

atebgroup.co.uk



# ateb Stories

Your update on ateb performance

Quarter 2 | July, August & September 2025

Creating  
better  
Living Solutions

Edition 7

# 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](mailto: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**

**= ateb**

Creating  
better  
Living Solutions



# Safety in Homes

ateb must make sure homes are always safe and compliant.



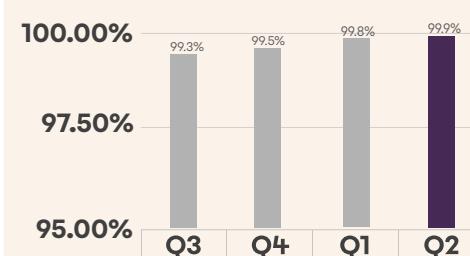
**Progress** "...is very good, but we do need the help of customers to allow access to their homes to keep up the good work".

## Gas Safety



- We reported 0.2% of homes as not having a compliant gas safety certificate at the end of Quarter 2 (Q2).
- This represents 4 homes out of 2,636 with gas, and is an improvement on the previous three quarters.

## Electric Safety



- We reported 0.1% of homes as not having an in date EICR (Electrical Installation Condition Report) at the end of Q2.
- This represents just 1 home out of 3,297 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 100% of homes as having an up to date Asbestos survey at the end of Q2.
- This is the best performance over the last twelve months.

# “Events like this make such a difference”.

We recently hosted a sunny community get-together at Stover Avenue, Sageston, bringing customers, neighbours and ateb teams together for an evening of conversations, activities and support. Colleagues from Housing Solutions, Customer Engagement, Community Development and Energy Advice were all on hand, with Executive Director for Customer, Mark Lewis, also joining to chat with customers.

Throughout the evening we listened to what mattered most – from neighbourhood issues and grounds maintenance, to employment, pets, parking and ideas for community improvements. Some customers even proudly invited us into their gardens to show the clever changes they'd made. We also heard from two customers keen to set up a self-sustaining community group.

One customer told us, “Events like this make such a difference. It’s lovely to meet the ateb team, get to know my neighbours and feel part of something. I’d love to see more of these.”

54 people joined us on the day – proving once again that if it matters to you, it matters to 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 144 emergency repairs during Q2 compared to 119 in Q1, 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 0.04 repairs overdue per property at the end of Q2.
- This represents a total of 143 repairs overdue compared to 501 in the previous quarter.
- We record every job individually and some properties will have more than 1 job requested.

## Damp and Mould



- 1.35% of ateb homes are logged with us as having issues with damp and mould. This represents 45 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 32 days to complete a repair in Q2.

# Sophie's Shared Ownership Journey: Turning a Dream into a Home



At ateb Group, we're committed to creating better living solutions – and that also includes helping people take their first step onto the property ladder. For Sophie and her two children, that step came through Mill Bay Homes' Shared Ownership Wales scheme at The Cornfields, Sageston.

Like many renters, saving for a full deposit felt out of reach. That changed when Sophie discovered shared ownership. "There seemed no way of owning my own home until I came across the scheme," she said. "I used a smaller deposit to secure a smaller mortgage – now I've got my foot on the property ladder."

Sophie bought a 25% share of her three-bedroom semi-detached home through our subsidiary Mill Bay Homes and says the move has transformed life for her family. "We absolutely love our new home, I could never have done this without the scheme," she added.

Shared ownership has also reduced Sophie's monthly costs, giving her more stability and the chance to plan for the future.

Stories like Sophie's capture why we do what we do – helping more people across West Wales find a better place to call home.

# 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



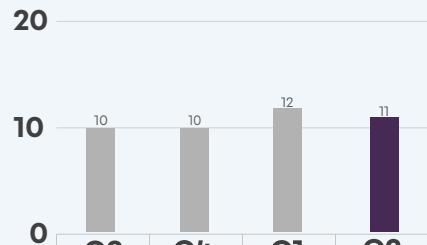
- We reported that of all 59 lets in Q2, 63% alleviated homelessness. That represents 37 homes.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

## Void Homes



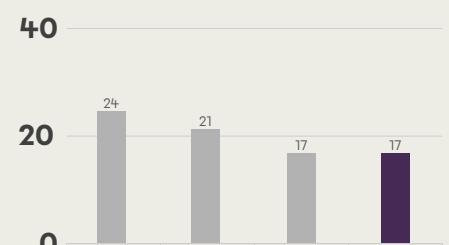
- We reported 1.1% of our homes as being void at the end of Q2, that's 35 homes out of 3,317.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

## Long Term Void Homes



- At the end of Q2 we had 11 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 Q2, we let 17 much needed new social rented homes.

# “The Nicest Home I’ve Ever Lived In”: Boundary View Nears Completion

By the time you’re reading this, the final keys at Boundary View in Pembroke Dock will have been handed over – marking the completion of more than 100 much-needed new homes for our customers.

Boundary View has been one of our largest and most exciting developments in recent years, delivering high-quality, energy-efficient homes that genuinely make a difference to people’s lives. The response from new customers has been overwhelmingly positive.

One customer who moved in earlier this year told us:  
“This is the nicest home I’ve ever lived in. I still smile every time I walk through the door.”

That sort of feedback is exactly why we do what we do. Creating safe, warm, affordable homes that support people to live well is central to our purpose – and Boundary View is a brilliant example of that in action.

A huge thank you to everyone involved in bringing this development to life. Boundary View has already become a thriving community, and we’re proud to have played a part in it.



# Managing Homes

ateb supports its customers to maintain their tenancies.



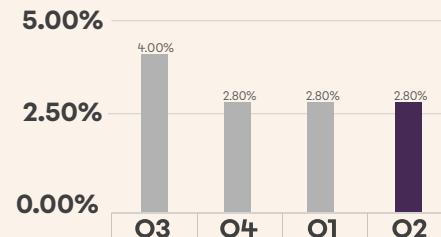
**Progress** "...is good but it's really important that customers engage with us when they are struggling to pay their rent".

## Rent Arrears



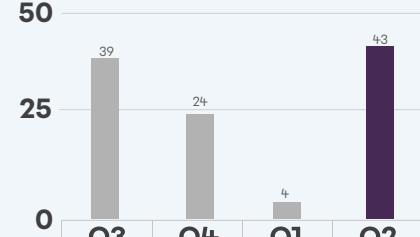
- We report arrears as a percentage of rental income, and at the end of Q2 this was 2.8%.
- Over the last 12 months the total amount of rent arrears has stayed at a steady level as our Housing Solutions Team work hard to support customers.

## Arrears 8-12 Weeks



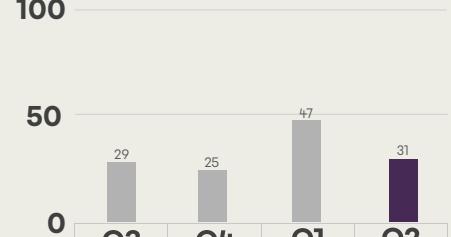
- 91 ateb customers (2.8%) had arrears of between 8 and 12 weeks rent at the end of Q2.
- It's really important our customers pay their rent and we are doing all we can to support those who are struggling.

## NOSP Issued



- We have taken formal action in the form of issuing a Notice of Seeking Possession (NOSP) against 43 customers Q2.
- It's really important customers engage with us to avoid formal action.

## New ASB cases



- We have had 31 reports of Anti-Social Behaviour (ASB) in Q2.
- When ASB is reported we aim to support all parties involved.

# Bringing People Together at the Pembrokeshire County Show

This August, the ateb team were out in force at the Pembrokeshire County Show, and what a couple of days it was!

Our show team included members from across ateb: Jess, Jo, Lee and Clayton from Housing, Huw and Ed from Customer Services, Mel and Georgina from Independent Living, Sue from Community Development, and Tom and Hayley from Communications. A special thank you also goes to our customers Tony and Peter, who kindly joined us too, helping to answer questions from an ateb customer point of view.

The show gave us a brilliant chance to catch up with customers, meet new faces, and chat with people curious about what ateb does. Our stall quickly became a hub of fun and laughter, with plenty of activities to keep everyone entertained.

Visitors tested their knowledge with our Higher or Lower game, guessing how many homes ateb has in different locations. Some of the answers sparked real surprise and great conversations – one visitor remarked, “I didn’t even know you had that many houses in Pembroke, it’s so good to see.”

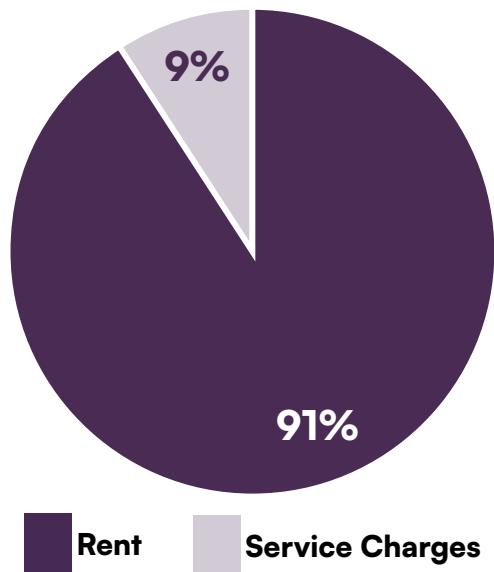
Diolch to everyone who stopped by to say hello, you made the County Show a highlight of our summer. We can’t wait to be back next year with even more activities, more conversations, and plenty more fun!



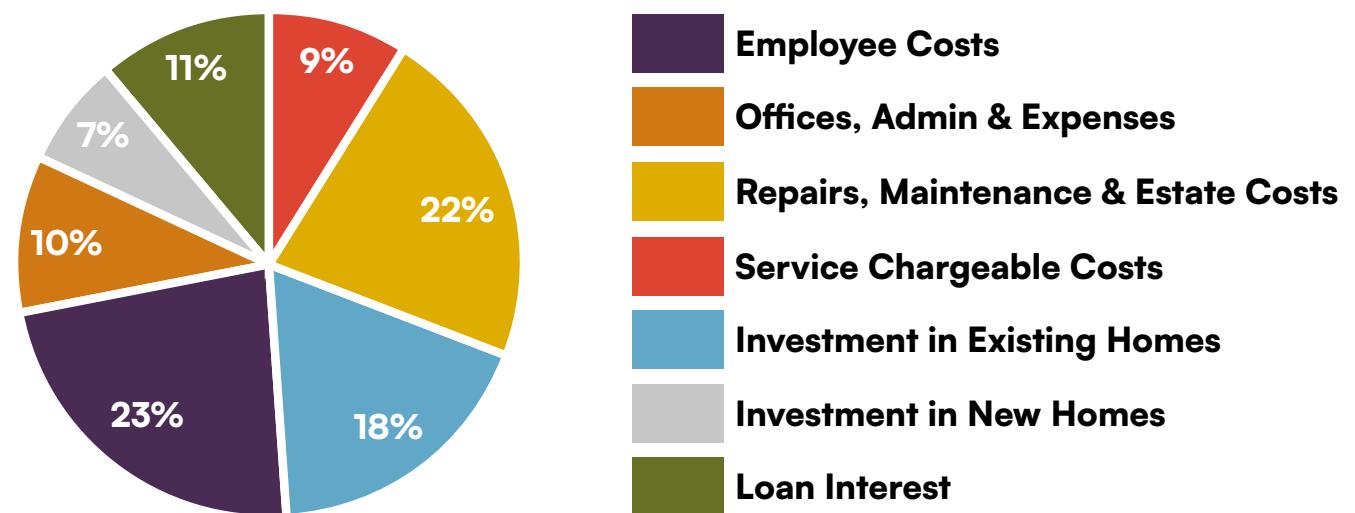
# Finances: The year so far...

Our income and expenditure for the year to date.

Income £11.3m



Expenditure £11.3m

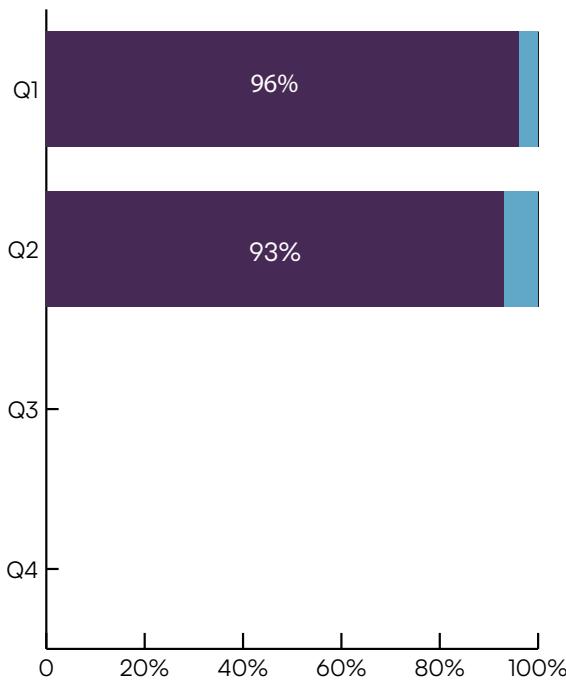


Our finances are in line with expectations at this point.

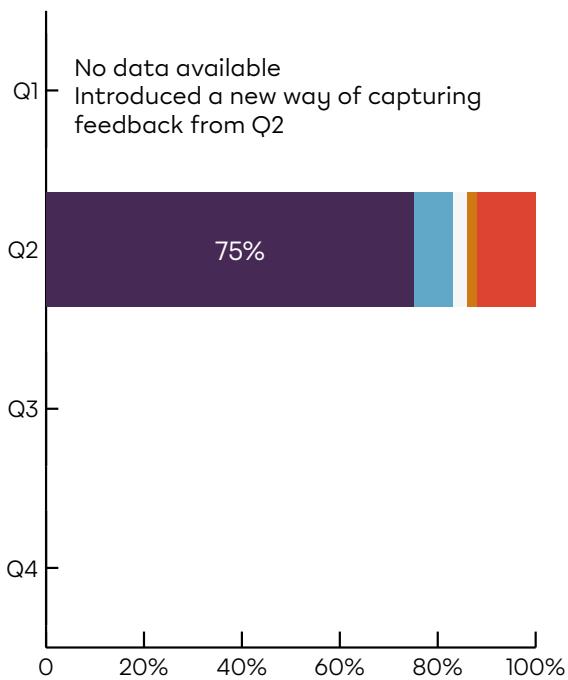
# Customer Feedback

How are we doing...

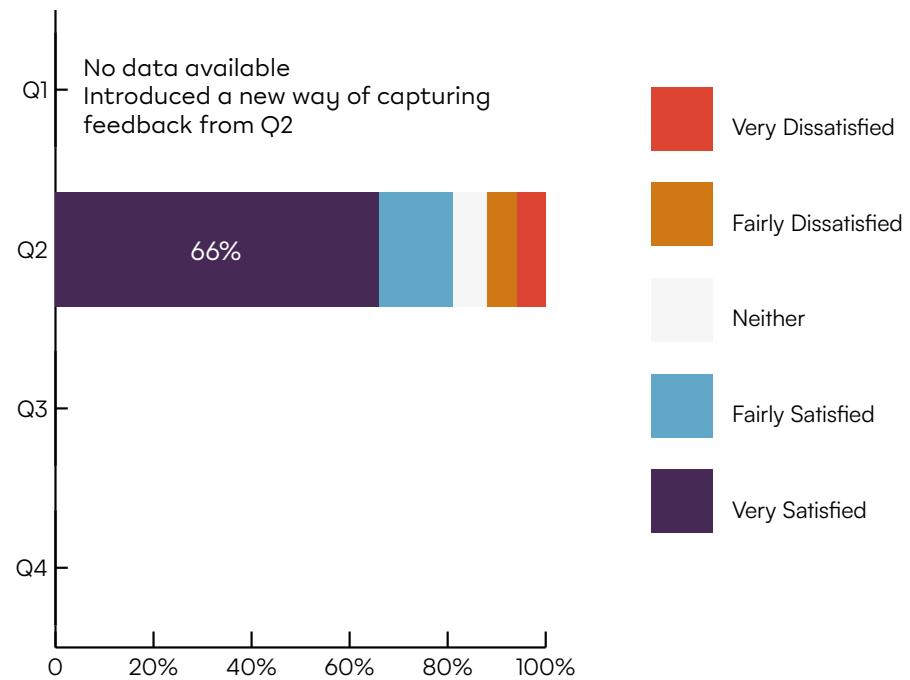
## Satisfaction with Lettings



## Satisfaction with Repairs (ateb)



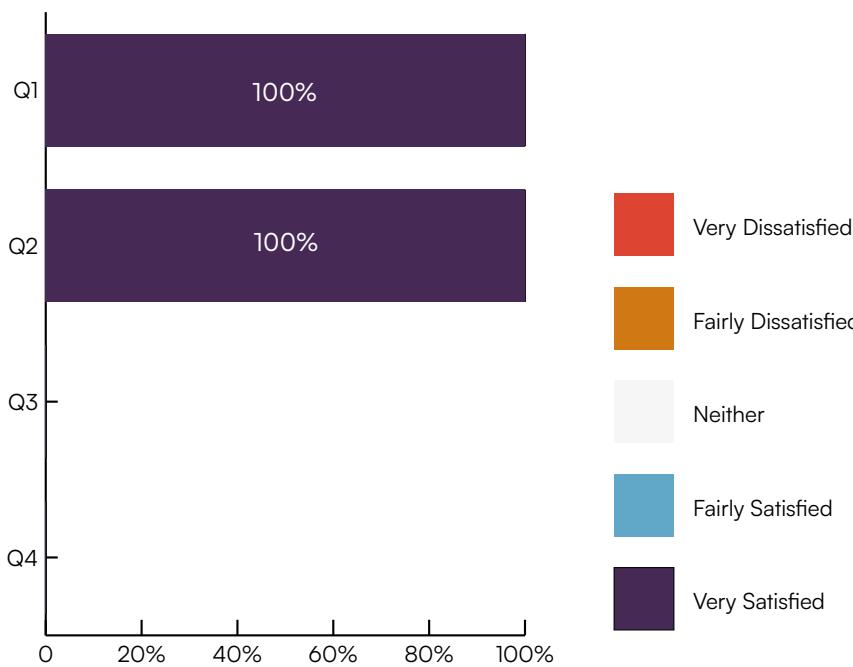
## Satisfaction with Repairs (external contractors)



# Customer Feedback

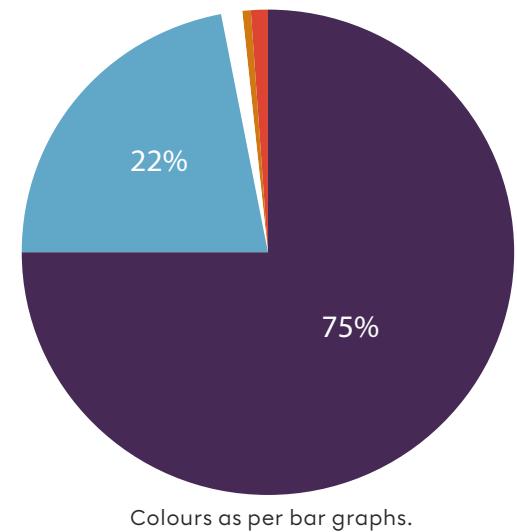
How are we doing...

## Satisfaction with outcome of ASB complaint

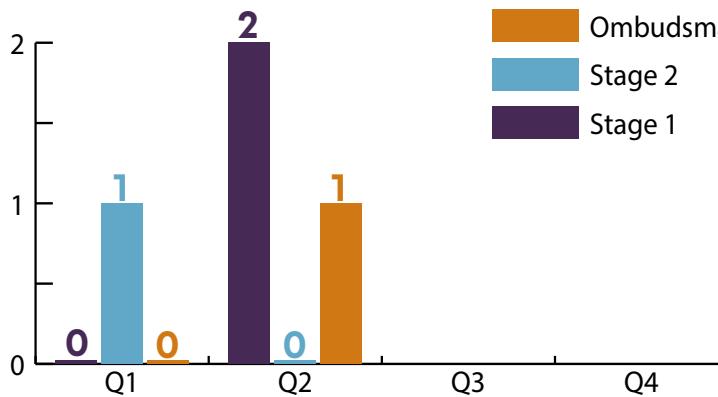


## Satisfaction with Home and Community

This chart is cumulative until the end of quarter 2 and is based on 820 responses.



## Complaints Received



66

## Some thoughts from our Customer Committee

The Customer Committee met on Wednesday 21st January and were delighted to note from the first edition of 'ateb Stories' that 100% of emergency repairs were completed on time in Quarter 2 and that the number of overdue repairs remained low; this will continue to be monitored over the coming quarters. They were also encouraged to hear that 37 homes were allocated to alleviate homelessness and that a further 17 new homes have been brought into management. The Committee was impressed with the content of 'ateb Stories' particularly in its transparency of performance, improvements and customer feedback stories, and will review the content of future editions as they become available.

The Committee was advised that ateb had commissioned the Housing Learning and Improving Network (LIN) to carry out an external review of their Older Persons Housing Schemes. The Housing LIN report was presented to the Committee, whose members were interested to learn that this review will now inform ateb's future approach to the provision of housing and support services to older people.

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## Some thoughts from our Customer Committee continued...

Ateb Trust is a grant giving initiative of up to £1500, aimed at funding ideas and projects that empower communities and improve lives in the areas atebe serve. Following recommendations made by the atebe Trust panel, the Committee approved 6 applications that were received during this current round of funding (October and November 2025) with 1 deferral to the Board for further consideration.

The Customer Committee continues to be grateful to be able to have a meaningful impact on the policies and services of atebe. Some of the insights they have been able to share, from their own experiences and the experiences of others, have been incredibly valuable and the Committee members will continue to do their utmost to represent all customers as best they can.

To this end, they would encourage you to share your feedback for atebe to continue to improve. They'd like to know about your recent experiences of atebe's services, and you can do this by contacting atebe via their online form or by calling them on 0800 854568.



# ateb Stories

Your update on ateb performance

Quarter 2 - 2025/26



Let us know your ateb story...

[atebstories@atebgroup.co.uk](mailto:atebstories@atebgroup.co.uk)