

ateb Stories

Your quartely update on ateb performance

Edition 8
October 2025 to March 2026



Creating
better
Living Solutions

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

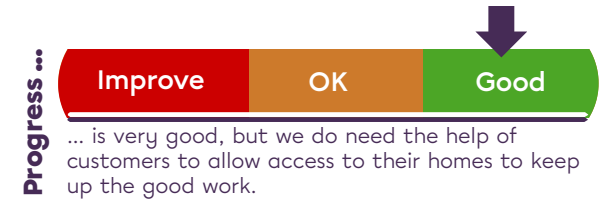
where we would welcome all feedback on our performance and your stories about what ateb means to you.

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

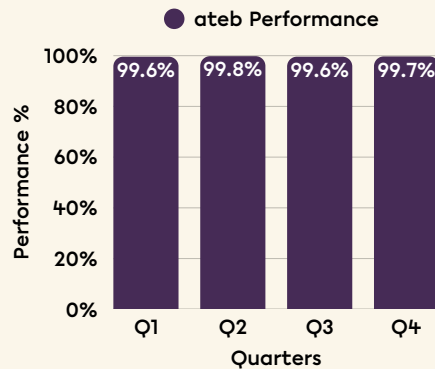


Safety in Homes

ateb must make sure homes are always safe and compliant.

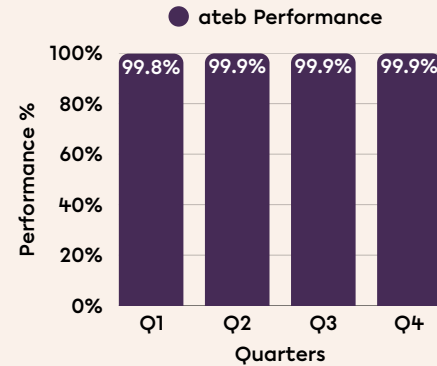


Gas Safety



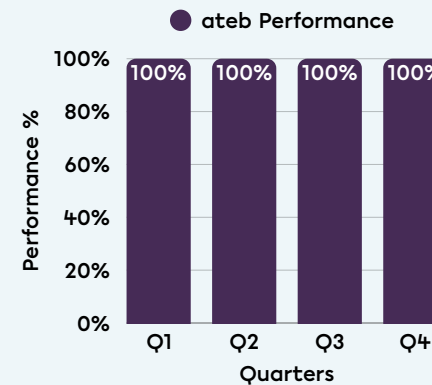
- We reported 0.3% of homes as not having a compliant gas safety certificate at the end of quarter 4 (Q4).
- This represents 9 homes out of 2,636 with gas in Q4.

Electric Safety



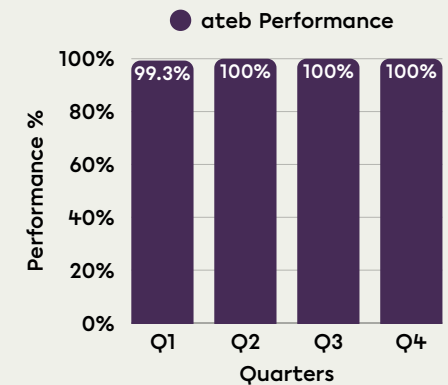
- We reported 0.1% of homes as not having an in date EICR (Electrical Installation Condition Report) at the end of Q4.
- This represents just 4 homes out of 3,378 in Q4.

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 in Q4.

100 new ateb homes completed in Pembroke Dock

Just in time for Christmas, we welcomed 17 customers into their brand-new homes at West Merrion Drive,

This milestone marks the completion of 100 new homes in Pembroke Dock, helping more people and families have a place they can truly call home.

We spoke to some of the customers on moving-in day - check out our [Facebook reel](#), and the feedback has been fantastic. From the quality of the homes to the feeling of starting a new chapter, it's been a genuinely uplifting experience for everyone involved.

“So I have been living in a caravan with two children, a boy and a girl aged 13 and 15, sharing a bedroom for quite a long time. so this is going to mean so so soo much to us, they are going to have more space, their own bedrooms, it's amazing” shared Lisa.

Looking ahead to next year, we're excited to continue delivering more new homes across West Wales, with developments planned for completion in Letterston, Llangwm, Saundersfoot and beyond.

#CreatingBetterHomes

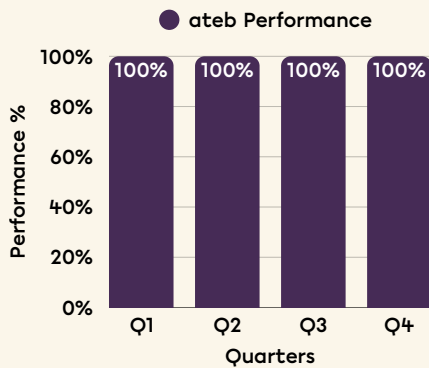


Repairing Homes

ateb must make sure its homes are always repaired and maintained.

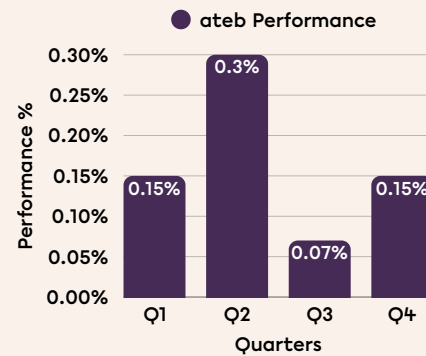


Emergency Repairs



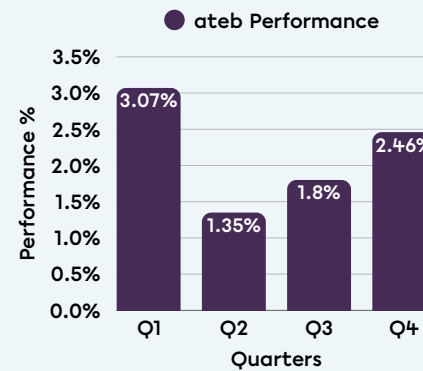
- We had 209 emergency repairs during Q4, and reported 100% of these emergencies being completed on time.
- We aim to attend emergencies within 24 hours. For critical emergencies we will always try to attend within 4 hours.

Repairs Overdue



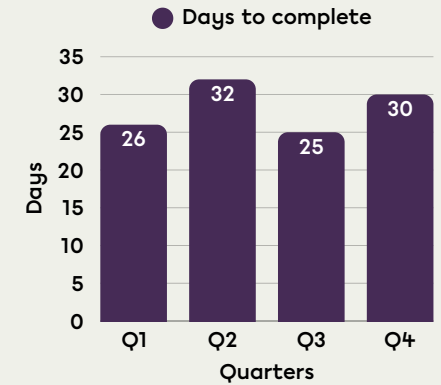
- We reported 0.15% of repairs overdue per property at the end of Q4.
- This represents a total of 511 repairs.

Damp & Mould



- 2.46% of ateb homes are logged with us as having issues with damp and mould in Q4. This represents 83 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 30 days to complete a repair in Q4.

REACHing new connections through creativity

Working in partnership can create something really special – and that’s exactly what we’ve seen through the Wales REACH project.



By teaming up with The Open University and Amgueddfa Cymru – Museum Wales, we worked closely with customers at Kensington Court and DeClare Court to shape a project around what mattered to them.

Through creative workshops and activities, customers explored their own stories, shared local knowledge and tried something new in a welcoming space. The impact has been clear – increased confidence, new skills, and stronger connections between residents.

#CreatingBetterCommunities

REACHing new connections through creativity continued...

As one customer shared:
“I’ve really enjoyed getting involved – meeting others, sharing stories and learning new things. It’s been great to get out and feel part of something.”

Customers also showcased their work in an exhibition at The Torch Theatre, which was a great success. Later this year, their work will feature in a larger national exhibition at St Fagans National Museum of History, giving their stories an even wider audience.

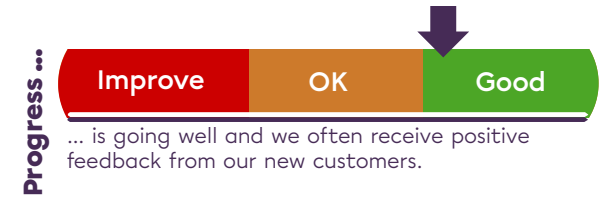
This project is a strong example of how partnership working, shaped by customers, can deliver real and lasting outcomes.

#Community

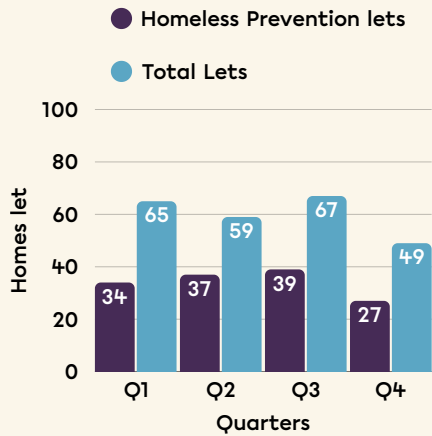


Letting Homes

ateb needs to make sure its homes are all occupied.

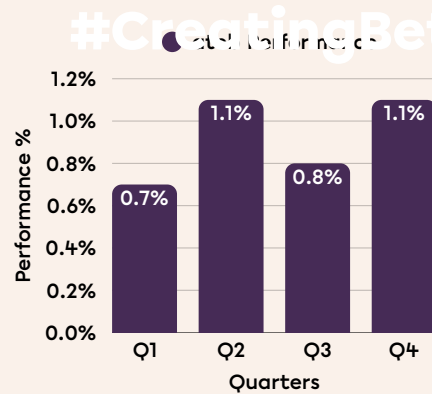


Alleviate Homelessness



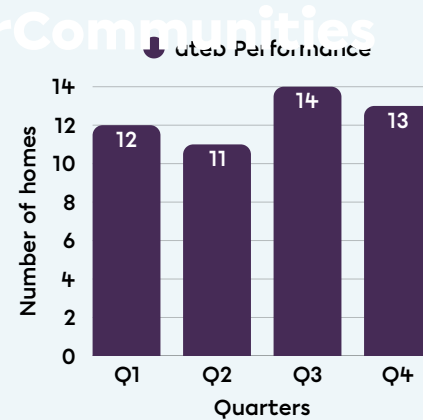
- We reported that of 49 lets in Q4, 27 alleviated homelessness.
- These are homes let to people on the housing register who are classed as being homeless or at risk of homelessness.

Void Homes



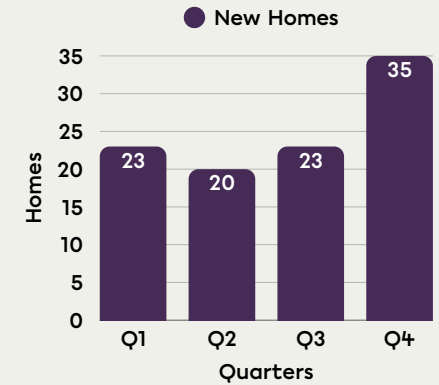
- We reported 1.1% of our homes as being void at the end of Q4, that's 36 homes out of 3,378.
- Void homes refer to homes that have been left by a customer, and are in the process of being made ready for a new customer to move in.

Long Term Void Homes



- At the end of Q4 we had 13 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.
- That's out of 3,378 homes, just 0.38%.

New Homes



- In Q4, we let 35 much needed newly built social rented homes.
- You can view our new homes being built on the [developments page](#) of our website.

Local pupils visit The Croft in Llangwm

We were delighted to welcome pupils from nearby Cleddau Reach VC School to visit our The Croft development in Llangwm recently.



The group joined us on site for a walk around the development with our team and our contractor Morganstone, who are building the new homes. During the visit, the pupils were able to see first-hand how the homes are being built and learn about the different stages involved in construction.

#CreatingBetter

Local pupils visit The Croft in Llangwm continued...

It was great to see their enthusiasm as they asked questions about how the homes are constructed and the different jobs involved in creating a development like The Croft. From builders and engineers to project managers and planners, we were able to show them the wide range of careers that help bring new homes to life.

The Croft is one of the ways we are creating new, high-quality homes for local people, and visits like this are a great way to share the progress being made. This was the second time pupils from the school have visited the site, and we're looking forward to welcoming them again in the coming months to see how the development continues to take shape.

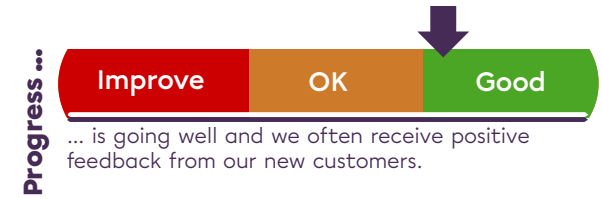
#CreatingBetter



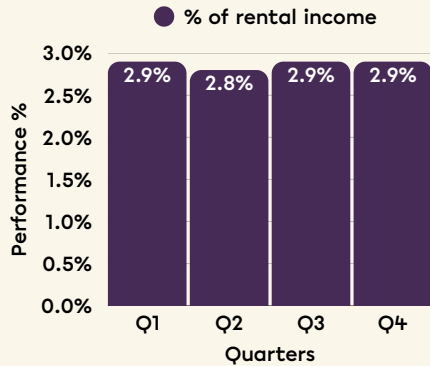
[Webstory](#)

Managing Homes

ateb supports its customers to maintain their tenancies.

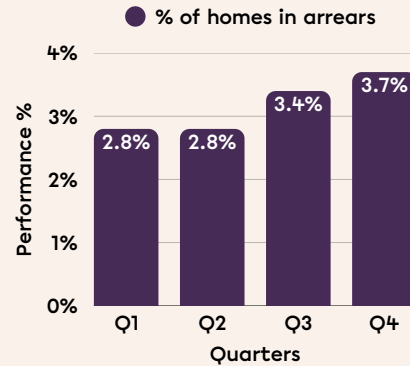


Rent Arrears



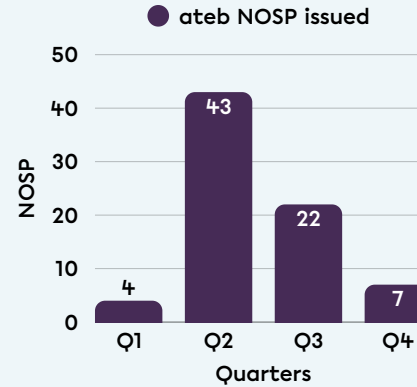
- We report arrears as a percentage of rental income, and at the end of Q4 this was 2.9%.
- Over the last 12 months the total amount of rent arrears has stayed at a steady level as our Housing Solutions Team work hard to support customers.

Arrears 8-12 Weeks



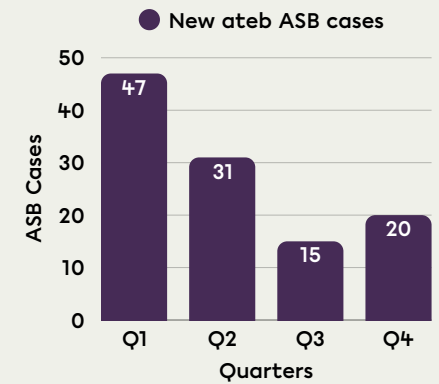
- 124 ateb customers (3.7%) had arrears of between 8 and 12 weeks rent at the end of Q4.
- It's really important our customers pay their rent and we are doing all we can to support those who are struggling.

NOSP Issued



- We have taken formal action in the form of issuing a Notice of Seeking Possession (NOSP) against 7 customers in Q4.
- It's really important customers engage with us to avoid formal action.

New ASB Cases



- We have had 20 reports of Anti-Social Behaviour (ASB) Q4.
- When ASB is reported we aim to support all parties involved.

Your Home, Your Voice in St Davids

We recently held a Your Home – Your Voice customer session at Oriel y Parc, bringing customers together with ateb team members to talk about the things that matter most in their communities.



These sessions are held in locations across our communities, and they are a really important opportunity for customers to come along, share their views and have their voices heard.

At St Davids, customers were able to speak directly with a wide range of ateb team members, including the Head of Customer, Maintenance & Voids Manager, Facilities Management Lead, Housing Coordinator, and members of the Customer Development, Planned Maintenance & Engagement team. This helped create open, honest conversations and gave customers the chance to ask questions and explore solutions together.



#atebStories



Your Home, Your Voice in St Davids continued...

One of the most powerful moments came from a customer who shared her personal journey. After previously owning her own home and having a successful career, she experienced homelessness and spent time staying with friends. She spoke about how ateb supported her into a new home in St Davids – a place she deeply values as a sixth-generation resident.

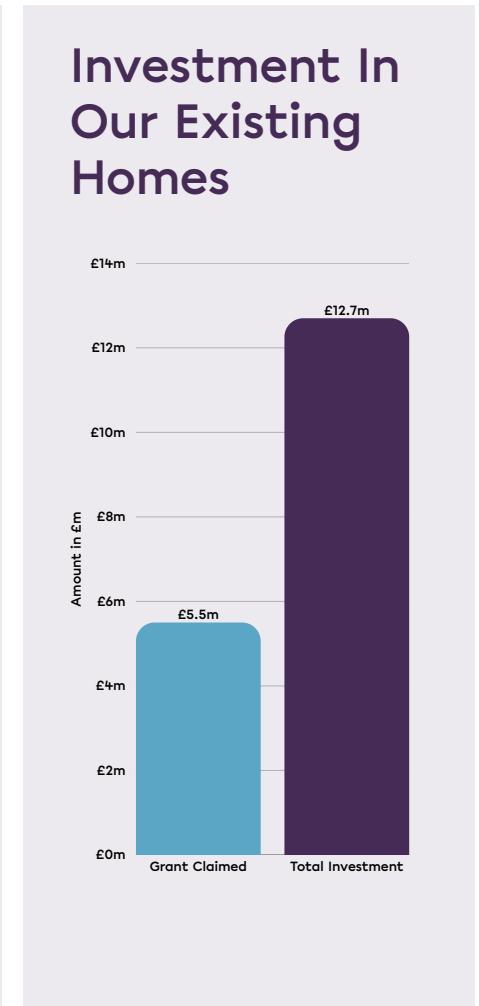
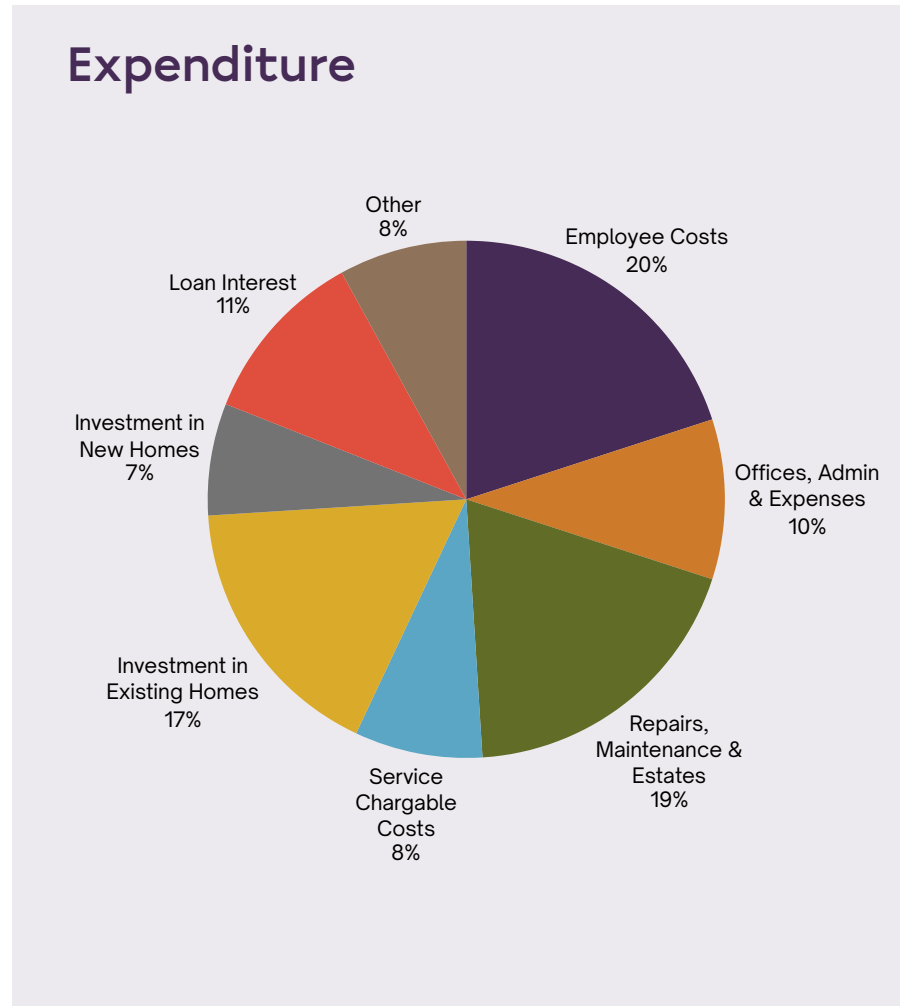
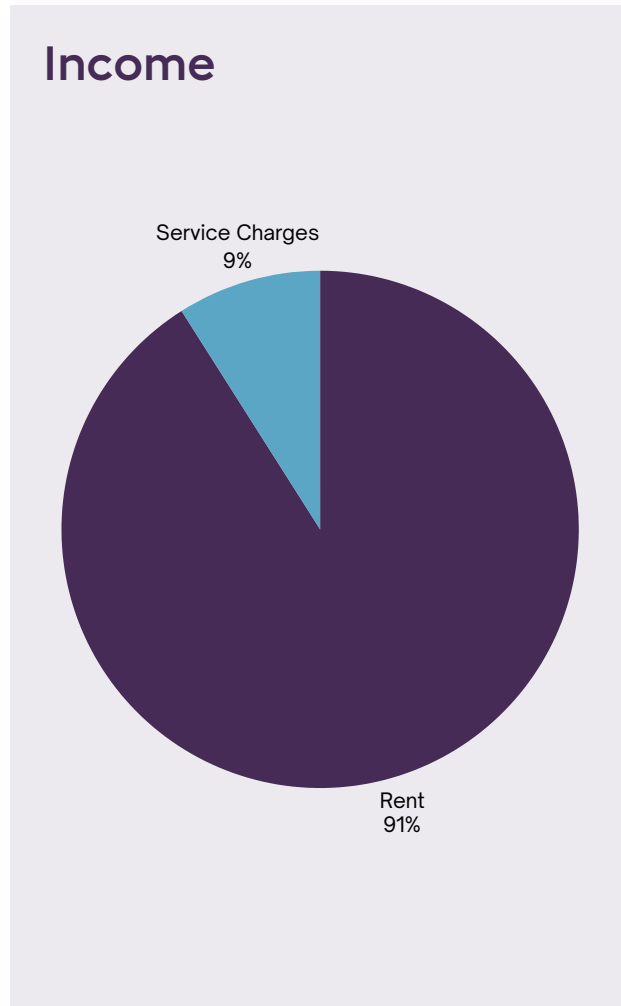
She described her experience with ateb as “nothing but brilliant”, highlighting the support she received, the professionalism of the team, and the quick response to repairs.



#atebStories

Finances

Our income and expenditure for the year.



Our finances are in line with expectations at this point.

Customer Feedback

How are we doing...



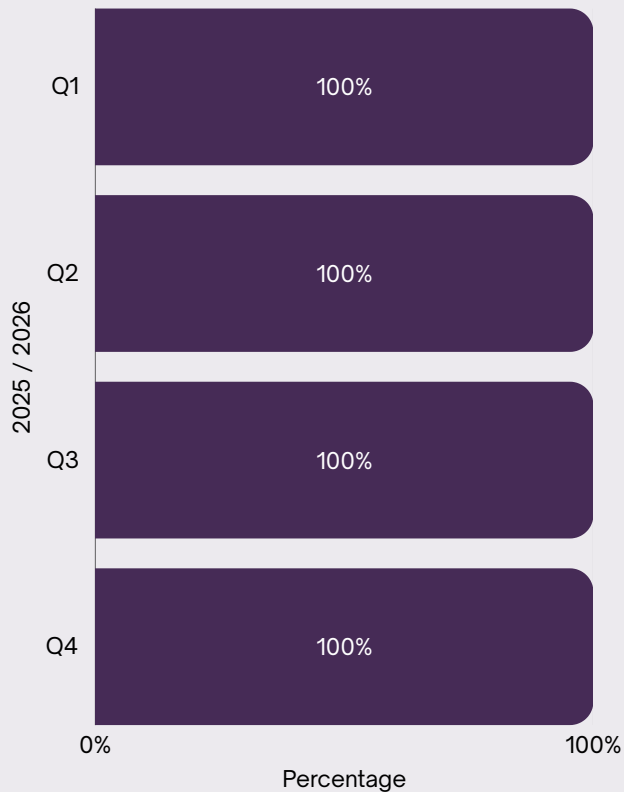
We have changed the way we collect customer feedback on repairs from Q3. This is why our performance reported is looking different from this point in the year.

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

Customer Feedback

How are we doing...

Satisfaction with outcome of ASB complaint



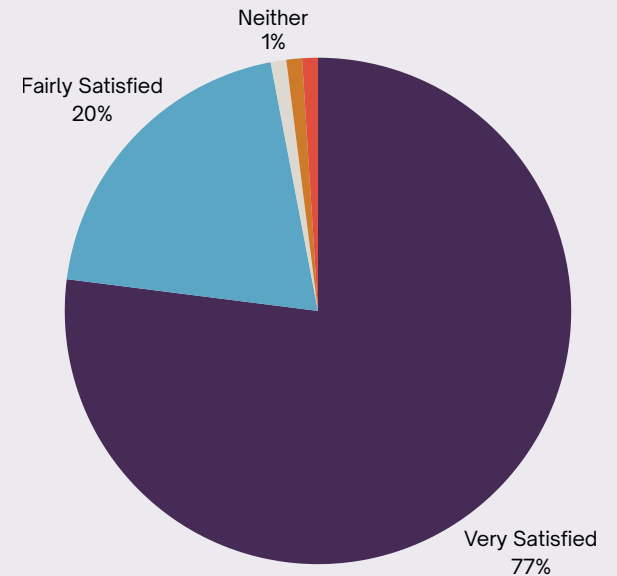
- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Complaints Recieved



- Stage 1
- Stage 2
- Ombudsman

Satisfaction with Home and Community



This chart is cumulative until the end of quarter 4 and is based on 1113 responses.

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

Customer Committee Feedback

The Customer Committee is a group of ateb customers who work with us to help shape and improve our services. At their latest meeting in May 2026, members discussed a range of topics important to customers and communities, sharing feedback, asking questions, and helping influence future decisions across ateb.

Strategic Review - Property

Looking forward, the Committee noted four key areas of focus for the next 12 months: understanding the impact of Welsh Housing Quality Standards requirements on cost and service delivery; reviewing the balance between in-house and contractor delivery models; embedding improvements following a full repairs process review; and preparing for the Building Safety Act, including new requirements relating to fire safety, defined responsibilities, and enhanced property data.

Customer Experience Strategy

Overall, the Committee was supportive and approved the Customer Experience Strategy, noting that it is well-timed, reflective of customer insight, and aligned to key organisational challenges, but emphasised that successful delivery will depend on clear actions, measurable outcomes, and visible improvements for customers.

Complaints and Concerns Policy

Overall, the Committee supported and approved the updated Complaints and Concerns policy, noting that it aligns with regulatory expectations and promotes greater transparency and consistency, while recognising the need to monitor its impact, strengthen communication with customers, and support staff capability in handling complaints effectively.



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

Customer Committee Feedback continued...



One of our recent ateb Trust beneficiaries

 Webstory

Regulatory Standards

Committee reviewed the evidence provided against Regulatory Standards RS3, RS4, RS5 and RS9 and confirmed from a customer perspective, that it was satisfied that we are meeting these standards.

ateb trust applications

Committee approved 7 ateb trust applications from community and ateb groups totaling £10,017.

ateb stories

Committee agreed with the assessment of the performance within the ateb Stories publication.

STAR survey

Overall, the Committee was assured that the STAR survey results provided a valuable and credible insight into customer perception, with results largely consistent with previous years. However, it was recognised that targeted action is required to address areas of declining satisfaction, particularly service charges, and to ensure that customer experience continues to improve over time rather than remain static. Customer Committee approved delegating to the Survey Planning Group to undertake “deep dive” surveys into service charges to better understand the reasons for dissatisfaction and identify improvement actions.

If you want to know more about the work of Customer Committee get in touch:

hello@atebgroup.co.uk



ateb Stories

Your quartely update on ateb performance
Performance is reviewed quarterly by Customer Committee.

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

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