

news

Winter 2022

Would you like the chance to win £25?

All the details on how to do this are on page 3

Happy Holidays

Welcome to the winter issue of our newsletter. In this issue we have introduced QR codes. These can be scanned by a smart phone or tablet and will take you directly to the website to which it relates.

This newsletter includes the latest updates and information regarding the cost of living crisis and the Warm Spaces initiative launched by both Sheffield and Rotherham councils. Along with regular updates from resident involvement, estate walkabouts, repairs, and development.

We would like to remind all customers that our office will be closing for the winter break from 3pm on 22nd December and our phone lines will close at 12pm on 23rd December. Everything will reopen on Tuesday 3rd January 2023. During this time, you will still be able to access the emergency out of hours service, but our usual repairs services will be suspended for the holiday period.





Resident Involvement

Resident Repairs scrutiny

We have just started to take a closer look at our responsive repairs service with a group of residents. We have had an initial meeting but there are still spaces available if you would like to join. If you have had a recent repair and have the time we would like you to help us take a closer look at our repair service. If you would like to get involved, please get in touch.



Take a closer look

We need you!

Have you been an Arches resident for less than 2 years?
Do you have a couple of hours every 2 weeks starting in January to meet with other residents and would you like to help us take a closer look at our Allocations & Lettings service?
If this is a yes please contact us on 01142288100 or email involvement@archeshousing.org.uk. If you would like to get involved please get in touch.

As a thank you for your participation you will receive a voucher of your choice at the end of these projects

As part of our Together with Tenants commitments, we are working with Tpas and Arches customers to co-create a customer group to improve the way in which customer voices are heard at our Board level. Work has been taking place since the autumn and we are working towards having the customer group set up during 2023. We will be taking applications to join this group early next year, so keep an eye out on our website and social media. Alternatively, if you would like more information please get in touch - info@archeshousing.org.uk



Customer Portal

In January 2022 we launched the Arches new customer portal, and as part of the launch we had a number of customers test the portal to provide feedback so that we could fix any faults and improve the portal in the future. The aim of the portal is to make accessing services more convenient and easy for customers.

We have looked at our records and we can see that we have email addresses for 57% of our customers and less than 10% have signed up to our customer online portal.

Once you have registered for the portal you have secure access to view your rent account and also make a payment, raise a repair, report a problem, and update your personal details 24/7. We will be giving away 3 x £25 vouchers to three randomly selected customers who have an active login before 31st March 2023.

To register go to our website and click the login button at the top right-hand corner or alternatively scan the QR Code. If you would like some help in registering for the portal please contact us.

<https://portal.archeshousing.org.uk//SelfRegistration.aspx>

SCAN ME 

Content Insurance

Do you have contents insurance in place to cover your belongings in the event of fire, vandalism or water damage? Contents insurance is a must for any resident – but many people don't take out their own insurance, wrongly believing that Arches provides insurance automatically. This is why we've partnered up with RSA to offer specially discounted cover to Arches customers.

Find out more and download an application form online at: www.archeshousing.org.uk/current-residents/contents-insurance/ or alternatively contact us on 0114 228 8100 and we can post one out to you.

SCAN ME



OUR NEW PAYMENT CARD APP...
...ALLOWS YOU TO PAY ANYTHING,
ANYWHERE

Available for Apple, Android and Windows smartphones
Download for FREE from the Apple App Store, Google Play or Windows Phone Store
NB: You need to add Payment Card to your smartphone to accept payments to use the Payment Card App.

Home Contents Insurance
Application Form

Read, complete and sign the application form and post it to RSA, URIS Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL. Or, having viewed the application form, telephone 0345 6718172 and apply over the phone.

RSA



Estate Walkabouts - Central

Estate Inspections for January - March



Hannah Trickett
Neighbourhood
Officer

Coningsby Road

11.30 am in the car park area

1-19a Middlewood Drive East

10.00 am outside of number 1

16th March 2023

5 - 39 Catherine Road

72-100 Catherine Road

10.30 am outside of 100 then walk down

Catherine Street

11 am on street

8-18 Richmond Street

11.30 am outside block

26th January 2023

23rd February 2023

23rd March 2023

6 Burngreave Rd (Flats 1-6)

36-38 Burngreave Road

33-39 Burngreave Rd

55-57 Burngreave Rd

140 -142 Burngreave Rd

Start at 6 Burngreave Rd at 10.30 am then walk up to the next address. Neighbourhood Officer will be in the area for 1 hour.

12th January 2023

9th February 2023

9th March 2023

Bressingham Road

Clun Street

Ellesmere Road North

Buckenham Street

10 am outside of number 35 then moving onto Clun Street, will be in the area till 11.30 am

19th January 2023

Colchester House

10 am at the main entrance

Wensley Street

11.30 am outside of number 152

5th January 2023

2nd February 2023

2nd March 2023

30th March 2023

157-167 Fox Street

205-211 Fox Street

301-315 Fox Street

10.30 am outside of 157 and will be on the street for about 1 hour

22-40 Woodside Lane

11.30 am outside of 22

16th February 2023

Estate Walkabouts - District

Estate Inspections for January - March



Joseph Wren
Neighbourhood
Officer

East Street, Doe Quarry, Dinnington

10 am on the green space at Hope Avenue

6- 64 Cutlers Walk

11.30 am in the carpark

Brameld Road

11.45 am outside of number 3

54-84 Leatham Avenue

12.30 pm outside of block

1-11 Dean Court

1 pm outside of block

19th January 2023

23th February 2023

23th March 2023

Waverley Estate

10am in the Waverley Walk car park next to bin store and will be on the estate for 2 hours

5th January 2023

2nd February 2023

2nd March 2023

30th March 2023

17-40 Britnall Street

10 am outside of number 17

29-85 Tipton Street

10.30 am outside of number 29

126-206 Jenkin Road

11.15 am outside of number 206

Ashtee Court

12 pm in the courtyard

12th January 2023

9th February 2023

9th March 2023

Balfour Drive

10 am outside of number 7

Ribston Mews, Walk & Place

170 - 190 Nidd Road East

10.20 am outside of number 190

then moving to Ribston Mews

Acres Hill Road

11.15 am outside number 1

Cuthbert Cooper Place

12.30 pm outside of number 11

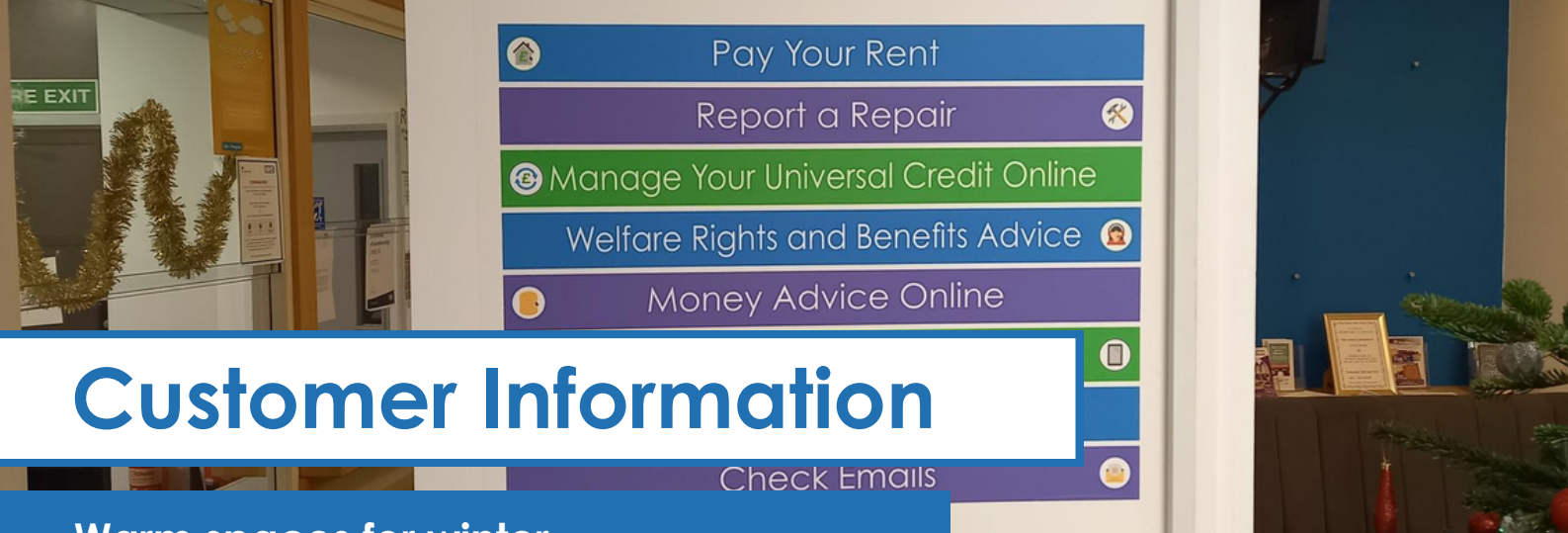
Logan Road

1 pm outside

26th January 2023

16th February 2023

16th March 2023



Customer Information

Warm spaces for winter

With the cost of fuel rising and people struggling to heat their homes, Sheffield and Rotherham have set up the following initiatives. Sheffield has recently introduced 2 new initiatives. Their "NeighbourGood" and "Welcome Places to go".

Rotherham have launched their Warm Welcome initiative.



Cost of living update

Christmas can be a struggle financially most of the time but with the extra burdens that have come this year, some people will struggle even more. All customers were sent information regarding the cost of living crisis back in October and advised on how to access additional support and services. An example of the assistance our Tenancy Support Officer (TSO), Lucy, can provide: A customer's financial situation meant that they had fallen into arrears with their energy company and they were struggling to afford to heat their home. Lucy supported them by applying to the British Gas Trust fund for the energy arrears. This application was successful and the amount awarded paid off the customers debt which meant they could afford their ongoing energy usage. If you would like help please contact us



Customer Information

Anti-social behaviour

Anti-social behaviour (ASB) is upsetting, intimidating and can have a very damaging effect on people's quality of life. Together with the police and the local authority, we are absolutely committed to reducing ASB because we believe that whoever you are and wherever you live, everyone has the right to feel safe in their own homes and communities. You can help by reporting ASB to us so we can take the right action against those causing the problems. You can do this by calling us on 0114 2288100 or emailing info@archeshousing.org.uk. You can also report it to Sheffield Council on 01142734567, or Rotherham Council on 01709 382121 or to the police by calling 101.

Rubbish and Waste

Please ensure you are using your recycling bins correctly as contaminated bins will not be emptied by the council. Large items need to be disposed of by taking them to local recycling centers or contacting the council to collect for a charge or free (or reduced cost) if you are on certain benefits or a low income.

Your usual bin collection days may change over the festive period so you don't miss a collection. You can check Sheffield bin collections at veolia.co.uk, Rotherham collections at rotherham.gov.uk and Chesterfield collections at chesterfield.gov.uk.

Fly tipping can often worsen this time of year, with all the extra waste meaning the average adult Brit fills two bin bags of rubbish on Christmas Day! So, please make sure you're disposing of your rubbish responsibly to avoid the negative results of fly-tipping - annoyed neighbours, the attraction of rats and other pests, or even financial penalties of up to £50,000 from your local council. Customers pay for the removal which over time can lead to you paying more in your service charges and where flytipping is on Arches-owned land it takes money away from improvements we could make in your home and community.

Rotherham



Sheffield



Chesterfield



Find out more
about rubbish
collection in
your area





Repairs Update

Planned programme

The contractor for the kitchen, bathroom and windows is WR Construction. The works started in November and to date 6 kitchens, 2 bathrooms and 10 windows have been completed. The properties that are having this work done have been contacted and dates planned in.

Stock condition survey

A team of surveyors will visit all our properties and survey the inside and outside of your home. If you live in a block of flats or on an estate we will collect information about communal areas too. It will take around 30 minutes to survey inside of your home and some pictures will be taken. Penningtons are providing the surveyors on behalf of Arches Housing.

All properties over 5 years old will be having a survey and the results from these surveys will shape the 5-year reinvestment program so it is really important that we get this information. The stock condition surveys have already begun, if you are contacted by Penningtons, please contact them directly to arrange access to your property to complete the survey.



Compliance update

Your safety is the most important thing to us – which is why it's really important to make sure you stay up to date on any safety testing. We'll be in touch when your home is due for any compliance safety tests. All you need to do is arrange a date with our engineers and ensure you're able to give them access to your property. These checks are required by law and failure to allow access can be a breach of your tenancy agreement. Scan the QR code to see information regarding building safety for our communal buildings and what we are doing to keep customers safe.



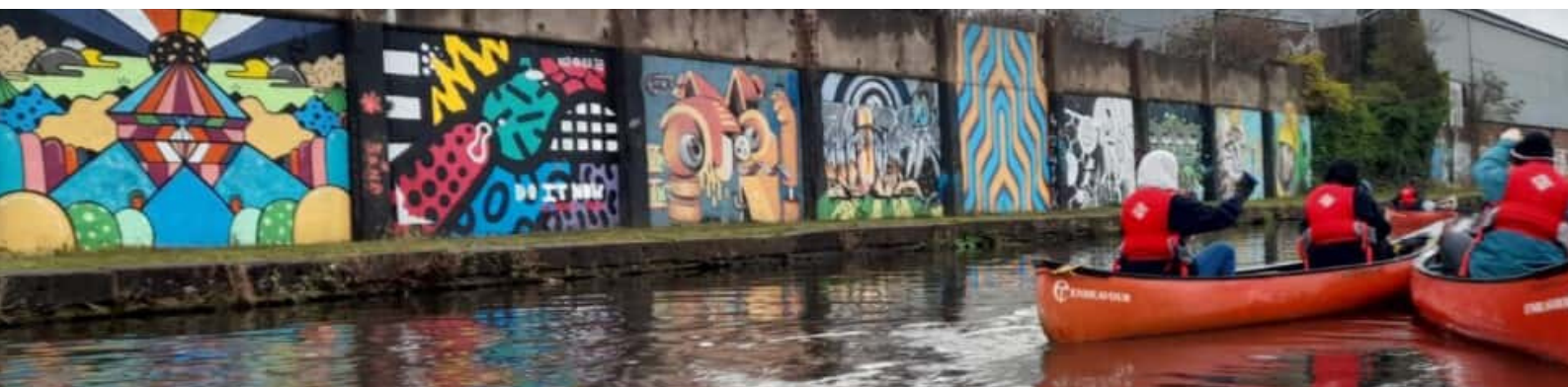


Development Update

Progress

Since the last newsletter Arches is pleased to say we have purchased 22 homes, with 22 new families moving in! The new homes have included 10 homes on Waverley on the Fusion development, 8 new homes in Dinnington off Wentworth Way, and 4 new homes in Chesterfield on the Heritage Green Development.

Arches continue to look for more opportunities to develop, across Sheffield and Rotherham, as we aim to deliver more new homes to families across the wider South Yorkshire region. Whilst we wait to secure further opportunities we do have some new builds in the pipeline already with more homes expected on Waverley in the new year which will be advertised through Rotherham's Key Choices, and further homes in Dinnington in the next 1 to 2 years.



Working with community groups and on projects to improve our communities is a key priority for Arches. We supported Endeavour to run their Community Ambassador programme again this year. They ran two programmes one in Sheffield and one in Rotherham. The children completed a variety of different projects including, litter picks, consultations with the community, bake sales, and training. The full article can be found on their website.

https://endeavour.org.uk/case_studies/clarion-and-arches-community-ambassadors-21-22/




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archeshousing



Office News

Our phone lines have changed to allow for staff to have time for training and development.

Monday: 9:00 - 3:00 pm

Tuesday: 9:00 - 3:00 pm

Wednesday: 12:30 - 3:00 pm

Thursday: 9:00 - 3:00 pm

Friday: 9:00 - 3:00 pm

New Starters



Tim Willis

Surveyor covering repairs and voids



Luke Jamieson

IT & Data Analyst

Christmas opening times

The office will close for Christmas on Thursday 22nd December at 3pm.

Our phone lines will close on Friday 23rd December at 12pm.

We will reopen on Tuesday 3rd January 2023.

Season's Greetings from everyone at Arches!



Domestic Abuse

Domestic abuse can happen to anyone. It is not your fault. Don't suffer in silence. You have the right to live your life free from fear, abuse and violence.

Call the free Sheffield Domestic Abuse Helpline for local support and information Monday to Friday from 8am to 8pm: 0808 808 2241.

You can also email help@sheffielddact.org.uk. They can arrange interpretation and translation if needed.

Call Rotherham Rise An Advice Phone line: Monday to Friday, from 9am till 5pm: 0330 2020571. They provide a range of services, to all genders (men included).

National Domestic Violence Helpline: 0808 200 0247 (freephone 24/7) or if you are in immediate danger call 999.

Your safety is our priority and as well as seeking advice directly you can contact Arches and ask to speak with your Neighbourhood Officer who will talk through your options with you including the assistance we can provide and referrals for specialist help.



Rotherham Rise

Sheffield



Rotherham



Tenant Support & Wellbeing Service

Tenant Support & Wellbeing Service provides free, fully confidential support, guidance, professional advice and in-the-moment counselling. Available 24 hours a day, 365 days a year.

How to access your free support

www.tsws-assist.co.uk

Username: arches

Password: tenantsupport

If you or your client require this document in an alternative format, including Large Print, Easy Read or translation services, please email involvement@archeshousing.org.uk or call 0114 228 8100.

Arabic | عربي

إذا طلبت هذه الوثيقة باللغة العربية ، فيرجى الاتصال بالرقم 0114 228 8100.

Urdu | اردو

اگر آپ کو اردو میں یہ دستاویز درکار ہے تو براہ کرم 0114 228 8100 پر فون کریں۔

Somali

Hadaad u baahato dukumintiga af soomaali ah fadlan wac 0114 228 8100.

Punjabi | ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਦੁਬਾਰਾ ਪੁਸ਼ਟੀ ਕਰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0114 228 8100 ਤੇ ਕਾਲ ਕਰੋ.

Polish | Polski

Jeśli potrzebujesz ten dokument w języku polskim, zadzwoń pod numer 0114 228 8100.

French | Français

Si vous avez besoin de traduction en français, téléphoner 0114 228 8100 s'il vous plaît.

Slovak | Slovenský

Ak potrebujete preklad tohto dokumentu do slovenčiny, zavolajte na číslo 0114 228 8100.