

Newsletter

Autumn 2022

We are open

Our office opened its door to the public on Monday 27th June. Our opening times are Mon Tues, Thur, Fri, 10.00am – 3.00pm. Wed 12.30pm – 3pm. Our Telephone line times have changed, see details on page 4.

We have been happy to see and welcome new and old residents back into the office. Please feel free to pop by and say hello.

What to expect

The office in Burngreave has re-opened and we have been out and about in your neighbourhoods again. In this issue, you will see where we have been, what we have been doing and how you can get involved.

We have 2 resident scrutiny panels this year that we need residents' input into. These will be looking at the repairs service and our allocations and lettings service. If you would like to get involved, please call 0114 2288100 or email involvement@archeshousing.org.uk to register your interest.

In this issue we have also provided you with information on help available with the cost of living, and will keep our website up to date with any changes or new information as it is made.

Activities

It's been great to be out and about in your neighbourhoods, below are some of the events which have taken place. Our focus has been on building relationships and community pride.



Dinnington

We held an information and activities day, and invited our community partners Rotherfed and Endeavour, and had another special guest!

Darnall

We delivered dates to residents in the Darnall area as gifts for the start of Ramadan

Cutlers Walk

Earlier this year we worked with some of the young people to improve the green spaces in the area.



Abbeyfield Park Festival

We were at Abbeyfield Park which was organised by friends of Abbeyfield Park. The event was well attended by lots of community partners and agencies. It was really good to be there mixing with everyone in the community.





Cost of living

This information is correct as of 23rd September 2022, and we will continue to keep Arches website up to date as information is made available.

Energy Bill Support Scheme

With the announcement of the energy price cap increase, each household regardless of income or the size of the property will receive £400 over the course of 6 installments.

One-off £300

Pensioner Cost of Living Payment

Households that receive the Winter Fuel Payment will get this on top of any other support they're entitled to. This tax-free payment won't affect any other entitlements.

£150 Disability Cost of Living Payment

Those on the following benefits will be paid a one-off payment of £150 in September 2022.

- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Scottish Disability Benefits
- Armed Forces Independence Payment

Cost of Living Payments

The Department of Work and Pensions has announced they will be making a payment of £650 in two lump sums for people on a range of benefits. The payments will be made in July 2022 £326 and in Autumn 2022 £324.

Those on tax credits will also receive £650, but have to wait until autumn for their first payment of £326, followed by a second payment in winter.

Extension of Household Support Fund

The fund has been increased to £500 million and extended until March 2023. This fund can support households to pay for essentials such as utility bills and food etc. To apply or enquire, you can visit your local council website.

Check your local authority website and our website www.archeshousing.org.uk for further updates





Estate Walkabouts - Central

Estate Inspections for September - November

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

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.



Hannah Trickett

Neighbourhood Officer

Wensley Street

10am outside of 152

Coningsby Road

11.30am in the car
park area

22nd September 2022

27th October 2022

1-12 Colchester House

10am at the main entrance

1-19a Middlewood Drive East

11:30am outside of number 1

29th September 2022

3rd November 2022

35-53 Bressingham Road

5-39 Catherine Road

72-100 Catherine Road

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

8th September 2022

13th October 2022

17th November 2022

6 Burngreave Rd (Flats 1-6)

36-38 Burngreave Road

33-39 Burngreave Rd

55-57 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.

1st September 2022

6th October 2022

10th November 2022

157-167 Fox Street

205-211 Fox Street

301-315 Fox Street

10.30am outside of 157 and will
be on the street for about 1 hour

22-40 Woodside Lane

11.30am outside of 22

15th September 2022

20th October 2022

24th November 2022



Estate Walkabouts - District

Estate Inspections for September - November

54-84 Leatham Avenue

10am outside of block

1-11 Dean Court

10.45am outside of block

29th September 2022

10th November 2022

17-40 Britnall Street

10am outside of number 17

29-85 Tipton Street

10.30am outside of number 29

126-206 Jenkin Road

11:00am outside of number 206

1-12 Ashtee Court

11.45am in the courtyard

6th October 2022

17th November 2022

East Street, Doe Quarry, Dinnington

10am on the green space at
Hope Avenue

8th September 2022

20th October 2022

6- 64 Cutlers Walk

10am in the carpark

Brameld Road

11.15am outside of number 3

1st September 2022

13th October 2022

24th November 2022

Waverley Walk & Highfield Lane

10am in the car park next to bin store

1-6 Highfield Mews

10.45 am jct of Highfield Lane & Highfield Mews

Cherrywood Way

11.15am outside Cherrywood Way

Rivelin Way

11.45 outside Rivelin Way

Ashford Court

12.15pm jct of Ashford Court/ Tissington Drive

22nd September 2022

3rd November 2022

Balfour Drive

10am outside of number 7

Ribston Mews, Walk & Place

10.20am outside of number 1

Ribston Mews

Acres Hill Road

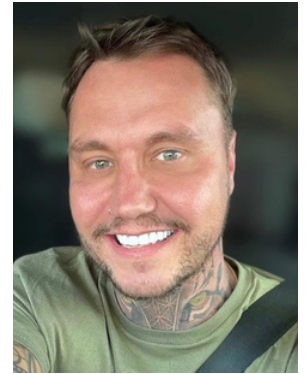
11.15am outside number 1

Cuthbert Cooper Place

12:30pm outside of number 11

15th September 2022

27th October 2022



Joseph Wren
Neighbourhood
Officer





Office News

New to the team



Hannah Trickett
Neighbourhood Officer



Joseph Wren
Neighbourhood Officer



Manassah Taylor
Customer Service Assistant



Jane Applegate-Hughes
Customer Service Assistant



James Sharpe
Neighbourhood Manager



Leigh Collingwood
Customer Services Team Leader

Chantelle Miller has moved on, and Shannon Jones has moved from our Customer Services team to Corporate Services

Our phone lines have changed to allow for staff to have time for training and development.
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

We are thrilled to announce that we have achieved the GOLD standard. We can't thank you enough for all of your support!

Investors in People is a recognition that an organisation looks to improve performance and realise objectives through the management and development of its people.

INVESTORS IN PEOPLE®
We invest in people Gold



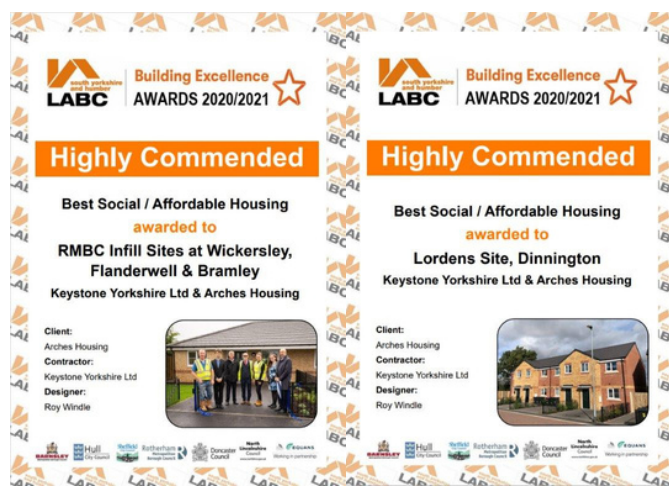
Gary Smith our Asset Manager recently celebrated his 75th blood donation. Well Done Gary!

Property Updates

Development News

Since the last newsletter, we have taken handover of 4 properties in Dinnington with around 18 more coming in the next few months in Waverley and Dinnington.

In other development news, we are pleased to say that Arches, along with our contractor Keystone Yorkshire, have won not one but two LABC (Local Authority Building Control) awards. With our Lorden's development and RMBC Bungalow infill sites being recognised. These awards also provide external recognition of our partnership working.



Annual report

Welcome to our latest annual report which gives a snapshot of what we have achieved in the last 12 months and what we want to do going forward.

The financial year 2021/22 was one of recovery from the pandemic and delivery of some of our long term plans. Stand out successes included the completion of the Arches Home Standard programme, the awarding of the Investors in People Gold standard to our staff team, and the progress of Together with Tenants and the extension of resident engagement activities.

Please visit www.archeshousing.org.uk/about/publications/annual-report/ to view the full report.





Repairs Update

Reporting a repair

It is important that you tell us of any repair issues in your home. We have many ways in which you can report a repair which we aim to make as accessible as possible. If you need a translator please let a member of the team know:

- Visit the resident portal at www.archeshousing.org.uk and click the register or login button at the top right hand of the page
- By phone on 0114 2288100
- By email to info@archeshousing.org.uk
- Via the live chat on archeshousing.org.uk
- By coming in to our office and speaking to a member of the team

We strive to deliver the best possible service but recognise we do not always get it right. If you are not satisfied with the service you receive then please contact us and we can do our best to resolve your issue. Details of our complaints procedure can be found at archeshousing.org.uk or ask a member of the team.



Keeping Appointments

We ask all customers to keep to their agreed appointments for repairs, as this is important to ensure we can provide the best service possible to all residents. This is important because:

- Ensuring someone is home on the agreed date and time allows us to deal with your repair as quickly and efficiently as possible for you.
- When someone isn't home for their appointment this takes a slot that could have been offered to another customer.
- If you miss an appointment, you may incur a charge. We don't want to have to charge our customers for wasted visits, we don't want to have to charge our customers for this, however, our engineers must still be paid for their time & attendance, there are lots of areas of repairs we would love to spend this money instead for our customers which would be a lot more beneficial.

Planned Programme

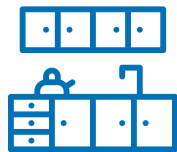
140

Boiler
Replacements



8

Kitchen
Replacements



17

Bathroom
Replacements



52

Window
Replacements



5

Door
Replacements



All properties on this year's programme will be completed before the end of March 2023. We are also completing some energy efficiency work in your homes these include cavity wall insulation, top-up loft insulation to 250mm, heating controls upgrade, UPVC window replacement, and external wall insulation.

This year we will be requesting access to complete stock condition surveys in some of our customers homes. These will start in September. If your home is selected, you will receive a letter in the next month with an appointment. These surveys will be completed by our contractor and should take about 30 minutes to complete. These surveys help to collect data to inform our asset strategy and plan and priorities our investment plan. If you have any queries, please get in touch on 0114 2288100.

Are you a multi-skilled tradesman?

Would you like to work with our repair contractor?

You will be required to work in & around Sheffield and Rotherham Area, on social housing. To be successful, you need to have experience in any of the following: Plumbing, Joinery, Kitchen & Bathroom Fitting, Plastering, Bricklaying, Groundworks, Roofing, Window Fitting,

General day-to-day duties will include Kitchen Fitting & Repair, Bathroom Fitting & Repair, Plaster Patching & Repair, 1st & 2nd Fix Joinery, Kitchen & Bathroom Tiling, and Window Fitting & Repair.

Applicant(s) must be experienced to some level of quality for all tasks listed

- Van, fuel card & uniform provided.
- A clean driving license is preferable.
- Must be DBS clear.

For an informal chat please call Vivien Byrne on 01302 322275

tate

Follow us on social media





Resident Involvement

Communal Cleaning Scrutiny

Earlier in the year we completed scrutiny on the communal cleaning that some of our residents receive. This was led by residents and the recommendations were presented to the Board.

The recommendations are:

- Cleaning specification and schedule to be shared with all residents who receive the service
- Cleaning specification and schedule to be displayed on the noticeboard in every block
- Check sheet to be signed off by contractor on every visit
- Arches to provide a clear breakdown of the service charge – what pays for what.

We would like to thank the residents that got involved as this helps us to hear from you and also to improve and shape future services.

Would you like to get involved?

The Scrutiny Panel is responsible for ensuring that our resident's voice is heard at the highest level.

- Would you like to have input into improving services?
- Would you like to meet fellow residents?
- Would you like to be involved in our next Scrutiny panel which will be looking at our repairs service?

If you would like to be involved just give us a call on 01142288100 or email involvement@archeshousing.org.uk to register your interest and find out more.

We adopted the Together with Tenants charter and with a group of residents focused on how these commitments could be met through consultation with residents and staff. The commitments were published last year and are on our website and given out to all new residents. We recently completed a self-assessment with the residents to see if we were meeting the commitments and the next steps on this journey. The new document will be published shortly and available to view on our website and a hard copy will be available.



Resident Information

RECYCLE

Rubbish and Waste

Please ensure you are using your recycling bins correctly as contaminated bins will not be emptied. Large items need to be disposed of correctly by taking them to local recycling centers or contacting the council to collect for a charge or free (or reduced cost) if you are on certain benefits or a low income.

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 download an application form online at: www.archeshousing.org.uk/current-residents/contents-insurance/ or alternatively contact us on 0114 228 8100 and we can post one out to you.



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ANYWHERE

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NB - You need to select Payment Card as your method of payment in order to use the Payment Card App.

Home Contents Insurance
Application Form

Read, complete and sign the application form and post it to RSA, URIS Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL, Or, having viewed the application form, telephone 0345 6718172 and apply over the phone.



Tenant Support & Wellbeing Service

Tenant Support & Wellbeing Service provides free, fully 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

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۔

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.

Somali

Hadaad u baahato dukumintiga af soomaali ah fadlan wac 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.