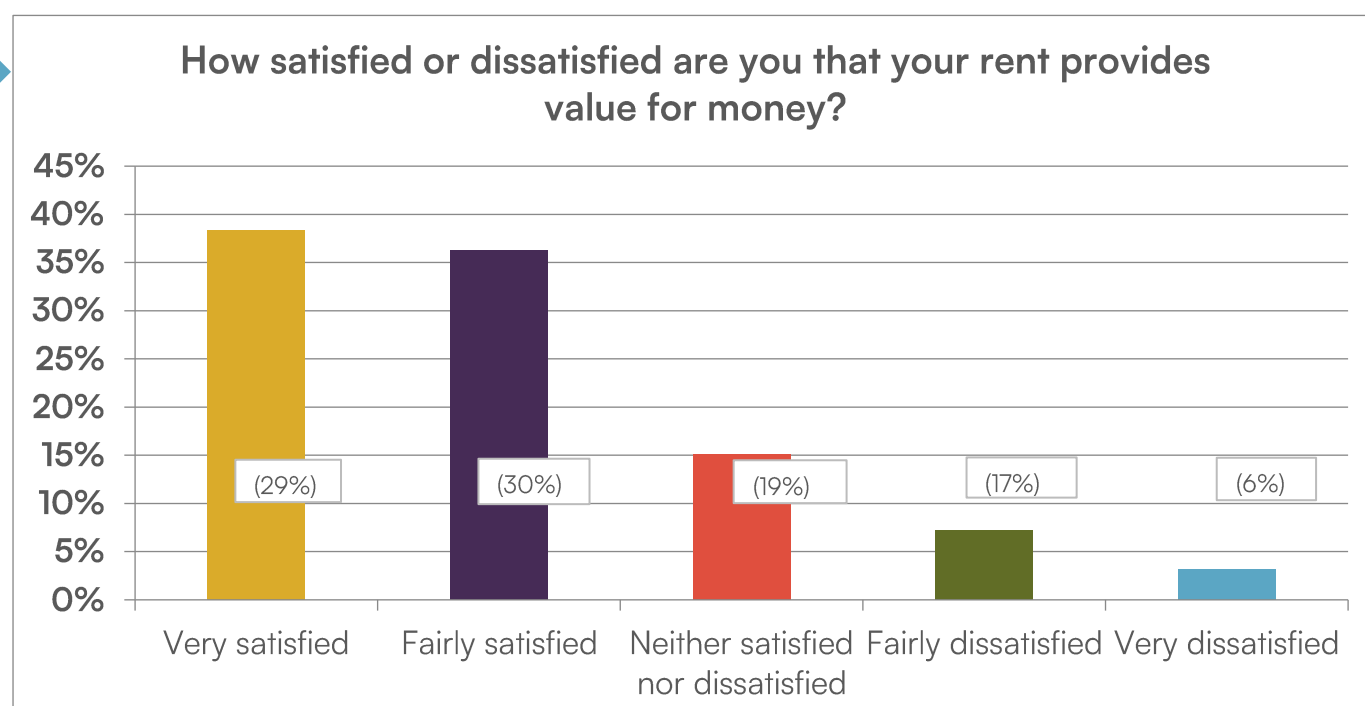
Thank you for your support 🙌

We received information from **589** of our customers. (Last year we received **235** responses).

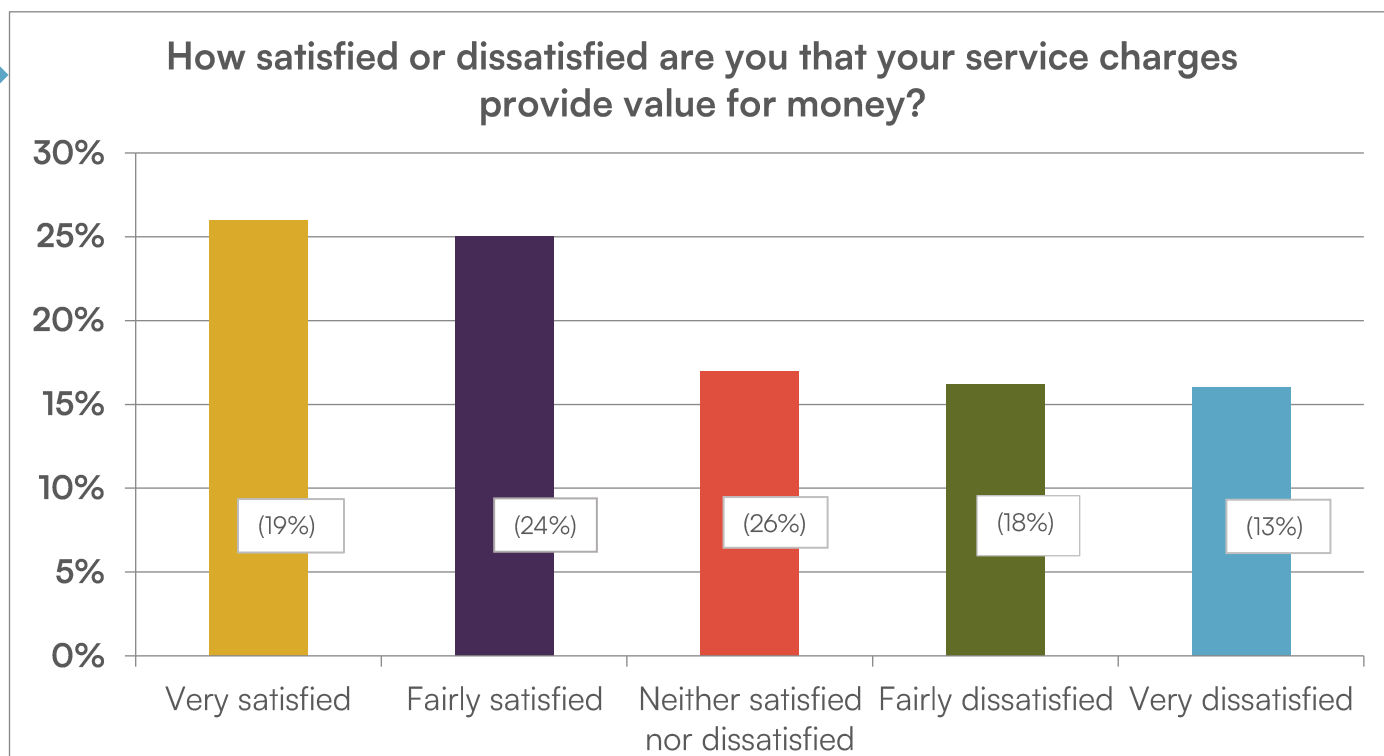
You said...

These were the responses we received (last year's results are shown in brackets for comparison):

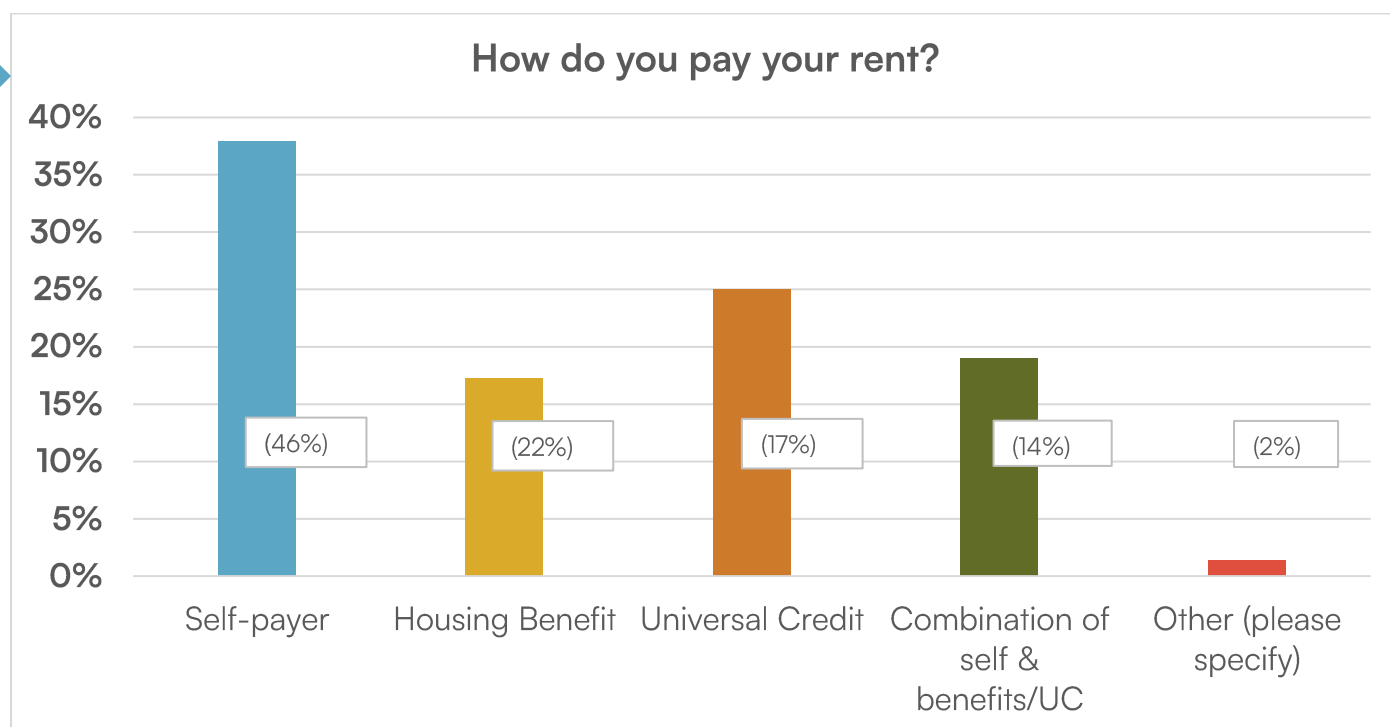
1. Answered: **586 (235)** Skipped: **3 (0)**



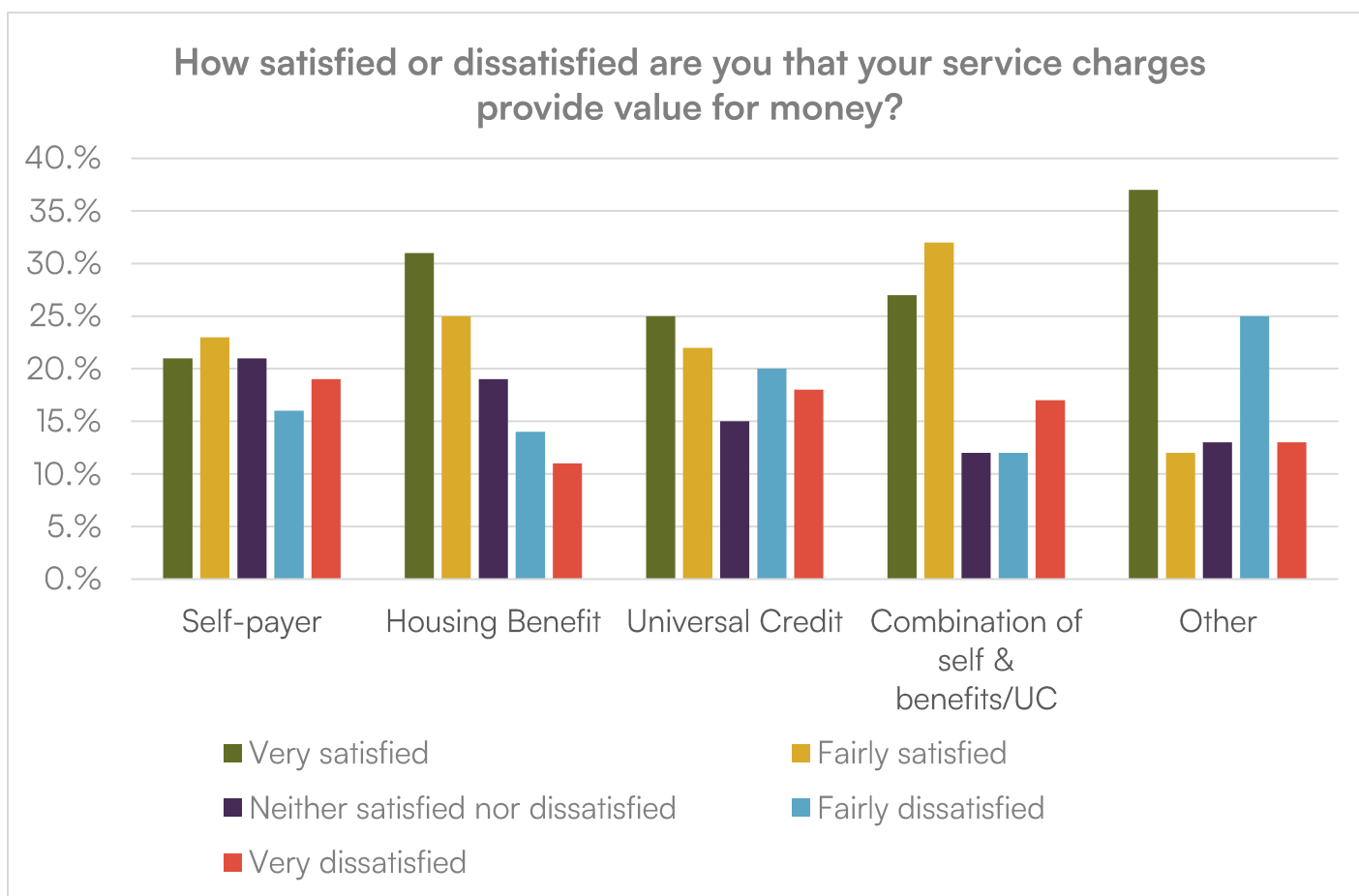
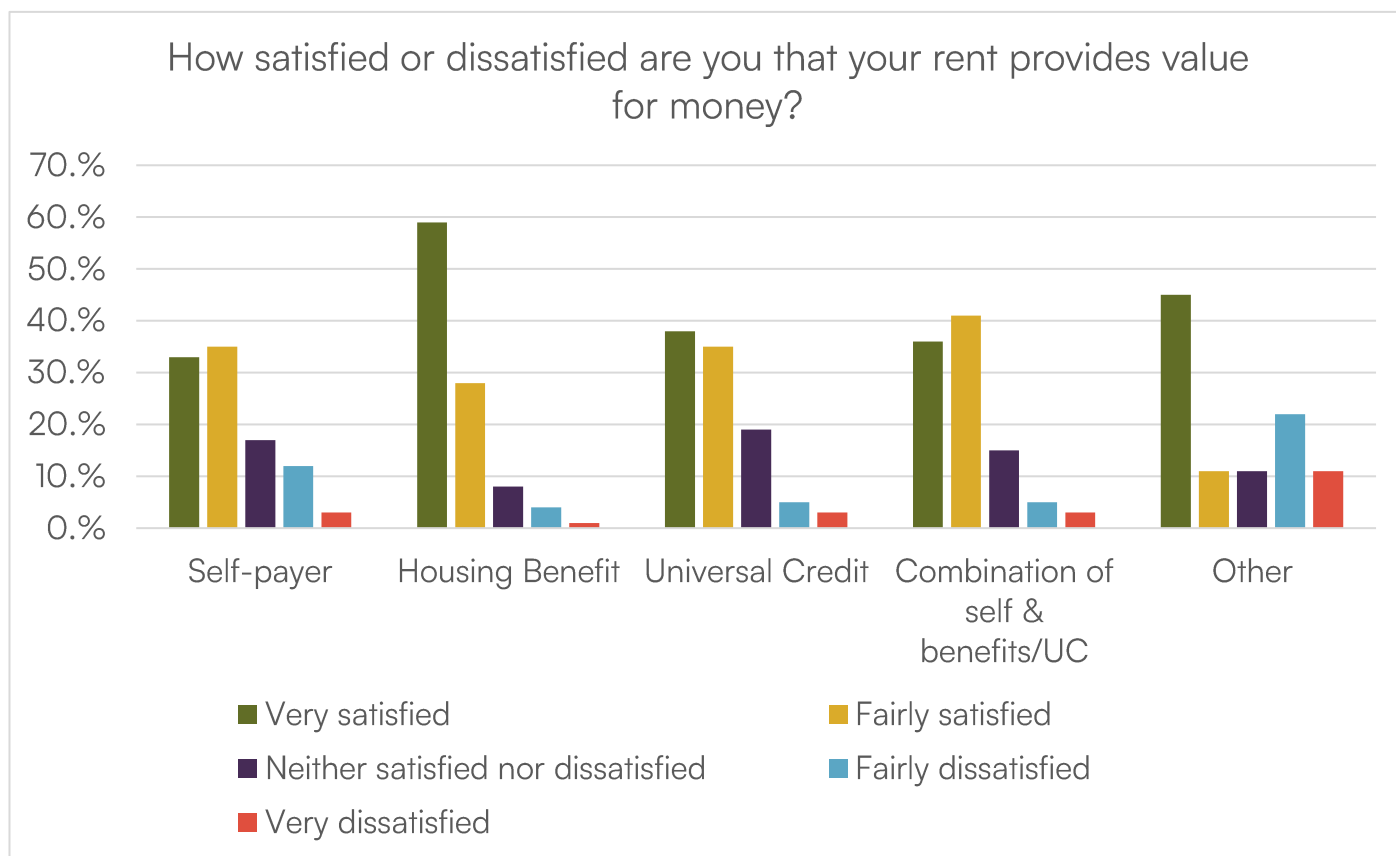
2. Answered: **587 (235)** Skipped: **2 (0)**



3. Answered: **588 (235)** Skipped: **1 (0)**

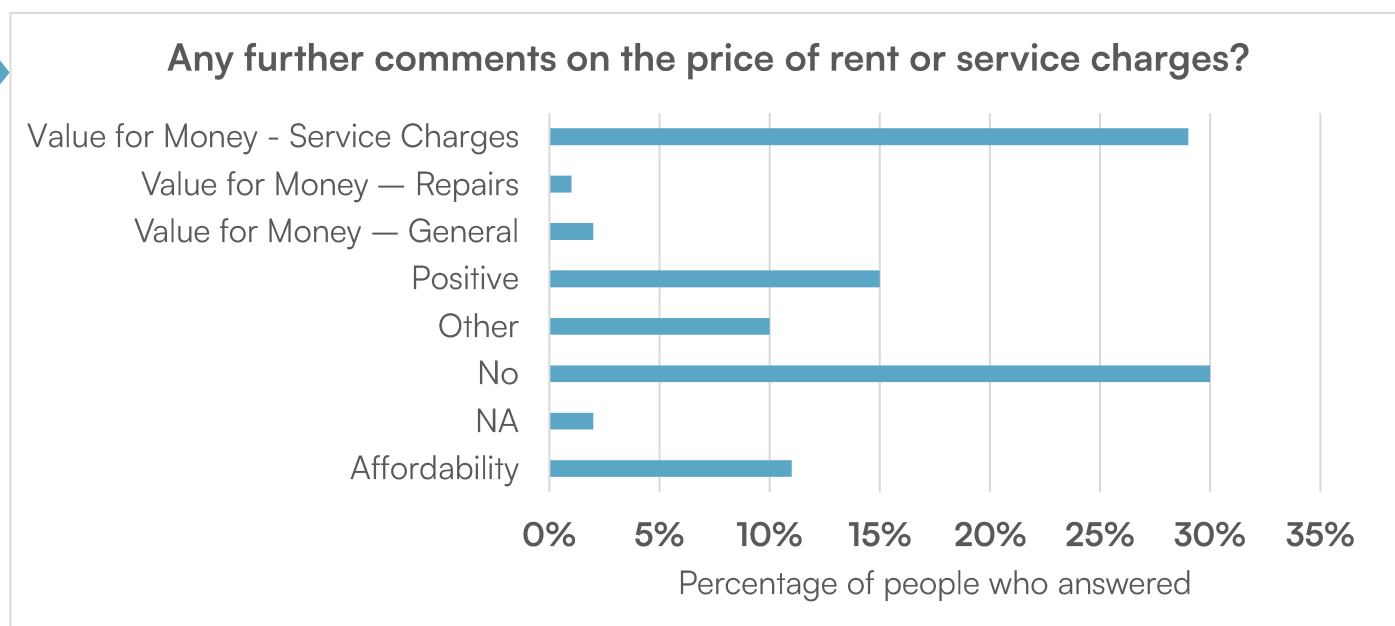


Customer Satisfaction Breakdown of Results



4. Answered: **486 (179)**

Skipped: **103 (48)**



These are some of the comments we received:

Value for Money - Service Charges

"It (the charge) does not fairly represent what 'services' we actually receive or the level of service provided."

"My front lawn hasn't been mowed for at least two months. I've had to maintain it myself — not acceptable when being charged 'service charges.'"

"No grass or hedges are being cut, even though we're paying for it."

"The cost of the coordinator does not reflect the service we receive."

"I've been paying a service charge for 18 months, and my door is still not working."

"It's exceptional value when compared to the cost of renting privately."

"I'm paying more for the front grass service but don't receive it — it makes the front look untidy."

"I don't understand what we're paying pest control for."

"Service charges like the TV aerial — why? We don't use it, and even if we did, there's no ongoing maintenance!"

Value for Money - Repairs

"The price of rent is too high for the condition of the property. I'm always waiting a long time to get repair work done."

"It does feel expensive. Any time I call someone out, the service is variable — there are mould problems and no vents."

"I've lived in the property for eleven years, and the number of repairs that have had to be carried out has been relentless."

"It's an older property — some works have been completed, including a new kitchen this year and a rewire to come — but there are still aspects that need attention."

Value for Money — General

"Absolutely outrageous that you charge for services we do not receive."

"I appreciate the home we have for the money."

"As it's a three-bedroom house, it's good value for money."

"The rent is quite high for the size of the house."

"The rent is a little high for a dated property."

Positive

"I'm very happy with my house and the area!"

"Brilliant service, thank you."

"My home is great, so on the whole I'm happy."

"Everything is good — ateb are very helpful with any and all queries and are very prompt with any repairs that arise."

"I'm fairly happy with the amount of rent, but I think the rent increases quite a bit from a three-bed to a four-bed property. With the service charges, I'm happy with the transparency that they are separate from the rent."

"I'm satisfied with everything. I cannot fault the service. The people who come out are

very friendly, and there is no waiting around for repairs or servicing."

Other

"There has been no window in the bathroom, which has caused issues for over ten years."

"My only negative comment is in relation to the exterior of the house — the render is falling away, it's not inviting to others, and it should be fixed and sealed."

"It's the food that lets the accommodation down; otherwise, I'm fairly happy."

"I am disabled, so it's nice to have that extra support."

"99% of the people who turn up are fantastic, as are the repairs."

"I'm unhappy about the changes to the grounds maintenance service charge and the fact that I wasn't aware there was a consultation period."

"I'd like the option of having my garden cut, as I'm disabled."

Affordability

"I'm happy with the current rent and would not wish it to rise substantially."

"In the four years we have lived here, it has gone up by £90."

"I didn't think it would increase so much, so quickly."

"In the present climate, with all utility bills rising, I find it a struggle to pay everything — nearly £600 a month in rent and council tax."

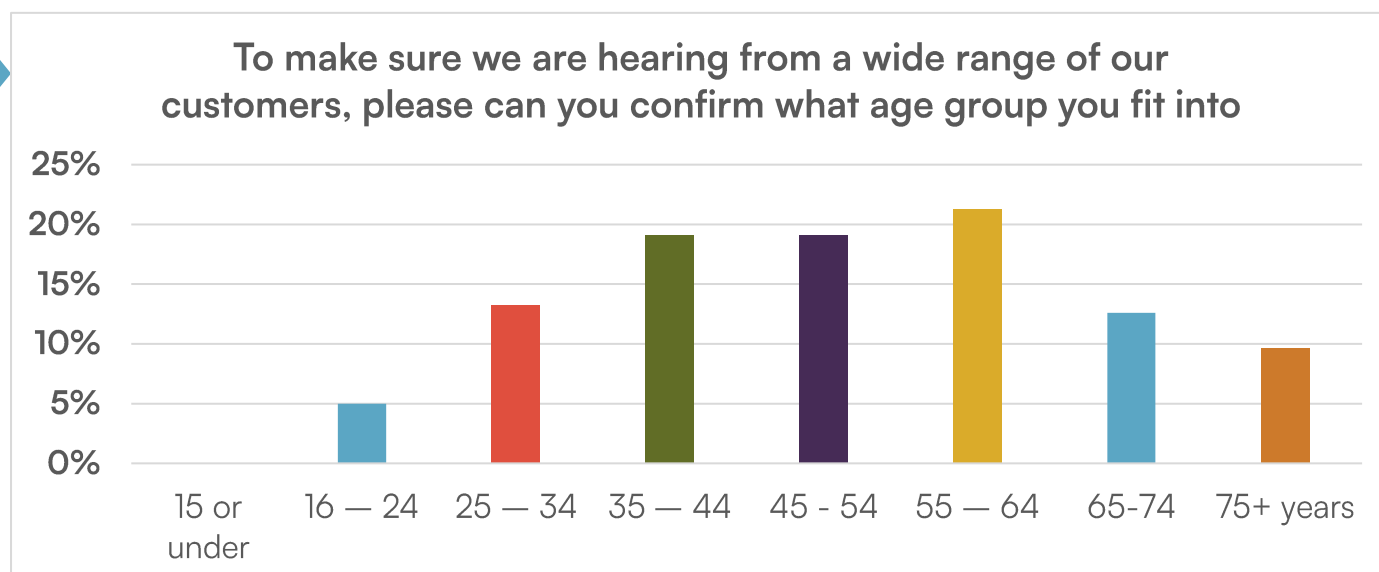
"It seems to keep rising rapidly."

"It's difficult for someone like me who pays full rent."

"It's going up way too much every year — why?"

"Just keep the rent as low as possible — you'll have happier customers."

5. Answered: **585 (234)** Skipped: **4 (1)**



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

If it matters to you, it matters to us