



Welcome to Winter 2024

Welcome to your winter edition of your newsletter. In this edition we bring you all the different ways we have been listening and acting on our customer feedback. We spent 3 days this summer in different neighbourhoods supporting with clearing litter, weeds and providing skips for customers to dispose of items of furniture. There are also our regular updates from our Development and Assets departments. We have a new scrutiny project starting in January, if you would like to find out how important these projects are and what's involved, please do get in touch.

Arches will be golden as we are 50 years old next year! If you have any ideas, thoughts or suggestions on how we can celebrate please do get in touch.

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

Christmas opening times

The office and phone lines will close for Christmas on Tuesday 24th December at 12pm. We will reopen on Thursday 2nd January 2025.

Season's Greetings from everyone at Arches!



New Out of Hours Contractors

We have recently changed our contractor for our emergency repairs outside of normal business hours. Orca are our new out of hours contractors that will answer if you need to call and Burngreave Building Company is the new contractor that will attend your property if there is an emergency.



Development Update

We've had more properties since the last newsletter. We took 6 more houses on the Barratt David Wilson development in Staveley. We also took 6 shared ownership houses on the same estate at the end of June.

In the summer we also exchanged contracts with Strata Homes to deliver 23 rented and 20 shared ownership houses in Kiveton Park, Rotherham. The first 13 of these are currently being delivered to us and new customers are moving in as we speak.

Also as previously mentioned our final 5 homes in Wentworth Way, Dinnington have been handed over to us and customers are in their new homes.

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



Protect what makes your place a home.

Content Insurance from 45p per week,

What you need to know about RSA's tenants contents insurance

- Tenants contents insurance financially protects the contents in your home, garage, and shed.
- Prices start from as little as 45p per week, £1.47 per month, or £15.65 a year* for contents insurance
- You can pay weekly, fortnightly, monthly, or annually – whatever suits you best.
- You can upgrade your cover to protect your home's contents against accidental damage.
- There is no excess on claims and no fees for changing your details or cancelling your policy

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.



Home Contents Insurance
Application Form

Read, complete and sign the application form and post it to RSA, URIS Group, One West, Lillands Road, Doncaster, DN4 5PS. Or having received the application form, telephone 0345 671 8172 and apply over the phone.

OUR NEW PAYMENT CARD APP...
...ALLOWS YOU TO PAY ANYTIME, 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 select Payment Card as your method of payment in order to use the Payment Card App

RSA



Tenant Support & Wellbeing Service

Your Tenant Support & Wellbeing Service (TSWS) is here to help you. The service provides practical information, resources, and support in the moment to help you balance your work, family and personal life.

Available 24/7, 365days, support is just a telephone call away - or find support online. Information and support is available on a wide range of work, family and personal issues, including but not limited to:

- Health and wellbeing information
- Everyday living - specialist information and guidance
- Stress, anxiety and depression
- Marital, family and relationship difficulties
- Work-life balance

www.tenantcare.co.uk
Username: arches
Password: tenantsupport

Life & Progress

Tenant Support
& Wellbeing
Service



Tenant Support
Freephone **0330 094 8845**

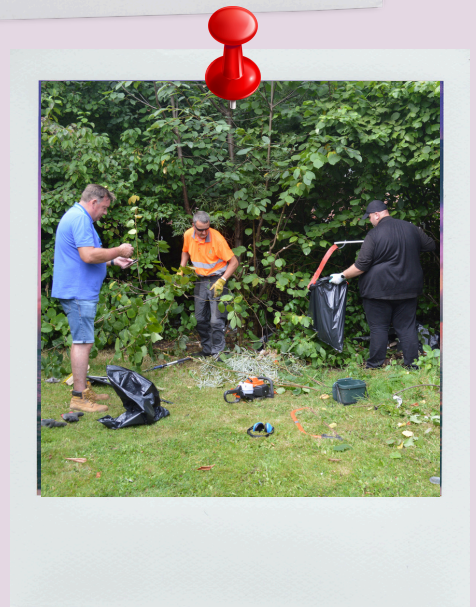
You Said, We Did



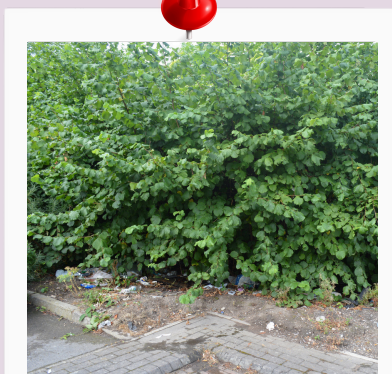
Arches staff spent 3 days this summer out in the Neighbourhoods with residents.

Feedback from the Tenant Satisfaction Measures data said that customers felt the grounds maintenance needed to improve and there was too much litter in their neighbourhoods.

We decided to address this by holding 3 neighbourhood action days to clear up the top 3 estates that had raised this as an issue.



They were Wensley Street at Page Hall, Ribston Mews, Court & Place at Darnall and Tipton Street & Jenkin Road at Brightside.



Before



After

As well as staff we had contractors and board members attended the days where works and activities were undertaken to improve these areas.





**During these neighbourhood days 5 skips were filled with rubbish.
This is equivalent to 160 black bins!**



Arches Takes Action on Serious Antisocial Behaviour

Arches housing has evicted a tenant following months of serious anti-social behaviour. The local Neighbourhood Officer worked closely with South Yorkshire Police to gather evidence around reported drug activity at the property. Arches evidence supported the police to gain a Closure Order on the property – this meant that both the tenant and their visitors could not enter the flat for 3 months and gave neighbours much needed respite from the problems.

We continued to work hard with the police to gather evidence, including taking photographs and statements, to prove to a judge that eviction was the only solution. Once we were granted an order from the county court, we applied for a warrant for the bailiffs to evict the tenant.

This case demonstrates that we do work hard to tackle antisocial behaviour in our communities, but it does take a lot of work by our Neighbourhood Officers with partners, and witnesses to gather the evidence.

Arches Housing take all reports of ASB seriously and we will work collaboratively with our tenants and partners to resolve issues to a successful outcome for all parties. You can report instances of ASB to us via telephone: 0114 228 8100, email: info@archeshousing.org.uk, Live Chat on our website: www.archeshousing.org.uk

Keeping yourself and your family safe

Many of our properties have window restrictors fitted as a safety device to limit how far your window can be opened. These can be deactivated in the event of an emergency or to allow for window cleaning. It is advised that you do not deactivate this safety device any other time, as these are in place to prevent falls which can result in serious injuries or even potentially fatal accidents.

If your restrictors fail, please report them to us straightaway. If you have children, please ensure that if they are able to remove the restrictors, that they are not left unsupervised or with furniture next to the window they can climb on.

If you have any concerns, please contact us to discuss further.



Are you struggling with your bills? Do you need support with managing your rent account?



We understand that sometimes you can find yourself in unexpected financial difficulties or challenges. If this happens to you it is important that you contact us as we may well be able to help you. Our Income Officers can help you to apply for additional financial support such as Universal Credit, or Discretionary Housing Payments (DHP).

We have recently, helped a customer apply for a DHP from Rotherham Metropolitan Borough Council. Our customer had accumulated significant arrears on their rent account and was struggling to meet the weekly cost of their rent. The customer was facing the possibility of losing their home if something wasn't done.

Our Income Officer worked with the customer and helped them complete the application for a DHP. The customer was awarded a one-off payment to clear the arrears on their rent account and awarded an additional weekly payment towards their rent.

DHP funding can help customers with housing costs, including those affected by the benefit cap or the "Bedroom Tax". If you are eligible, you may get a DHP to cover housing costs for a rent shortfall, rent deposits, or rent in advance if you're moving home.

If you think you would like further information on DHP's or would like support with an application for one, you can contact our income officers on: 0114 228 8100



Scrutiny Updates



Welcome Cards
for new customers



The welcome pack
given out to new
tenants at signup

We will be starting a new scrutiny in January. If you would like to find out what it is all about and how you can help, please get in touch and ask for Vicky.



Get to know us here at Arches

This is Kirsty, one of the new Housing Officers. This is a snapshot of her day.

The first executive demand of the day upon opening a professionals' eyes is normally; coffee, coffee, coffee... and I am no different. Following the intake of 'energy nectar', I creaked open the laptop and had a bleary-eyed review of the tasks filtering through. This is an essential part of any morning process as this enables me to assess what is required to take priority for the day. After the steady flow of usual admin and good morning remarks shared amongst my peers, I was informed that there had been a safeguarding incident that needed immediate attention.



In brief, I was informed that a child had been left alone in a property before being discovered by our operatives out on patch. A quick inter-office discussion took place before I made a swift call to our safeguarding contact at Sheffield City Council.

After this I attended an appointment where the tenant did not answer. After knocking I left a card and went on my way back to the office to write up my notes.

As usual, the office was full of smiling faces and friendly chatter whilst the team works hard to provide a professional and responsive environment for all Arches tenants. My tasks included amendments to tenancy agreements, calls to tenants and arranging appointments for the upcoming days.

The afternoon comprised of further appointments and a catch up with the team manager on my workload and more in-depth discussions on the varied complex cases on my radar.

When it was time to end the successful working day, I finished this working back at home, with another coffee perched next to my laptop. I had a great sense of satisfaction that I had done the best job I could, but more importantly, worked hard for the tenants that needed assistance that day.

What better way to reward my day than with a lovely homecooked meal and a catch up with my latest novel – in my mind travelling the world and taking part in many adventures.

We have been working hard on improving the way we involve customers in our services in line with the new Consumer Regulations introduced in April of this year.

We recently finished consulting with customers regarding their experience of how we deliver our planned maintenance works, and this will be used to design the way we do things in future. And that will not be the end – we will be asking for more of you to help us improve how we do things and make our services work for you.

We have also recently been audited on the Consumer Regulations, including our work with customers, so look out on our website for the results of this.

For further information, contact Asima Shad, Service Improvement Manager, on 0114 2288100.

Estate Walkabouts



Estate Inspections for January to March

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.

17-40 Britnall Street 10am
29-85 Tipton Street
10.45am
126-206 Jenkin Road
11.15am
Ashtree Court
12pm
09/01/2025
06/02/2025
06/03/2025

5 - 39 Catherine Road
72-100 Catherine Road
10.30am start at 100 then
walk down
Catherine Street
11am
8-18 Richmond Street
11.30am outside block
16/01/2025
13/02/2025
13/03/2025

Waverley Estate
10am in the Waverley
Walk car park next to bin
store and will be in the
neighbourhood for 2 hours
30/01/2025
27/02/2025
27/03/2025

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.
09/01/2025
06/02/2025
06/03/2025

157-167 Fox Street
205-211 Fox Street
301-315 Fox Street
10.30 am at 157 and will
be on the street for about
1 hour
22-40 Woodside Lane
11.30 am
23/01/2025



Ouseburn Street
10am
Balfour Drive 10.20am
170 -190 Nidd Road East &
Ribston Estate 11am
Acres Hill Road 11.30am
Logan Road - 1pm
16/01/2025
13/02/2025
13/03/2025

Dinnington
10am on the green space
at Hope Avenue
6-64 Cutlers Walk
11.30am
Brameld Road - 12.15pm
54-84 Leatham Avenue
12.30pm
1-11 Dean Court - 1pm
23/01/2025
20/02/25
20/03/2025

1-19a Middlewood Drive
East 10.00am
Coningsby Road 11.30am
20/02/2025

Bressingham Road, Clun
Street, Ellesmere Road
North, Buckenham Street
10am
13/03/2025



Planned Maintenance



We are currently working on the 2024/25 programme replacement works, this also includes the EPC insulation improvement programme for 2024/25

Planned Programme 2024/25

73

Boiler
Replacements
All completed



34

Kitchen
Replacements
17 completed



21

Bathroom
Replacements
starting Jan 2025



40

Window
Replacements
26 completed



Energy Improvements 2024/25

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

25

Window
Replacements
22 completed



20

Loft
Insulation
10 completed



10

Cellar
Insulation
5 completed



3

External Wall
Insulation
2 completed



Disrepair Claims

Arches would like to make our tenants aware of solicitor companies (claims farmers) working in the area leaflet dropping. They are advising tenants to serve a disrepair claim on your landlord (Arches). This is a legal procedure which follows a very strict protocol, Arches will rigorously defend every claim which may mean you attending court to give evidence. This is very costly in legal costs to both yourself and Arches. This means the money you are told you will get paid in compensation, actually may not cover your legal costs and you actually have to pay the legal costs yourself. Evidence is showing these claims farmers are losing cases in court. This means tenants from Local Authorities & Housing Associations are receiving legal costs of over thousands of pounds.

Don't let this be you!

Arches prides itself as a responsible landlord if you have any issues with Arches not dealing with repairs to your home, there is a formal complaints procedure where you can express your concerns. If you need to report a repair you can report them in several ways telephone, e-mail, portal, and via live chat, please call customer services Telephone 0114 2288100 who will progress the repair in the appropriate way.

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 | عربى

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.