

news autumn 2020



welcome

You don't need me to tell you it's been a challenging year for everyone, but I'm proud that Arches has risen to the challenge to deliver services to our customers during these difficult times. I am pleased to say that services are now largely back to normal.

Over the summer we worked hard to connect with tenants and provide support where needed - delivering shopping and food parcels, supporting local food banks and advising on welfare benefits. This all fits with Arches values.

Our work continues and you'll also read about the new housing we have built, the initiatives we are involved in, the services we are providing and our plans for improving homes for the rest of the year.

John Hudson
Director of Operations



our year 2019/20

We are really pleased to announce that we have now released our annual report for the 2019/20 financial year!

This year, we decided to do something different - and released our annual report as a video, which you can watch on our website.

Here are some of the highlights...

Putting customers at the heart of what we do

Residents are always at the heart of every decision we make here at Arches. That's why this year, we decided to recruit a Financial Inclusion Caseworker in order to support tenants with any money worries.

We also ran our Big Conversation, talking to over

25% of our customers, and we're using the information you provided to us to draft a set of service standards that we will hold ourselves to when delivering services.

Providing homes that people want to live in

We've been doing lots of hard work this year to get our properties up to the Arches Standard, which is the standard we've set ourselves in conjunction with residents which goes above and beyond what's required of us. For example, this year, we upgraded or added 40 kitchens; over 80 bathrooms and 90 showers over baths.

Increasing the number of affordable homes in the Sheffield City Region

We built 31 new homes at a cost of £2.8 million, and we

plan to invest a further £8 million in new homes over the next three years.

Maintaining a balanced business model

We aim to keep our investment spend per property higher than other similar-sized housing associations, but keep our core operational costs lower. This year, we spent £2.6 million on maintaining and improving our properties.

Being a well run organisation

This year, the Regulator for Social Housing awarded us a G1/V1 rating - the highest possible award. This means we have the best governance and the best financial viability in the business - so you know your landlord is a robust, well-run organisation that has your best interests at heart. ∞

update on our services



We are very pleased to say that we have returned to our full service offer. However, we have implemented some changes to make sure they're as safe as possible.

- We are now operating a full repairs service.
- We are responding to reports of antisocial behaviour or concerns for someone's wellbeing.
- We are offering advice on tenancy issues.
- We are undertaking viewings and signing up new tenants for vacant homes.
- We are delivering a full grounds maintenance service and communal cleaning programme.

Our offices remain closed to

visitors, but you can still get in touch with us via phone, email, website or social media.

Delays

As COVID-19 may affect supply chains, there may be some delays in our capacity to deliver services. We thank you for your patience at this time.

Social distancing

We will only attend your home if we can't deliver a service in any other way. If we do need to go to your home we will take protective measures, and we ask you to remain in a separate room during our visit.

If you or anyone in your household have any symptoms of coronavirus, we will need to delay your visit, so please let us know. ☹️

our new contractors

We are delighted to announce that we have established three exciting new partnerships to deliver our maintenance and improvement services.

- Earth Electrical will be covering all electrical repairs and periodic testing.
- Tate Ltd. will be managing

all general building repairs including plumbing, roofing, guttering and more.

- Novus will be delivering our planned works programme as we implement the Arches Home Standard.

You will be able to easily identify the new teams, as vans, t-shirts and ID badges will

feature the Arches logo!

We'd like to remind our residents to please make sure we have your correct mobile number on file, so we are able to send you repairs reminders and our satisfaction survey.

You can log a repair by giving us a call or via our portal at www.archeshousing.org.uk. ☹️

apprenticeship opportunity

Do you have a young person in your household who would benefit from an apprenticeship?

Our partners at Tate Ltd. are offering a Level 2 Carpentry and Joinery apprenticeship with interviews guaranteed to anyone who lives in an Arches

home. You will spend the majority of time working on site, with attendance at college on a block-release basis.

Final details are to be agreed upon successful application. Standard entry requirements and terms and conditions for a

Level 2 apprenticeship will apply. The contractor is flexible and willing to partner with a college in Sheffield, Rotherham, Doncaster or Chesterfield. To register your interest or for further information, please email info@archeshousing.org.uk by 23 October 2020. ☹️

our new developments

Despite some setbacks and delays, we're still working really hard to build lots of new properties in the Sheffield City Region.

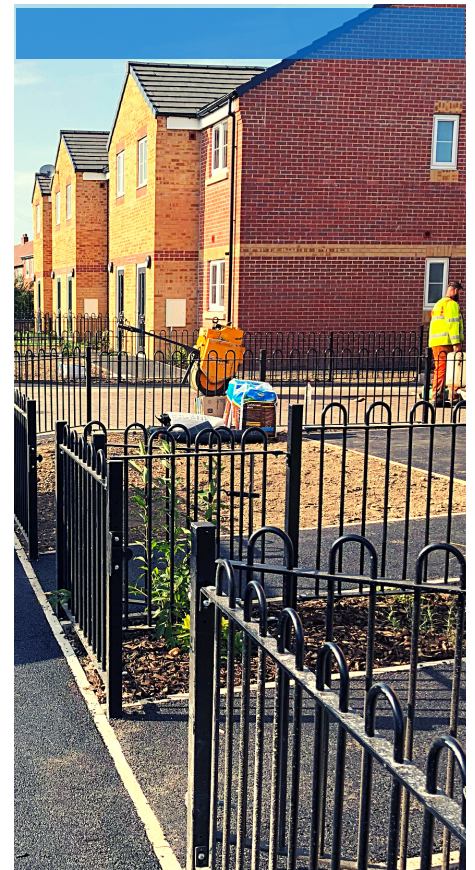
We have now handed over fifteen lovely new family homes built on the Lordens Hotel site in Dinnington. This new development represents the great value for money we provide to our residents, as it has come in under budget!

The new residents at Lordens can also be assured that their properties are safe and sound, as the development has been awarded Secured by Design Gold Standard, a police initiative that rewards

high security standards in building design.

All 13 of our shared ownership properties at our Wickersley, Rotherham development have now been reserved, and we have also had successful handovers on four other properties.

Going forward, we are close to starting our development of 10 bungalows in Rotherham. This development is our first in-house in many years and will provide accommodation for over-55s. This development is due to be completed by the end of 2021. ☺



planned maintenance

The planned maintenance programme for 2020/21 is now well underway despite delays at the beginning of the financial year. The response from residents to the work has largely been positive, and we're very supportive of tenants who do not wish to proceed with planned upgrades due to concerns about coronavirus.

The external decoration programme of approximately 100 properties is also in full

swing, with 65% completed so far and the remainder to be completed by the end of October.

We have also surveyed 96 properties for bathroom, kitchen or shower upgrades, with works due to begin on Monday 12th October, and are now in process of implementing a number of other programmes, including upgrades to external doors; windows; electrical sockets; boundary works; and carbon

monoxide detector installation.

We are also well aware of our green responsibilities, and this year we will be carrying out works to improve the energy efficiency of several of our properties.

We would like to say a huge thank you in advance to all tenants for allowing us access in order to carry out the works, and hope that you enjoy the upgrades we make to your homes! ☺



help with debt

The last few months have been a struggle for many people. We would like to reassure all our tenants that we are here to support you with any financial worries that you may have.

If you need any support,

please get in touch as soon as possible. Our Financial Inclusion Caseworker, Shane, can offer support and information, including referrals for debt support and advice about applying for Universal Credit. Just give us a call on 0114 228 8100. ☺

our youth partnership

Do you know a young person looking for a fun way to gain new skills, meet new people and work towards a better future for their community?

We have recently partnered up with Endeavour, a local youth charity, to offer a fantastic opportunity for young people living in and around Burngreave to become Youth Ambassadors for their local area.

This project will give young people accredited training opportunities, volunteering experience and a chance to take part in fun activities such as abseiling, canoeing, rock climbing and more!

The project will be led entirely by the participants, meaning this is a great opportunity for you to bring your own community project to life.

To register your interest or find out more, please contact Hannah Shaw on 07813 937 253 or email hannah.shaw@endeavour.org.uk.

Endeavour has been working with young people across England for over 60 years. Visit www.endeavour.org.uk to find out more. ☺

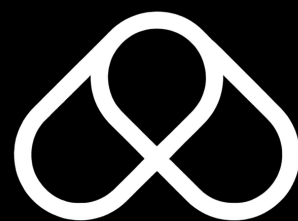


a reminder about compliance safety

Your safety is the most important thing to us - which is why it's really important to make sure you stay up to date on any safety testing.

We'll get in touch when your home is due for any compliance safety tests. All you need to do is arrange a date with our engineers and ensure you're able to give them access to your property.

We're doing everything we can to make sure this process is as safe for your entire household as possible. If anyone in your household is displaying symptoms of coronavirus, please let us know as soon as possible. ☺



tribute to our founder

We are deeply saddened to hear of the passing of Christopher Dean, one of our founders and former board Chair.

Sally Steade, Head of Asset Operations at Arches, who worked with Chris, said, "Chris was an amazing person.

"His warmth and enthusiasm for social housing was infectious.

"He was one of the first board members I met when I joined Arches and made me want to be part of the vision he had for social housing being high quality and affordable."

Chris passed away on the 14th May. He is survived by his son, Matt Dean, Chief Executive of the Zest community centre. ☺



If you would like to discuss anything in this newsletter, or would like to contact us about anything else, you can do so at:

Tel: 0114 228 8100

Email: involvement@archeshousing.org.uk
Arches Housing Limited, 122 Burngreave Road, Burngreave, Sheffield S3 9DE

 /archeshousing  @archeshousing

