

# TOGETHER WITH TENANTS

## Commitments

**Self-assessment  
2021-2022**

This self-assessment sets out how we have performed against our TWT commitments in the financial year 2021/22. Each year we survey 10% of our customers to ask how they feel we deliver against our commitments and then agree an improvement plan with a smaller group of involved customers.

# Relationships



We commit to treating each customer with respect, be open and honest in our communications, and transparent in our decision making.



**% of customers who agree we are achieving this commitment**

**2020/2021 - 81.67%**

**2021/2022 - 88.33%**

## As a customer, what does this look like for me?

- When I report an issue Arches staff are polite, they provide a timescale for when I can expect a resolution and I am provided with updates.
- When I call Arches staff members introduce themselves in a polite way, and provide their name.
- I can access all of Arches services, and reasonable adjustments are made if I have any additional needs, for example, those linked to a disability, a health condition, age, gender, religion, ethnicity, language, or anything which makes me vulnerable due to my life experience.
- Details of these commitments are included in the new tenant sign-up pack.

## How are we going to achieve this:

- Arches values and behaviours to form part of the induction process for all new starters.
- Continue to use translation services and develop links with local community agencies that deliver English language training courses.
- Take steps to understand our customer's contact preferences – including reviewing the most commonly requested languages for translation.



# Communication

We commit to providing customers with clear and timely information which is important to them in accessible formats.



## % of customers who agree we are achieving this commitment

2020/2021 - 75%

2021/2022 - 65.83%

## As a customer, what does this look like for me?

- Arches publish clear service standards on their website and in paper format, and translations are available.
- I know my neighbourhood officer by name and have reasonable access to them.
- Arches use a range of methods to communicate including their website and social media. I can also request a translator or a different format.
- I only have to tell Arches once if I have a communication need or preference. These are recorded on their system and visible to front-line staff.

## How are we going to achieve this:

- Include service standards in sign-up packs.
- Create a video that has an overview of Arches terms and conditions, and service standards which can be watched via you-tube. This can then be translated into any language.
- Neighbourhood and income officers' names and photos on the website and on estate notice boards (blocks with internal communal areas only). Continue to use the newsletter for staff/office updates.
- Operational staff continue to be out in the community and aim to be more visible to residents.



# Voice and Influence

We commit to seeking out our customers' views to inform services we deliver which directly impact them and listen in an open and non-judgemental way.



## As a customer, what does this look like for me?

- Arches will share what changes or influences on services customers have had, such as scrutiny groups or consultation results.
- My view is sought out and taken in to account when making a decision about my home, for example where a repair or improvement is taking place in my home.
- Arches will share clear information about how customers can be involved and help improve services, and what support they can expect. Arches will use a variety of ways to communicate this, including being present in the community.
- There will be a variety of ways for me to share my views and experience and Arches will ensure these are accessible.

## % of customers who agree we are achieving this commitment

2020/2021 - 77.5%

2021/2022 - 70.84%

## How are we going to achieve this:

- Explore alternative communication tools, utilising technology and look in to using local spaces to communicate with customers e.g. community centres/ notice boards.
- Deliver 2 scrutinys (Repairs, Allocations & Lettings). Use a wide range of methods to advertise, and offer incentives to customers such as vouchers, training opportunities and support with technology if needed.
- Take a flexible and inclusive approach to customers engagement – e.g. both face-to-face and remote opportunities to get involved



# Accountability



We commit to customers' collectively having opportunities to scrutinise the services we deliver which affect their homes and the services we deliver that directly impact them.



**% of customers who agree we are achieving this commitment**

**2020/2021 - 69.16%**

**2021/2022 - 68.34%**

## As a customer, what does this look like for me?

- Arches listen to my views and the views of all customers, and we are given opportunities to provide feedback in a way that works for us.
- All Arches staff and contractors do what they say they will do, and if they can't they explain why and a new plan or outcome is agreed with me.
- How Arches performs as a housing provider is published on their website and through the customer's newsletter.
- When I request information from Arches they act quickly and in a positive way.
- Arches proactively review the information they hold about properties and feedback from customers, and this shapes the services I receive.



## How are we going to achieve this:

- Develop a neighbourhood network building on the Together with Tenants group which focuses on how Arches involve customers in decisions that directly impact them.
- Share the outcome of customer involvement activities with all customers – be more accountable.
- Improve communication with customers on our approach to managing their homes, including planned maintenance and building safety, and how their feedback has shaped decisions.



# Quality

We commit to providing good quality homes which are well maintained, safe and well managed.



## As a customer, what does this look like for me?

- I can report a repair by calling 0114 2288100 or via the online portal on Arches Housing website. I can also request a translator or an accessible format when talking to a member of staff.
- When I report a repair, staff are clear about who will attend and when, and if there are any delays or changes I am provided with updates.
- When I report a repair, staff are clear about who will attend and when, and if there are any delays or changes I am provided with updates.
- Where possible I am given choice about the best time for a contractor to attend. When I am given an appointment this is honoured, and I am told if there is to be a change in the time or date.

## % of customers who agree we are achieving this commitment

**2020/2021 - 70%**

**2021/2022 - 68.34%**



## How are we going to achieve this:

- Undertake a review of Arches asset management service. This will include a customer scrutiny panel that will make recommendations that will be considered as part of the review.
- Comprehensive training for all customer services staff so they are aware of service standards and options for customers.
- Try to give customers a choice where possible and if we are unable to be flexible with an appointment explain why.



# When things go wrong



We commit to providing customers with simple and accessible routes to raise issues, let us know when things have gone wrong and seek redress, which will be responded to by us in a timely and supportive way.

## As a customer, what does this look like for me?

- I can make a complaint in person, by calling 0114 228 8100, via our website, or by emailing [info@archeshousing.org.uk](mailto:info@archeshousing.org.uk). Information on how to make a complaint is given to all new customers shared on our website and we will share in our newsletter.
- Arches welcome my feedback and I can make a complaint knowing it will be treated in a fair and professional way.
- I can log an 'informal complaint' by calling 0114 228 8100, via our website or by emailing [info@archeshousing.org.uk](mailto:info@archeshousing.org.uk). This will be reviewed by a manager with a response within 5 days.
- Arches reviews feedback from complaints and learn for them to improve services.
- When I make a complaint, I feel listened to and not judged. I am confident that a thorough investigation has taken place and understand the outcome.

## % of customers who agree we are achieving this commitment

**2020/2021 - 75%**

**2021/2022 - 65.84%**

## How are we going to achieve this:

- Use a wide range of methods to share how customers can make a complaint.
- Review training of front-facing staff to take a complaint and know the procedure to follow so they can pass this information on to customers.
- Where a complaint has been made the investigating officer should attempt to talk through it with the customer to understand their concerns and desired outcomes.
- Before issuing the complaint response the investigating manager should attempt to speak with the customer to explain the reasons for the decision and agree any next actions.



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## Commitments

### Self Assessment 2021-2022

To find out more visit our website or  
email [info@archeshousing.org.uk](mailto:info@archeshousing.org.uk)

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