

news

Summer 2023



Arches needs You!

Tenant Satisfaction Measures are the new way that the Regulator of Social Housing will measure performance of housing providers and give customers greater visibility. These came into force in April 2023.

There are 22 tenant satisfaction measures, covering five themes. Ten of these will be measured by ourselves directly, and 12 will be measured by carrying out tenant perception surveys.

TLF Research are the company we have chosen to complete this year's surveys which will this month. They will be contacting customers to ask for their feedback on our services. The survey takes approximately 12 minutes to complete.

TLF Research are based in Huddersfield, West Yorkshire and the telephone number they will call from begins with **01484**.

By providing feedback, you can help us to improve the services you use every day.

If you would to find out more information on the Tenant Satisfaction Measures please scan the QR code.



You Said, We Did

In August 2022 we obtained your views on our services. We have listened to you and have done the following to improve our services.

Customers overall satisfaction with Arches = 79.9%



Satisfaction that the we listens to your views and acts upon them = 68.4%

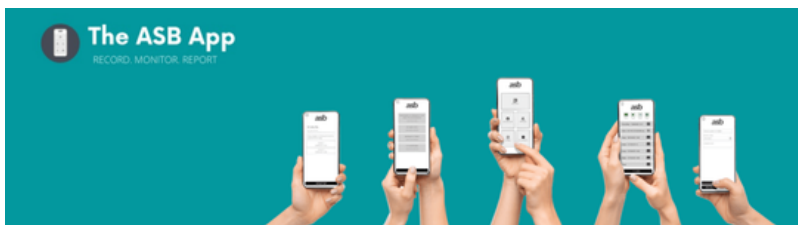


You said

Customer Satisfaction with our approach to handling anti-social behaviour = 62.2%



We did



We listened to you and your concerns and launched the ASB app. We are using it to monitor and record incidents of ASB. If you are experiencing ASB, please contact us and we will work with you to resolve any issues.

You said

Satisfaction that the landlord keeps communal areas clean and well-maintained = 62.7%



Satisfaction that we make a positive contribution to neighbourhoods = 63.3%

We did



We are modernising our larger properties to meet the housing need

We replaced communal gates at one of our estates, the gates had broken and we replaced them to ensure customers security and safety.



The caretaking service is still ongoing with customers giving positive feedback on the service provided.



Customer Engagement

Scrutiny Update

With the help of our customers and Tpas we took a closer look at our repairs service. They got to interview staff and contractors that deliver the repairs and also looked at data. They also gave their own experiences on the services that they have received. The recommendations were presented to our board and are listed below. We would like to take this opportunity to thank the customers for their time and input.

The recommendations are:

- Delay the automated text when a repair has been completed as currently it is instant. Possibly delay by 48 hours as this will give opportunity for the customer to assess the effectiveness of the repair and also give the opportunity of a free text box so that customers can add any specific details, or comments they wish.
- 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 also how customers should behave.
- Explore the possibility of introducing an App and letter translation service.
- Arches to review and re-boot the post-inspections system. The Scrutiny Panel members felt that this would increase tenant trust and satisfaction with the way Arches handles repairs.
- Arches should explore the possibility to train a tenant volunteer to go out to chat with customers who had given negative feedback through the Callerz survey.
- Arches to bring in a new iPad system to address the lack of communication with the regards to outcome of inspection/repair.

We have begun our next scrutiny, this time it is digital at customer's request. This time we are looking at our Allocations & letting service.

We couldn't do this without you, our valued customers. If you would like to get involved, please get in touch.

Neighbourhood Network

The Neighbourhood Network group has been formed. The first meeting will be in the Autumn. The Neighbourhood Network will ensure that the voice and views of Arches Housing customers influence and inform decision making within the organisation and by the Board.

The NN will help shape service delivery for all Arches customers. It will be a constructive, positive and 'critical friend' and will drive changes that deliver high levels of customer satisfaction with Arches services.

The NN, through its membership, will have access to the Board and will strengthen the role of customers in the governance of Arches Housing.

- Pay Your Rent
- Report a Repair
- Manage Your Universal Credit Online
- Welfare Rights and Benefits Advice
- Money Advice Online



Customer Information

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 to download an application form www.archeshousing.org.uk/current-residents/contents-insurance/ or scan the QR code. Alternatively you can contact us on 0114 228 8100 and we can post one out to you.

SCAN ME






Home Contents Insurance Application Form

Read, complete and sign the application form and post it to RSA, Unit Group, Quarry Park, Liverside Industrial, Clonkeath, DMA SP1, UK. Having received the application form, telephone 0145 871872 and apply over the phone.

OUR NEW REVISED CARD APP... ANSWERS YOU TO THE QUESTIONS... available to sign, dated and return complete. Download for FREE from the Apple App Store, Google Play or Windows Phone Store. UK. The card is valid for 12 months. It will be valid for 12 months. It will be valid for 12 months.



Consultation on the New Consumer Standards

The Regulator of Social Housing is seeking views on their revised regulatory consumer standards and code of practice.

These standards are building on and replacing the five existing consumer standards. They want to know what people think about the proposed consumer standards and Code of Practice.

We are planning to deliver 2 roadshows one in Sheffield and the one in Rotherham to give our customers the opportunity to come along and have their say.

Keep a look out on our Website and social media for further updates and we will also let you know via text. If you want to know more more about the consumer standards please scan the QR code.



July 2023



Consumer Standards Consultation

What we are proposing and how to have your say

SCAN ME



You Said, We Did

You said

Satisfaction with our approach to handling complaints = 67.6%



We did

We have retrained staff to correctly deal with complaints, and we also have regular ongoing training.

You said

Satisfaction with repairs = 77.5%

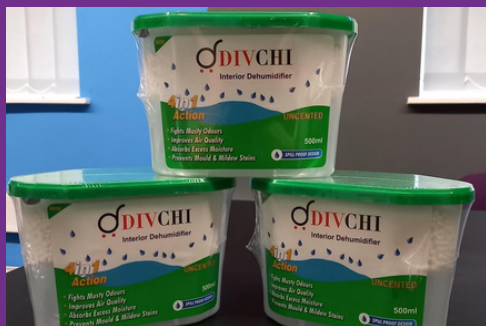


Satisfaction with time taken to complete most recent repair = 72.5%

We did

We recently completed a repairs scrutiny exercise on satisfaction with a group of customers. Please see inside the newsletter for the outcome and recommendations. We are also completing a review of the current repairs service.

We have also implemented the following to help support our customers living in our homes.



We have introduced damp kits as part of the start-up pack for new customers.

We have set up a new process for damp, mould or condensation. If you think you have issues with this, please contact us and we will investigate.



We have been supporting customers that are struggling with their gardens



We have a Tenancy Sustainment worker who can help support our customers with issues they may have in regards to sustaining their homes.

You were happy with the following:

Satisfaction that your home is well-maintained = 82.6%

Satisfaction that your home is safe = 82.6%

Agree that we treats you fairly and with respect = 83.4%

Satisfaction that we keeps you informed about things that matter to you = 80.6%



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.

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

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