

TOGETHER WITH TENANTS

COMMITMENTS

Together with Tenants is an initiative led by the National Housing Federation (NHF) which Arches Housing has adopted to work towards strengthening the relationship with its residents. This documents sets out Arches six commitments which were co-created with residents and staff.

Relationships

Residents have told us what's important to them:

- Being more proactive in how we communicate with residents (Don't make them chase us).
- Be open and transparent in how we communicate with residents.
- Take in to account individual's personal circumstances and needs.
- Building positive professional relationships between residents and staff.



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

We will achieve this by:

1. Provide clear information about what we can and cannot do + (having a can do attitude)
2. A professional relationship of mutual respect between Arches Housing and our residents.
3. Tailoring our service offer to ensure fairness and equality for all residents, this might be due to mental health, age, language, cultural preference or a combination of temporary or permanent issue.
4. The inclusion of information on the availability of these commitments and standards when welcoming new tenants and staff.



As a resident, what does this look like for me?

1. 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.
2. When I call Arches staff members introduce themselves in a polite way, and provide their name.
3. 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.
4. Details of these commitments are included in the new tenant sign up pack.



Communication

Residents have told us what's important to them:

- Provide clear timeframes for updates and ensure we communicate in line with these.
- Being able to view progress of repairs on online portal.
- Keeping residents updated on the progress of repairs.
- Different formats and languages available to reflect the diversity of our residents.
- Make efforts to communicate with residents on a personal level and build positive working relationships.
- Having a named contact to communicate with.
- Arches having good communication with contractors



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

We will achieve this by:

1. Publicising clear service standards so that residents know what to expect from Arches.
2. Ensure residents have a named contact at Arches and understand who their key contacts are based on where they live.
3. Striving to have communications available in a variety of accessible formats.
4. Collect and record data from residents which reflects their need for bespoke delivery communications.

As a resident, what does this look like for me?

1. Arches publish clear service standards on their website and in paper format, and translations are available.
2. I know my housing officer by name, and have reasonable access to them.
3. Arches use a range of methods to communicate including their website and social media. I can also request a translator or a different format.
4. 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.



Voice & Influence

Residents have told us what's important to them:

- Hold more regular meetings and opportunities for residents to provide feedback.
- Listen to residents' and take their views and experience in to account when delivering services which affect them.
- A structured mechanism for residents to have a voice.
- Provide tangible outcomes to demonstrate how residents' views and experience has been taken in to account in service delivery and management of their homes.
- Having different formats and languages available to reflect the diversity of our residents.
- Being flexible to allow more residents to engage in a variety of ways.



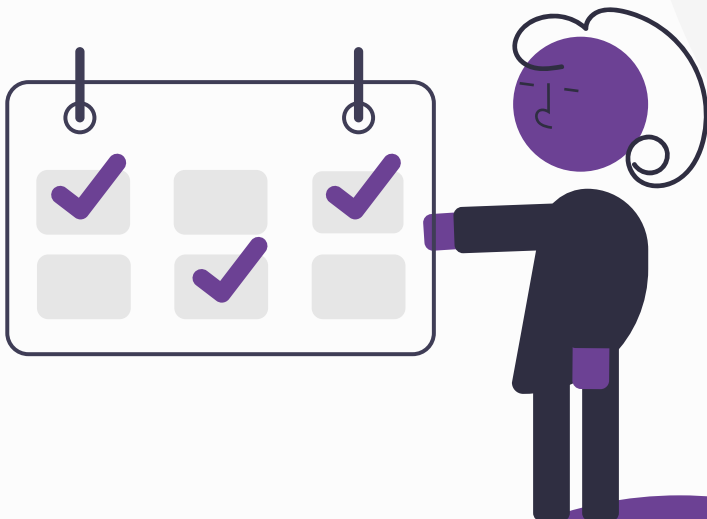
We commit to seeking out our residents' views to inform services we deliver which directly impact them and listen in an open and non-judgemental way.

We will achieve this by:

1. Demonstrating how tenants have been listened to and influenced services.
2. Fostering more active resident involvement and participation in decision making.
3. Providing clarity on routes to involvement as residents and how those who become involved will be supported to grow and be involved.
4. Actively encouraging residents to share their views and experiences.

As a resident, what does this look like for me?

1. Arches will share what changes or influence on services residents have had, such as scrutiny groups or consultation results.
2. Where a repair or improvement has taken place in my home I have the opportunity to give my opinion on the works.
3. Arches will share clear information about how residents 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.
4. There will be a variety of ways for me to share my views and experience and Arches will ensure these are accessible.



Accountability

Residents have told us what's important to them:

- Provide clear and accessible information about how to log a complaint, the process, including updates and outcomes.
- Provide a clear route for residents to become involved in decision making for issues which affect service delivery and how their homes are managed.
- Oversight of the quality of new builds and works by contractors.



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

We will achieve this by:

1. Being a customer centric organisation which puts our residents at the heart of what we do.
2. Doing what we say we will do.
3. Publicising satisfaction measures to be reviewed by residents.
4. Acting quickly and positively on tenant requests for information.
5. Identifying issues which are not right, before residents need to pick that up.

As a resident, what does this look like for me?

1. Arches listen to my views and the views of all residents, and we are given opportunities to provide feedback in a way which works for us.
2. 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.
3. How Arches performs as a housing provider is published on their website and through the tenant's newsletter.
4. When I request information from Arches they act quickly and in a positive way.
5. Arches proactively reviews the information they hold about properties and feedback from customers, and this shapes the services I receive.



Quality

Residents have told us what's important to them:

- Ask residents what needs improving in their homes.
- Easy to report repairs.
- Repairs carried out promptly and to a high standard
- Oversight and scrutiny of the quality of new builds and works by contractors.
- Demonstrate how residents' views and experience has been taken in to account in service delivery and management of their homes.



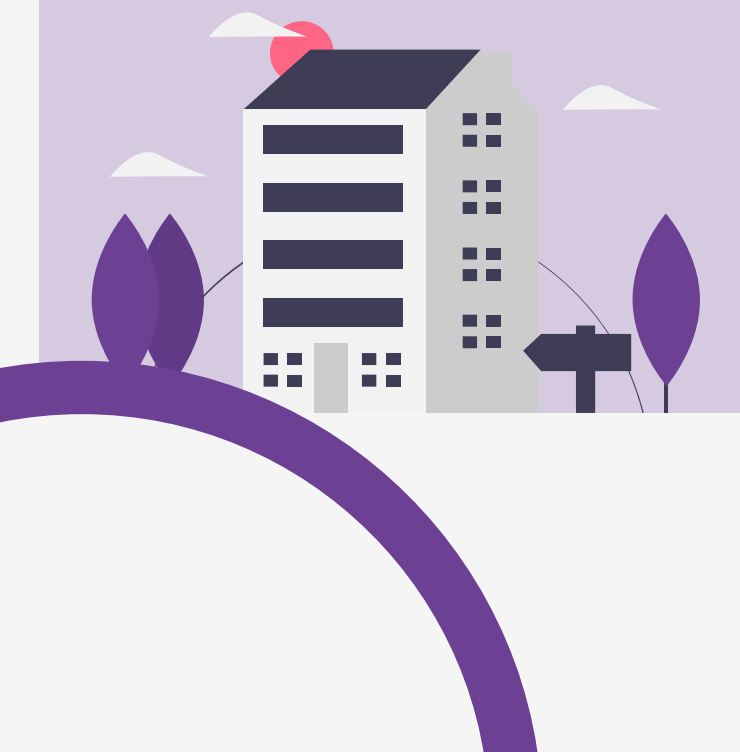
We commit to providing good quality homes which are well maintained, safe and well managed.

We will achieve this by:

1. Having simple and accessible routes to report repairs at times which are convenient to residents.
2. Aiming to have 90% of routine repairs fixed first time, and where we can't this will be communicated with residents and next steps communicated and agreed.
3. A surveyor or operative visiting a residents' home within 10 days of reporting a repair.
4. Aiming to keep all repairs appointments and can offer some evening and weekend slots to suit residents' needs.

As a resident, what does this look like for me?

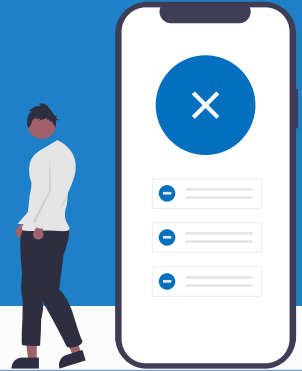
1. I can report a repair by calling [0114 223 8100](tel:01142238100) or via the online portal on Arches Housing website. I can also request a translator or an accessible format when talking to a member of staff.
2. When I report a repair, staff are clear about who will attend and when, and if there are any delays or changes I am provided with updates.
3. 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.
4. 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.



When Things Go Wrong

Residents have told us what's important to them:

- Ensuring routes to report issues and complaints are "simple and accessible".
- Keep residents up to date with the progress of their complaint .
- Communicate in different formats and languages to reflect the diversity of our residents.
- Make residents' aware that they can tell us when things go wrong.
- Demonstrate how residents' views and experience has been taken in to account in service delivery and management of their homes.



We commit to providing residents 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.

We will achieve this by:

1. Making it clear how residents can make a complaint or provide feedback.
2. Taking criticism as a positive route to improvement, a culture where tenant complaints and concerns are welcomed.
3. Provide a system for hearing feedback which is different from making a formal complaint and a shorter response time.
4. Seeing complaints as an equally important part of tenant involvement and engagement.
5. Fully investigating all complaints with fairness, integrity and independent minds.

As a resident, what does this look like for me?

1. I can make a complaint in person, by calling [0114 223 8100](tel:01142238100), via our website or by emailing info@archeshousing.org.uk. Information on how to make a complaint is given to all new residents, shared on our website and we will share in our newsletter.
2. Arches welcomes my feedback and I can make a complaint knowing it will be treated in a fair and professional way.
3. I can log an 'informal complaint' by calling [0114 223 8100](tel:01142238100), via our website or by emailing info@archeshousing.org.uk. This will be reviewed by a manager with a response within 5 days.
4. Arches reviews feedback from complaints and learns for them to improve services.
5. When I make a complaint, I feel listened to and not judge. I am confident that a thorough investigation has taken place and understand the outcome.



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To measure our performance, we will complete an annual self-assessment which will include asking our residents' how they think Arches are delivering on our commitments. We will share the results of the assessment on our website. To find out more visit our website or email info@archeshousing.org.uk