

New Opening Hours : Read More Inside



**WE ARE  
CELEBRATING**

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# Welcome To Spring 2025

## Happy 50th to Arches!



Paul Common, Chief Executive



Welcome to our first newsletter of 2025, as the evenings become lighter and we hopefully move into the warmer weather. 2025 is a momentous year for Arches as it sees us turn 50 and we are currently planning how we celebrate our birthday!

We are incredibly proud to have reached this milestone and if you have any ideas about how we should celebrate or want to be involved in any activities related to this, please contact us.

Cause for more celebration for us is significant improvement in our Tenant Satisfaction Measure (TSM) results.

We talk about these more on page 7 but our headline figure of tenants who are satisfied overall with Arches housing has increased by 7.4% to 83.9%.

We have been working hard this last year to genuinely listen and understand what our tenants want and need and respond to what we are hearing. The new operating model we are implementing is a response to your feedback. There is further detail about what we are doing and an introduction to some of the staff members who will be delivering your services in this edition.

We will continue to seek your feedback and listen to you. Part of that work is contacting customers after they have received a service from us to check their experience – please take part if you get the opportunity as we do use that information to further improve our services.

And finally, this year we will be waving goodbye to our Head of Assets Sally Steade, who has worked for Arches for 37 years. Sally has been an incredible asset to the organisation and will be sadly missed.



## New Opening Hours

Monday to Friday : 9 - 5pm, Wednesday : 12.30 - 5pm



# We're changing how we deliver our services

*You Said*

*We Did*

From April we are changing the way we deliver our services to you! We are putting more people into frontline roles, changing our hours of service and focussing on giving you the right advice and support first time.

We are doing this because you told us that you struggled to speak to the right person first time, that our repairs and grounds maintenance needed to improve and you wanted to see your Housing Officer more.



## What will be different for me?

First, our telephone lines and reception point will be open from 9am to 5pm every day, aside from Wednesday when we will open at 12.30pm. This means you will be able to visit us, or telephone within those hours and speak to an Arches employee who can deal with your request.

You will find the options when you telephone will change but we are still keeping this simple – this change will allow you to be put through to specialised staff to deal with your enquiry.

Out on the estates, you may see some new faces – this is because we are expanding our Housing Operations Team, who deal with anti-social behaviour, tenancy management and allocations, so there is an Assistant Housing Officer and a Housing Officer covering every property. This will allow them to be out on site more often and to be more proactive in identifying where there are problems and in offering support to our tenants.

Within our Assets Team who cover responsive and planned maintenance, and estate management, new roles have been created to ensure we are post-inspecting works completed on our estates and properties and to oversee the work carried out by contractors to ensure they are delivering quality services for yourselves.





# Scrutiny Updates

*You Said*

*We Did*

Since the last newsletter we have completed four more scrutiny actions!

We calculated the cost of increasing cleaning to communal blocks from fortnightly to weekly and wrote to the relevant tenants to detail what impact this would on their service charge. No-one has contacted us to support this proposal so we will not be increasing cleaning provision, as we recognise the stretch of people's budgets at present.

Those of you who live in communal blocks will have noticed we now have noticeboards up and we have now provided information detailing the services you receive in those blocks – if you don't think they are being delivered, contact us!

New tenants will now be signposted to where they can get information about their local area – we have developed information sheets which are given out when we sign up new tenants which direct them to useful websites telling them about local activities, schools, where their local GPs are and how to find a local dentist.



**Our Estate Walkabouts are currently being reviewed.**

This is due to the changes happening within Arches. If you would like more information on when the walkabouts are happening and when staff will be in your neighbourhood, please give us a call on 0114 228 8100 or check the website for updates.

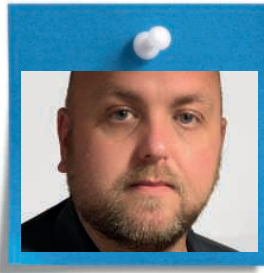


# Housing Operations

## Neighbourhood Manager

Michael overseas the Housing Operations Team.

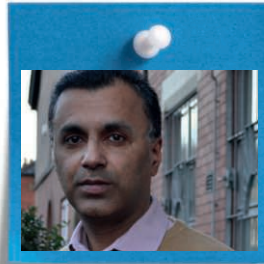
**Michael O'Keefe**



## Income Maximisation Officers

Harnek and Arafat support customers who are struggling to pay rent.

**Harnek Mann**



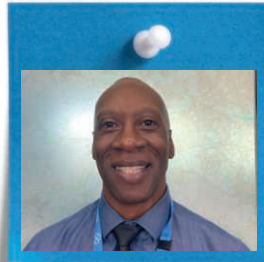
**Arafat Hussein**



## Housing Officers

Have responsibility for allocations and lettings, anti-social behaviour and tenancy management.

**Andrew Williams**



**Marcia Brown**



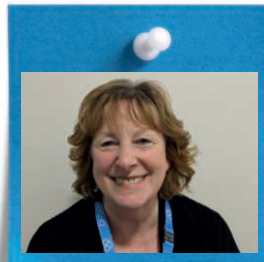
**Marcus Palmer**



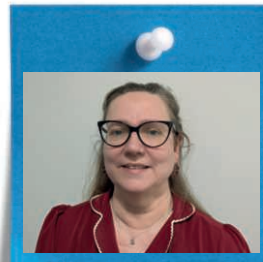
## Assistant Housing Officers

Will be the first point of contact on our reception point and telephones for housing operations. They will also deal with low-level anti-social behaviour, some tenancy management and allocations and lettings.

**Dorothy Cunningham**



**Vicky Wright**



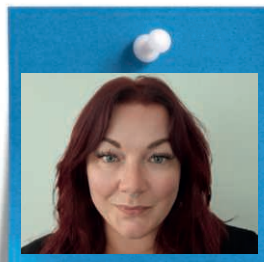
**Lucy Bashforth**



## Resident Engagement & Communications Officer

This role delivers our Resident Engagement Strategy, working with customers from the Neighbourhood Network and supporting customers to scrutinise our services. In addition, they maintain our social media and internet pages, and write this newsletter.

**Kirsty Waller**





# Asset Operations

## Responsive Repairs Manager

This role manages all aspects of repairs, void works, estate management, cyclical servicing and compliance programmes. They manage the Repairs Coordinators and the Compliance Officer.

**Nicola Maguire**



## Reinvestment Manager

This post is currently being recruited to but will be responsible for delivering planned, major and cyclical works, for example the installation of new kitchens. They will be responsible for the surveyors.

## Asset Surveyors

There are two Asset Surveyors who are responsible for carrying out property inspections and monitoring ongoing work.

**Tim Willis**



**Martin Salvage**



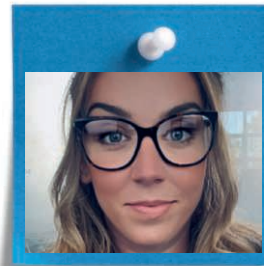
## Repairs Coordinators

These will be the first point of contact for Arches customers wanting to report repairs or discuss estate management issues. They also work on allocating and appointing work with contractors and proactively contacting customers to keep them up to date about works being carried out on their property.

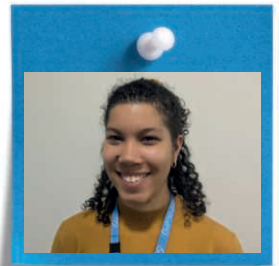
**Lucy Newett**



**Charlotte Elwood**



**Kelicia Igbinazaka**

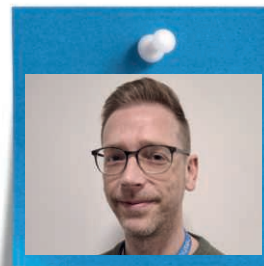


## Compliance Officer

This role is key to the organisation in ensuring we fulfil our legal requirements in relation to managing our properties. This includes ensuring all gas appliances are serviced, electrical checks completed, and fire risk assessments are completed and necessary works carried out.

**Sarah Maulin**

**John Brookes**



**Emma Thompson**

## Maintenance Officer

This new role has been created and is currently being recruited. They will carry out inspections on day-to-day repairs and carry out estate and communal area inspections.

**Vacant**

# Good News On Tenant Satisfaction

This year (2024/5) overall satisfaction with Arches housing measured by the annual Tenant Satisfaction Measures survey is up by 7.4% to 83.9%.

Tenant Satisfaction Measures were introduced in 2023/4 as a requirement for all landlords to report on to the Regulator of Social Housing.

There are 22 measures and 12 of these are a measure of tenant's perception of our services and performance.

The questions we ask are set by the regulator, but we do allow people an opportunity to say in their own words why they gave their overall score on satisfaction for Arches housing.

**Some quick facts and figures are shown below:**

**317** people responded – **26.8%** response rate

**85%** satisfaction with the repairs service overall – up **7.9%**

**88.2%** agree that we treat tenants fairly and with respect – up **5.4%**

**49.3%** are satisfied with our approach to handling complaints – up **7.1%**

**80.8%** were satisfied that communal areas are clean & well-maintained – up **14%**

**71.5%** were satisfied with our contribution to handling asb – up **11.5%**

We compare well when benchmarked with other organisations with our score on overall satisfaction but we know we have some work to do to improve our performance in a number of areas.

## What are we doing in response to these results?

- ✓ We are carrying out a complaints scrutiny which will report into our Board in April.
- ✓ We are starting a customer led scrutiny of how we manage reports of anti-social behaviour in April.
- ✓ We are establishing an inspection regime for communal areas which will be the responsibility of one of the new posts we are creating, and this will be running from July.
- ✓ We will be carrying out joint site visits with our grounds maintenance contractor to improve performance from July.
- ✓ We are introducing post-inspection of a proportion of our day-to-day repairs from July.
- ✓ We will be reviewing our day-to-day repair process with customers in October.



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](mailto: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.