



**WE ARE
CELEBRATING**



Welcome To Summer 2025



Alan Long, Chair of Board

Introduction from Alan Long, Chair of Board at Arches Housing

I am lucky enough to have been a Member of the Arches Board for 3 years including being Chair over the last 2 years.

One of the things that Arches can be most proud about in this time, has been the enormous effort that has been put into really listening to tenants and improving our service based on feedback received. I am very grateful to every tenant that has given us their views. Whether good or bad, it has all helped us give a better service. I am also grateful to the staff who have worked so hard to deliver the improvement that has been achieved.

We are regulated by the Regulator of Social Housing who now asks all housing associations across the country to ask the same set of questions to tenants around the service they receive. This allows everyone to see how one housing association compares with another. I am pleased to say that Arches has some of the best results across our region and indeed nationally. We want with your help to continue this progress, and I know all Arches staff will do all they can to do this, even in times when we know money is tight.

One of the areas we are doing more to support you than ever before is through neighbourhood days. This is where we work with other local community partners to hold a local event for all residents. I have seen first-hand how great these events can be in terms of showing the tremendous community spirit that we see in so many places.

It was, after all, community spirit and the desire to create better homes for people, that led to the creation of Arches 50 years ago. You will see more about some of the things I have mentioned here in this Newsletter.

Tenant Satisfaction Measures

We are pleased to announce that we have seen increases in tenant satisfaction across the board following our latest surveys.

Every year we are required to ask 12 key questions to our tenants and report those results to the Social Housing Regulator. These are called the Tenant Satisfaction Measures.

For 2024/25, 83.9% of tenants asked said they were satisfied with our services – an increase of 7.4% on the previous year. This reflected increases in satisfaction with our repairs service, how we listen to your views and act on them, keeping tenants informed and treating tenants fairly and with respect.

”

They have always been helpful and very supportive on some recent financial matters and responsive repairs which by their nature needed to be dealt with very quickly.

“

You Said, We Did

You Said

We Did

Problem areas

We received feedback that an area close to Barnardiston Road, Darnall, was an eyesore for our tenants, attracting vermin and urgently requiring attention. Our Neighbourhood Officer identified the location, reached out to the landlord responsible for the parcel of land, and communicated the concerns. As a result, the area was cleared and the space is now safe once again.

Walkabouts

It was raised with us that our estate walkabouts were not extensive enough to cover all areas. Taking this feedback into consideration, we have worked diligently to develop a broader plan for our Neighbourhood Officers to follow. This plan is now implemented, and all areas are documented on the Arches Website for anyone interested in participating in the walkabouts.

Fly tipping

Fly tipping has been a significant challenge across South Yorkshire, with certain areas experiencing recurring issues. To address this, we have installed wildlife cameras in these hotspots and have observed a notable decrease in fly tipping incidents. For more information, please refer to the wildlife camera article.



Development Update



We have had quite a few new build handovers since the last update. We took the final 5 homes of our 23 in Wentworth Way, Dinnington from Taylor Wimpey in November, and have added 5 more shared ownership houses on the Barratt David Wilson development in Staveley.



However, more significantly we have taken 30 new homes (19 rent and 11 shared ownership) on the Strata scheme at Chapel Way, Kiveton Park. The final 13 on this site are expected before the end of the year which is over 12 months ahead of the programme.

We continue to work to deliver more new homes to families across our operating area, so watch out for further updates.



Recent handovers at Wayfaring Walk, Kiveton Park

Let's Tackle Fly-Tipping Together!

No one wants to live near a pile of dumped rubbish

Especially when it's someone else's mess. Fly-tipping isn't just unsightly; it's a serious issue that affects the entire neighbourhood. It can lead to pest infestations, encourage anti-social behaviour, and generally make your community a less pleasant place to live.

Unfortunately, some Arches Housing tenants have recently experienced fly-tipping near their homes. We're determined to tackle the problem and we need your help.

Why it matters

Removing fly-tipped rubbish is expensive. Last year alone, Arches Housing spent nearly £18,500 clearing waste from our land. That's money that could have gone towards improving your neighbourhood in other ways.



**Let's work together
to keep our
neighbourhoods clean,
safe, and a place we're
all proud to call home.**

What we're doing about it - trail (wildlife) cameras

To support our housing officers and catch those responsible, we've invested in mobile trail cameras. These cameras are placed in fly-tipping hotspots and only record when they detect movement.

So far, they're making a real difference, where cameras have been installed, fly-tipping incidents have dropped significantly.



How you can help

You can make a big difference by following these simple steps:

- Use licensed waste carriers if you have excess rubbish to get rid of.
- Report any fly-tipping you spot on your estate to us as soon as possible.
- Use your bins correctly – the local council might not collect them if they contain the wrong items.
- Be observant – if you witness fly-tipping, make a note of any useful details like the vehicle registration, time, and location, and report it to us.

If you see fly-tipping in public areas outside our estates, you can also report it at:

www.fixmystreet.com or contact your local council directly.

Complaints Scrutiny

This year we have been looking at how easy it is for you to tell us when we get something wrong and how that process feels for people who have been involved in it.

You said – we did!

Following results of the Tenant Satisfaction Measures we saw that satisfaction with our complaints processes was lower than other areas. We discussed this with the Neighbourhood Network who agreed that we should run a scrutiny process to see what we could do better.

The recommendations covered areas such as:

- Ensuring contractors learnt from complaints
- Making sure our letters were clear
- Ensuring staff were properly trained to log complaints at the right time
- Using complaints to learn about where service delivery was having a particular impact on vulnerable customers.

The recommendations from that scrutiny were agreed at our board meeting on 21st July and that means we will now get on with delivering them!

For a full list of recommendations please go to our website or contact us and we will send them out.

Empty Homes standards scrutiny

Are you one of our newer tenants?
Would you be interested in talking to us about the standard of your property when you moved in?

If so you are just the person we are looking for – we will be working with tenants from October to look at what we do when we are letting a property, whether we need to improve the standard and how we do that.

Involved tenants will receive vouchers in recognition of their time – if you are interested, please contact our consultation team on:
consultation@archeshousing.org.uk

Tenant Voice Strategy review

Some of you may have noticed that our Resident Engagement Strategy ends this year. Since we wrote this, we have come a long way at Arches in how we listen and communicate with tenants.

We continue to challenge ourselves and be challenged by the Regulator of Social Housing to ensure YOUR voice is heard when we are making decisions and when we are delivering day-to-day services.

We are writing the next 3-year strategy which we plan to rename the Tenant Voice Strategy. By the time this newsletter lands on your doormat we will be drafting this following extensive online consultation, conversations at our neighbourhood days and focus groups but it's not too late!

Email us at **consultation@archeshousing.org.uk** or telephone us and speak to Kirsty Waller about what you think we should include in this.

Neighbourhood Day Success



WENSLEY ESTATE JULY 2025
DARNALL ESTATE AUGUST 2025

Neighbourhood day success!

Throughout July and August, you might have spotted our team working around the Wensley Estate and Darnall. We successfully organised two neighbourhood days dedicated to litter picking, clearing weeds and overgrown bushes, and providing skips to assist our tenants in disposing of large waste items.

The positive feedback and engagement we received have been immensely gratifying for all the staff members who dedicated their efforts to enhance the condition of these areas for you, our tenants.



Eleanor on Wensley Street



Mo and Harnek on Wensley Street

One tenant expressed,

”

I would like to say thank your event of cleaning and taking the skips you put and frankly I appreciated and thank you for all the wonderful work in our estate...

“

We have more neighbourhood days on the horizon, so be sure to follow our Facebook page for updates on future events.

We hope to see you in your neighbourhood soon!



Balfour Drive, Darnall after clean up



Nidd Road East, Darnall after clean up

Important

Important safety tip: peel & stick tiles near heat sources



We'd like to share a quick safety reminder for anyone using or considering peel and stick wall tiles, especially in kitchens or areas near heat sources.

While peel and stick tiles (often made from PVC) are a popular, easy-to-use option for home decorating, they have limited heat resistance. When placed too close to gas hobs, ovens, or open flames, they can melt, warp, and even pose a fire risk.

Please keep in mind:

- These tiles are not suitable for areas directly behind or beside gas cookers.
- They should never be installed near open flames or high heat.
- Always leave space between tiles and heat sources.
- Be sure to check the manufacturer's safety guidelines before installation.

Your safety is our top priority. If you're planning any home improvements and are unsure whether a product is safe to use, please don't hesitate to reach out to us.

Thank you for helping keep our homes safe!

Warning to all residents: Flow boosting shower heads!



We recognise that the water pressure in electric shower units may not always meet expectations. However, we've received reports indicating that flow-boosting shower heads have been installed in our properties, leading to significant issues.

The drawbacks of these modifications include:

- Increased water and energy consumption;
- The risk of activating safety mechanisms in electric showers, which could result in burnout.

Any damage resulting from these alterations would regrettably be recharged to our tenants. Therefore, we kindly request that such modifications not be made in our properties. If you require additional information, please feel free to reach out to us, and we will be more than happy to assist you!

Introducing Our New Head of Assets at Arches Housing



We are thrilled to announce the addition of Natalie Newman as our new Head of Assets here at Arches Housing. Bringing with her a wealth of experience and expertise, Natalie

has quickly integrated into the team. She has tailored her role to harness her extensive skills, adding a distinctive quality to our organisation.

Read on to discover more about her journey.

Natalie, how have you found your new role at Arches Housing so far?

I have really enjoyed getting to know my new Arches family! Whilst I've worked in housing in Sheffield City Region for 20 years I didn't know some of our neighbourhoods, and what a treat it has been seeing some of our homes and discovering some of the community assets on offer to our residents, especially all the parks and trees near some of our homes.

I have been lucky enough to learn from Sally who has such a rich history at Arches. I also had the opportunity to spend a few days answering calls in my first few weeks which gave me a real insight into the importance of diagnosing a repair issue as early as possible and how frustrating it can be when we don't. This is a real area of focus for us and with the new operating model we hope to make improvements in this area. We have been busy procuring contractors for our planned programme and am excited to get going on our kitchen, bathroom and window replacement programme.

To accommodate symptoms of a head injury, what special measures do you implement while working in an office environment?

This has been a challenge for me, starting a new job with a brain injury. I was worried about the adjustments I need as I have a sensitivity to noise and light and can experience problems with my memory. I have some adjustments in place which mean I can work in quieter environments. You might also see walking round the block in Burngreave to take a break from the computer screen. It's difficult to be open about what I need sometimes, especially with people I have only just met. Having said that, everyone has been fantastic and really accommodating and have got used to me switching lights off here and there.

Do you believe that Arches Housing is supportive of both colleagues and tenants when it comes to addressing the needs of individuals with diverse physical and mental abilities?

Absolutely. I have had nothing but support. Having said that it's important we know about the challenges that people are presented with, without that information it's hard to know what the best thing to do is. We touched on this at a Neighbourhood Network meeting, last week, noting that a really good service is one that looks not just at the building and the household within it but also how the home is used.

Lastly, please share a bit about yourself beyond the workplace.

I live in Sheffield with my family, we have two active boys who keep us busy. I like the simple things in life, nature, a cuppa and a natter, camping, a walk in the woods, that kind of thing. I try and be active in my local community and I am on the Board of a local charity that works towards poverty alleviation.

Neighbourhood Network Article

Who are we?

We're a group of tenants from different areas of Sheffield and Rotherham who meet quarterly – either at the Arches office, where we have something to eat, or virtually if we can't make it to the office.

What do we do?

We look at customer-related policies which are being reviewed or developed and scrutinise how the tenant voice has been included in them.

We give advice on tenant consultation which is being planned for service reviews.

We monitor the recommendations from scrutiny groups to ensure they are being implemented correctly.

We have a real opportunity to influence how the Tenant Voice is heard.

What have we been doing in the last quarter?

In the last quarter, we have been involved in the review of the Tenant Voice Strategy – giving our views on how you should be involved in that review, right down to the questions asked!

We have also met the new Head of Assets and grilled her on the performance of some of our contractors!



If you are interested in joining us, please contact Kirsty Waller or email on consultation@archeshousing.org.uk



I think it's time for me to put my feet up!



37 years is a long time in anyone's book, just ask Sally Steade, Arches Housing's longest serving employee. She has been a part of the furniture at Arches for nearly four decades, from

her first day back in 1988, to her last day before retirement, Sally speaks fondly about her time at Arches but now insists it's time for a little rest and reflection before she plans her next adventure.

From day one, Sally has been a crucial cog in the Arches wheel, joining the organisation initially as a Housing Assistant before progressing through roles including IT, Development, Housing Management and Asset.

Now time has finally come for Sally to retire, she plans on having a well-deserved rest over the coming months before she thinks about what she does next.

She adds

”

I'm planning on having six months of pure fun - no more phone ringing at weekends, evenings or holidays for Out of Hours calls or working late into the evening to make sure I didn't let someone or the team down in delivering something I'd promised, and I certainly won't miss the alarm clock going off every morning.

I'm not one to sit still though, so I'm sure it won't be too long before I'm back doing something very likely in the local communities. I'll probably look at charity work or volunteering with some of the community groups I've helped to set up over the years - giving something back just feels right.

“

S	K	H	T	P	U	F
F	L	O	O	R	S	V
Q	I	M	A	G	P	O
J	F	E	N	C	E	L
B	P	A	I	N	T	H
D	C	N	E	M	S	R

Join us in celebrating Arches by completing the wordsearch below – see if you can guess the theme...

ARCHES KIDS CORNER!

Can you find the following words in the wordsearch below?

PAINT
FENCE

HOME

PETS
FLOORS



Riddle time!

What did one wall say to the other wall?

Answer: I'll meet you at the corner!

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.