



Spring/Summer 2024



Welcome To Spring/Summer 2024

Welcome to the spring/summer edition of your newsletter.

There have been lots of changes within the housing world. These changes have been designed to put you, the customer at the heart of everything we do. The Regulator of Social Housing developed Tenant Satisfaction Measures and they became live in April 2023. We completed the survey with yourselves in August last year (you may have had a call), A full breakdown is available on our website.

The Regulator has also reshaped The Consumer Standards, we spent time out in our neighbourhoods consulting with customers on the changes proposed. The Housing Ombudsmen also has developed a new Complaints Handling code.

You can get more information on the Regulator of Social Housing and the Housing Ombudsman's websites.



Housing Ombudsman



Regulator of Social Housing

In this edition:

-  Your local area walkabouts
-  Updates from development
-  Details on the planned maintenance programme
-  Arches board approves customer recommendations from the latest scrutiny
-  Join our Neighbourhood Network Customer Group
-  Join our scrutiny group to take an in-depth look at complaints
-  Outcome from our in-depth assessment completed by the Regulator

Our phone lines are open

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

Our office is open

Monday: 10:00 - 3:00 pm
 Tuesday: 10:00 - 3:00 pm
 Wednesday: 12:30 - 3:00 pm
 Thursday: 10:00 - 3:00 pm
 Friday: 10:00 - 3:00 pm

Tenant Support & Wellbeing Service



Tenant Support & Wellbeing Service provides free, 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
 Freephone: 0330 094 8845

Customer Engagement

Scrutiny Update



Customers delivered the recommendations to board for the latest scrutiny looking at the current Allocations and Lettings process. The recommendations are:

- ✓ Explore the possibility of providing basic carpets / floor coverings in new homes.
- ✓ Satisfaction surveys with Neighbourhood Officer at initial / introduction visit. Also give customers information on the area they live and ask if they would be interested in becoming involved with Arches.
- ✓ Explore giving a start-up gift pack to all new customers, not just those moving into new build properties.
- ✓ The new build standard needs to be applied to the older properties but within the budget.
- ✓ To investigate the current decorating voucher system. Maybe give options to where the vouchers can be spent as currently only available for Al-Murad based in Burngreave.
- ✓ Add outside drying facilities to the start-up packs, personalised and relevant to size of garden and property.
- ✓ Boiler instructions need to be included in the new tenancy pack for all relets.
- ✓ Welcome card to be sent to new customers.

These recommendations were accepted by the board and will be monitored by the newly formed Neighbourhood Network committee group.



The next scrutiny is looking at complaints and how the service can be improved for customers.

Neighbourhood Network

We recently held our third Neighbourhood Network customer meeting. This group of customers are helping to shape services from a customer perspective and give their views. The group will monitor the recommendations outcomes from the scrutinies and also any further works required. The group have discussed many different topics including the planned maintenance project and repairs service. If you would like to join or would just like more information please get in touch and ask for Vicky.



Planned Maintenance

Planned Programme 2023/24

86

Boiler
Replacements

**17**

Kitchen
Replacements

**17**

Bathroom
Replacements

**3**

Roof covering



Planned Improvements 2023/24

Arches Housing energy efficiency works to low energy ratings 'D' or below properties.

25

Window
Replacements

**20**

Loft
Insulation

**10**

Cellar
Insulation

**4**

External Wall
Insulation



Planned Programme 2024/25

73

Boiler
Replacements

**34**

Kitchen
Replacements

**21**

Bathroom
Replacements

**40**

Window
Replacements



Repairs Updates

In our recent repairs scrutiny that was completed by customers one of the recommendations was:

"Arches carries out a promotional drive in the next newsletter on the standards of behaviours and code of conduct tenants can expect from contractors and how customers should behave."

Our service commitments

In providing you with a quality service, we and contractors working on our behalf will:

- Introduce themselves and show you proof of identity before they enter your home.
- Explain the nature and purpose of the job.
- Keep you informed about how the work is progressing.
- Treat you and your home with courtesy and respect.
- Take care of your property and possessions, taking all reasonable measures to protect them at all times from paint, dust etc.
- Behave in a professional manner at all times by not smoking or using bad language.
- Remove any rubbish and materials that come from the repairs being carried out.
- Make good any damage to decorations.

How we will keep to these standards

To make sure that we are keeping to the standards that have been set, we will:

- Check 10% of all completed jobs.
- Ask you to complete a satisfaction survey on every job that is completed.
- Openly encourage tenants to report any failure in meeting the standards.

Customer responsibility

As a tenant, you have a responsibility to keep your home in good repair. This means taking on some basic repairs yourself.

- You are responsible for keeping your home in good condition - this includes decorating.
- You must take care to prevent damage to your property by fire, burst water pipes or blocked drains and sinks.
- To give us access annually for the gas safety check to be completed.
- To provide reasonable access for our contractors to carry out repairs at the appointed time. You may be charged if the contractor arrives for an agreed appointment and you are not at home.

Chargeable repairs

If we carry out this work on your behalf, we will pass the costs onto you.

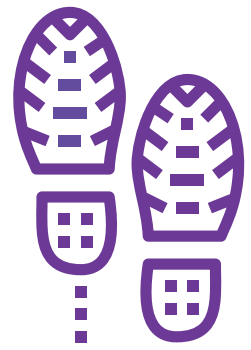
To find out more about chargeable repairs and how to avoid them, you can check out our website here or contact us and we can explain these to you or send you a copy of the policy.

Let us know how we're doing

If you have any views on how well we are keeping to these standards, we would like to hear from you. This may be a complaint, a compliment or simply a comment. Whatever it is, we welcome your views on the services we provide.

Just give us a ring on 0114 228 8100 or email info@archeshousing.org.uk





Estate Walkabouts - Central

Estate Inspections For July To September



Sharon Hoskin
Neighbourhood Officer

Our Neighbourhood officers organise walkabouts in our Neighbourhoods which customers can join. The walkabouts, also known as estate inspections, involve walking around the neighbourhoods where our homes are located and identifying issues that might need to be tackled.

**6 Burngreave Rd
(Flats 1-6)**

**36-38 Burngreave Rd
33-39 Burngreave Rd
55-57 Burngreave Rd
140-142 Burngreave Rd**

Start at 6 Burngreave Rd
at
10:30am then walk
up to next address.
Neighbourhood Officer
will be in the area for 1
hour.

19th September 2024

**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

26th September 2024

**5-39 Catherine Road
72-100 Catherine Road**

10.30am outside of 100
then walk down

Catherine Street
11am on street

8-18 Richmond Street
11.30am outside block

5th September 2024

Colchester House
10am at the main
entrance

Wensley Street
11:30am outside of
number 152

12th September 2024



**1-19a Middlewood
Drive East**

10.00am outside
number 1

Coningsby Road
11.30am in the car park
area

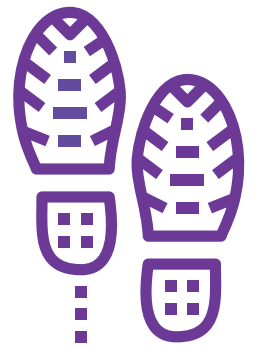
1st August 2024

**Bressingham Road Clun
Street, Ellesmere Road
North, Buckenham Street**

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

29th August 2024





Estate Walkabouts - District

Estate Inspections For July To September



Andrew Williams
Neighbourhood Officer

This includes a wide range of issues such as repairs to grounds and communal areas, or incidents of flytipping. Walkabouts also give you the chance to talk to your Housing Officer and discuss issues about your estate or anything else to do with your home or tenancy.

East Street, Doe Quarry, Dinnington

10am on the green space at Hope Avenue

6-64 Cutlers Walk

11.30am in the carpark

Brameld Road

12.15am outside of number 3

54-84 Leatham Avenue

12.30pm outside of block

1-11 Dean Court

1pm outside of block

8th August 2024
5th September 2024



Ouseburn Street

10am outside block

170 -190 Nidd Road East & Ribston Mews

10.15am outside of number 170 then moving to Ribston Mews

Balfour Drive

11.10am outside of number 7

Acres Hill Road

11.30am outside number 1

Cuthbert Cooper Place

12:30pm outside of number 11

Logan Road

1pm outside

1st August 2024
29th August 2024
26th September 2024

Waverley Estate

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

18th July 2024
15th August 2024
12th September 2024

17-46 Britnall Street

10am outside of number 17

29-85 Tipton Street

10.45am outside of number 29

126-206 Jenkin Road

11:15am outside of number 206

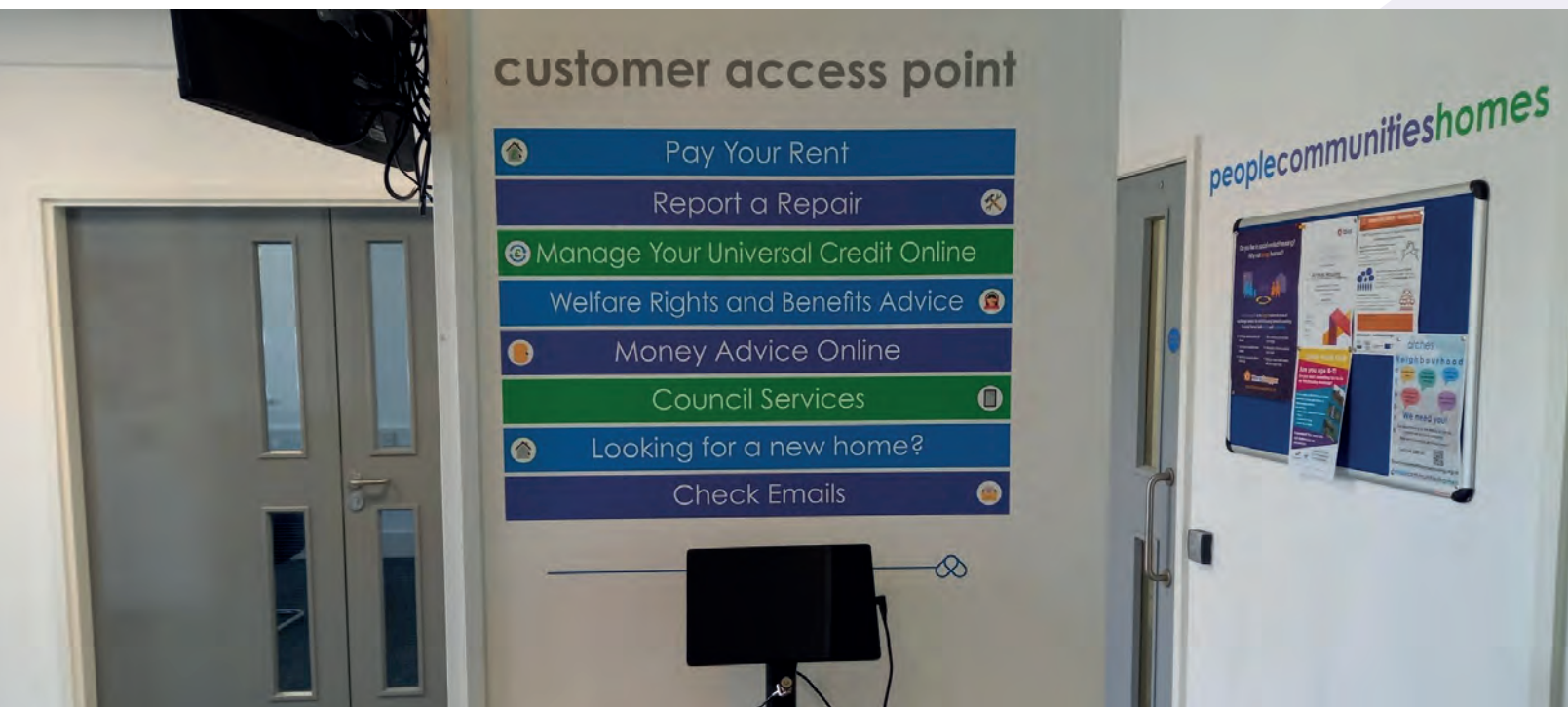
Ashtee Court

12pm in the courtyard

25th July 2024
22nd August 2024
19th September 2024

Customer Information

Appointing An Advocate



Sometimes you might need some help with dealing with issues around your tenancy. That might be as simple as having someone with you when we visit you at home, or bringing someone with you when you come and see us at the office.

However, if you need someone to talk to us on your behalf about your tenancy without you there you'll need to officially nominate them as an advocate. To do that, please complete our Advocate form on our website. <https://www.archeshousing.org.uk/about/contact-us/advocate/>.

Alternately you can also contact us and we can send one out for you to complete and return.

An advocate can help you explain and say what you want, if you find it difficult to do so by yourself.

- ✓ You decide what the advocate is allowed to speak to us about - for example, repairs or rent or matters relating to your tenancy.
- ✓ The advocate will not be able to make important decisions about your tenancy without your approval.
- ✓ All actions agreed with an advocate will be confirmed with you in writing.

You can withdraw this permission at any time by notifying us. If you're unsure whether this is right for you or if you need any help completing the form, please contact us.

Customer News & Info

Tenancy Fraud

At Arches housing we take tenancy fraud very seriously. Why? Because for every time someone commits tenancy fraud, a person or family in need are deprived of a home.

Tenancy fraud is not just subletting your property or providing false information to obtain your home. It is not occupying your property as your main home - whether you leave other occupants at the property or not. It is lying about living in a property after someone has died to be able to take over the tenancy.

Here at Arches, we carry out robust checks on anyone applying for a property or asking to take over the tenancy. If we suspect tenancy fraud, we have many ways of investigating this to find out what is happening.

If you are found to be committing fraud, this is a criminal offence and can result in prison or a fine. We will take legal action to your tenancy and inform benefit agencies if you are claiming fraudulently.

If you suspect anyone of committing tenancy fraud, please contact us to report it... We could be housing someone in need.



Aids And Adaptations

Our home is our safe space and we all want to live there independently. Sometimes this is not always possible and you may need a little help. If you are struggling, please contact us on 0114 228 8100 and we can come out to visit you.

If your request is for minor adaptations like grab rails or hand rails, we can have these fitted for you.

If you require major adaptations a referral to Occupational Therapy would be required. This can be completed via your GP or alternatively, you can contact the Local Authority direct to complete an assessment of your needs.

Sheffield
0114 273 5522



Rotherham
01709 336009



Chesterfield
01629 533190

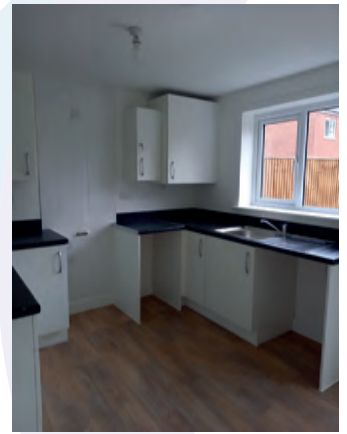


If you need help completing the assessment please contact us and we will support you to complete the assessment.

Development Update

Since the last newsletter I am pleased to confirm we have taken handover of more new-build properties. Firstly a further 10 homes on Wentworth Way, Dinnington all of which are 3 bedroom homes. More recently in March 2024, we took handover of four homes, a mix of 2 and 3 bedroom homes, in Staveley. This is a new site for us and one we announced in our last newsletter. The homes are located on Barratt David Wilson's development.

We look forward to taking more handovers on this site in May 2024, and even more homes on this site later in the year as well as our final homes on the Wentworth Way Dinnington development.



We continue to work to deliver more new homes to families across our operating area, and support families to either rent or purchase their home through Shared Ownership.

We are also working on a few other schemes to see if we can make them work, so watch this space for more updates in future newsletters.

Contents 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 to download an application form scan the QR code. Alternatively contact us on 0114 228 8100 and we can post one out to you.



Office News

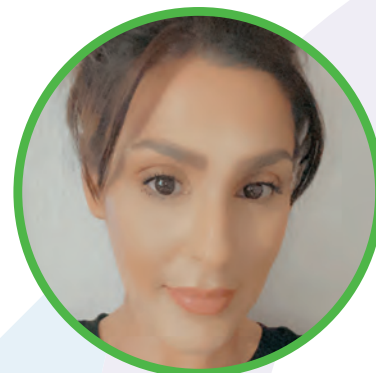
New Starters



Jerry Warren
Assets Surveyor



Michael O'Keefe
Neighbourhood Manager



Asima Shad
Service Improvement Manager

Kelicia Igbinazaka has moved from our Customer Service Team to our Assets team. She is now our Damp, Mould and Condensation Co-ordinator.

If you would like to join the Arches team, all our vacancies can be found on our website, Facebook or LinkedIn.



Our In-Depth Assessment (IDA) rating has been published by the Regulator of Social Housing – and it is good news!

We're happy to announce that we have maintained our G1 V1 status, which is the highest compliance rating, confirming our position in the top 27% of best-performing housing providers in the UK.

Every three to four years, the Regulator of Social Housing (RSH) undertakes an IDA with all housing providers. This is a rigorous process which assesses how we comply with the economic and consumer standards. The main objective of the IDA is to ensure that we are financially viable, properly managed and provide excellent services to our tenants.



Paul Common, chief executive of Arches Housing, said: "We are very pleased to have had our rating reaffirmed as G1/V1, especially in the ever more difficult operating environment we work in. This is a true reflection of the hard work of the whole team at Arches who remain focused on keeping our customers and organisation safe, strong and resilient."

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.

Bengali

আপনার যদি ইংরেজিতে অনুবাদের প্রয়োজন হয় তবে অনুগ্রহ করে 0114 228 8100 এ কল করুন।

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.

Punjabi | ਪੰਜਾਬੀ

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ੀ 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.