

# news

## Spring 2023

archeshousing



## Springing forward at Arches

In this issue we will share some of the ways in which we are working with customers, and how you can get involved.

The recruitment of our new Neighbourhood Network Customer Group is also open for applications but will be closing soon. Full details are inside,

We have been listening to what customers have told us and have highlighted some of the improvements we have made in "You said, we did" including investment in a new ASB reporting tool and a pilot caretaking service for estates and communal areas.

There are also updates on repairs, development, community engagement, estate walkabouts and information about services you can access.



peoplecommunitieshomes

# Customer Engagement

## It's a date !

Our team has been out in the neighbourhood delivering dates to celebrate the start of Ramadan for the 3rd year running. This year we chose Tinsley. We also gave out information on contents insurance and details of the Tenant Support, Wellbeing Service.



We also delivered Easter eggs to one of our neighbourhoods in Rotherham along with information leaflets. Keep a look out on our website and social media for upcoming events through the summer.



If there are any cultural or religious events you would like us to celebrate please get in touch and let us know.

## PORTAL COMPETITION

### 3 WINNERS

We will be giving away 3 x £25 vouchers to three randomly selected customers who have an active login before 31st March 2023.

To register go to our website and click the login button at the top right-hand corner or alternatively scan the QR Code. If you would like some help in registering for the portal please contact us.

**SIGN UP**



CONTACT US :

0114 2288100 | [www.archeshousing.org.uk](http://www.archeshousing.org.uk)

## Portal Winners

We launched our portal competition in the Winter newsletter. The competition closed on March 31st and we have choose three winners at random. The winners are:

**Miss K – Wincobank, Ms B – Waverley, Ms L – Page Hall**

When you register for the portal you have secure access to view your rent account and also make a payment, raise a repair, report a problem, and update your personal details 24/7. It also makes accessing services more convenient.

If you would like some help in registering for the portal please contact us.

<https://portal.archeshousing.org.uk//SelfRegistration.aspx>



# Customer Engagement

## Scrutiny Update

We are currently looking at the repairs service with a group of customers to see if there are ways we can make the service better. So far they have met with staff and will meet contractors to ask questions to understand the service provided. When this is all complete the customer group will then look at the information and produce a report that will go to our board with recommendations.

Next month, we are starting a group looking at our Allocations and Letting service. These meetings are being held via teams at the group's request. If you have been an Arches customer for less than 2 years and would like to get involved there is still time. Just contact us and ask to speak to Vicky.

We value our customer's input to help shape our services to benefit all. If you like to get involved in future opportunities, please email [Involvement@archeshousing.org.uk](mailto:Involvement@archeshousing.org.uk) and Vicky can contact you to discuss how you can get involved.



## Neighbourhood Network

Would you like to help Arches meet its legal, regulatory, business objectives and service standards and commitments? We are recruiting for customer members to join this new group.

As a member, you will have the opportunity to:

- Share your lived experience
- Hold Arches to account
- Influence housing services and policies which directly impact customers
- Develop your skills and knowledge of housing practice and governance
- Add this role to your CV
- Build confidence
- Try something new
- Meet new people
- Improve lives and communities
- See how good quality housing and housing services really do help to change individuals and communities

**Information about the group and how to apply is on page 8**



# Estate Walkabouts - Central

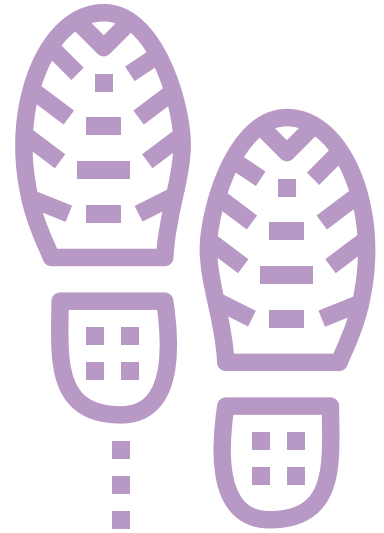
Estate Inspections for May - July



**Hannah Trickett**

Neighbourhood Officer

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



**6 Burngreave Rd (Flats 1-6)**  
**36-38 Burngreave Rd**  
**33-39 Burngreave Rd**  
**55-57 Burngreave Rd**  
**140-142 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.

**3rd May 2023 (will be at 2.30pm)**  
**1st June 2023**  
**29th June 2023**

**5 - 39 Catherine Road**  
**72-100 Catherine Road**

10.30am outside of 100 then walk down

**Catherine Street**

11am on street

**8-18 Richmond Street**

11.30am outside block

**18th May 2023**

**15th June 2023**

**13th July 2023**

**1-19a Middlewood Drive East**

10.00am outside number 1

**Coningsby Road**

1.30am in the car park area

**8th June 2023**

**27th July 2023**

**157-167 Fox Street**

**205-211 Fox Street**

**301-315 Fox Street**

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

**22-40 Woodside Lane**

11.30 am outside of 22

**11th May 2023**

**Wensley Street**

11:30am outside of number 152

**Colchester House**

10am at the main entrance

**25th May 2023**

**22nd June 2023**

**20th July 2023**

**Bressingham Road**  
**Clun Street, Ellesmere**

**Road North,**  
**Buckenham Street**

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

**6th July 2023**



# Estate Walkabouts - District

Estate Inspections for May - July

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.



**Joseph Wren**  
Neighbourhood  
Officer

## **17-40 Britnall Street**

10am outside of number 17

## **29-85 Tipton Street**

10.45am outside of number 29

## **126-206 Jenkin Road**

11:15am outside of number  
206

## **Ashtee Court**

12pm in the courtyard

**4th May 2023**

**1st June 2023**

**29th June 2023**

**27th July 2023**

## **Balfour Drive**

10am outside of number 7

## **170 -190 Nidd Road East**

10.20am outside of number 190  
then moving to Ribston

## **Acres Hill Road**

11.15am outside number 1

## **Cuthbert Cooper Place**

12:30pm outside of number 11

## **Logan Road**

1pm outside

**11th May 2023**

**8th June 2023**

**6th July 2023**

## **East Street, Doe Quarry, Dinnington**

10am on the green space at Hope  
Avenue

## **6-64 Cutlers Walk**

11.30am in the carpark

## **Brameld Road**

11.45am outside of number 3

## **54-84 Leatham Avenue**

12.30pm outside of block

## **1-11 Dean Court**

1pm outside of block

**18th May 2023**

**15th June 2023**

**13th July 2023**

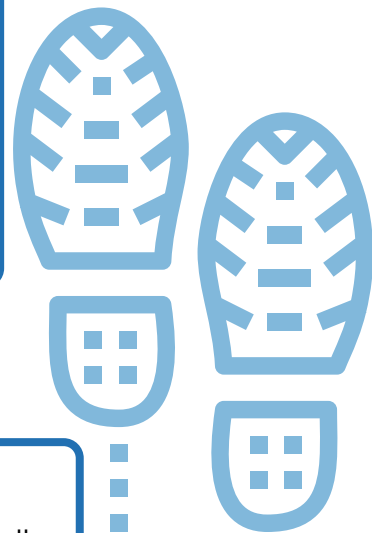
## **Waverley Estate**

10am in the Waverley Walk  
car park next to bin store  
and will be in the  
neighbourhood for 2 hours

**25th May 2023**

**22nd June 2023**

**20th July 2023**



# You Said We Did

## Introducing the new ASB App

We're pleased to announce the launch of our new ASB App, designed to support customers experiencing anti-social behaviour (ASB). The app is a user-friendly tool that allows customers to record, monitor, and report incidents of ASB, such as noise, nuisance and disputes.

ASB was identified as a priority area in our latest customer satisfaction survey, and the app will enable us to deal with ASB more effectively while supporting customers throughout the process. If you or your family are experiencing incidents of ASB please get in touch and we can work with you to resolve the issues you are facing.

## New Caretaking Service

We are delighted to introduce our new pilot Caretaker Service, aimed at supporting customers living with communal areas. At Arches, we know it's important to listen to our customers, and we are committed to providing high-quality services that meet your needs. In response to feedback from residents, we have developed this new service to improve the quality of the communal areas Arches manage e.g. shared gardens, shared internal communal areas.



The Caretaker Service has already received positive feedback from customers, and we are thrilled to hear that it is making a real difference in daily lives. This service is designed to benefit you with real actions, such as reduced litter, enhanced grounds maintenance and minor communal repairs. We understand that the needs of our customers can evolve over time, which is why we have plan to review this service over the next 12 months. The service is being piloted through existing service charge budgets, and so it is important that we review the value for money and impact on customers who are paying for this service. This will allow us to gather valuable feedback from residents and make necessary adjustments to ensure that the service continues to meet the needs of our customers

**archeshousing**  
ہم سے رابطہ کریں  
inala soo xiriir  
napíšte nám  
Contact us  
Contactez-nous  
আমাদের সাথে যোগাযোগ করুন  
122 Burngreave Road S3 9DE  
info@archeshousing.org.uk  
0114 2288100  
peoplecommunitieshomes

We have redesigned our calling cards to promote inclusivity with our customers.

Name \_\_\_\_\_  
called today ...../...../.....  
at .....am/pm  
regarding \_\_\_\_\_

Rent Tenancy Repairs Community Involvement Lettings

Please get in touch on 0114 2288100 or email info@archeshousing.org.uk

# Neighbourhood

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Develop new skills

Work with Arches board member

Meet new people

t

w

Have your say and influence decisions

Share your lived experience

o

r

## We need you!

k

The application is on the website or can be posted out to you to complete.

What are you waiting for get in touch today!



Tel:0114 2288100

Email: [Involvement@archeshousing.org.uk](mailto:Involvement@archeshousing.org.uk)

peoplecommunitieshomes

- Pay Your Rent
- Report a Repair
- Manage Your Universal Credit Online
- Welfare Rights and Benefits Advice
- Money Advice Online



# Customer Information

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

## Police Drop -in

Officers from your neighbourhood policing team will be at Arches office every other Wednesday! Come and have a chat with officers regarding issues within your community or seek any advice you require.



## POP-IN POLICE STATION

Officers from your neighbourhood policing team will be at Arches office every other Wednesday! Come and have a chat with officers regarding issues within your community or seek any advice you require.



Wednesday 12.30 pm - 2.30 pm

5th April	31st May	26th July
19th April	14th June	9th August
3rd May	28th June	23rd August
17th May	12th July	

### Upcoming dates

3rd May 17th May 31st May  
14th June 28th June



## 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](http://www.tsws-assist.co.uk)

Username: arches

Password: tenantsupport

Freephone 0330 094 8845





# Customer News & Info

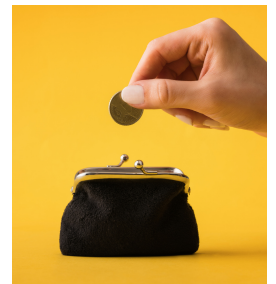
## Keeping your Garden tidy

The growing season is upon us, and if you have a garden it is your responsibility to maintain. We will be contacting customers with gardens that don't meet our tenancy standards, so please get in touch if you are struggling with your garden.

## Cost of Living Update

The increase in cost of living has seen many people struggling to afford essential items and priority bills. The government have announced a further £900 Cost of Living Payment for means-tested benefit claimants over the financial year. The proposed payment schedule is:

- o £301 – First Cost of Living Payment – during Spring 2023
- o £150 – Disability Payment – during Summer 2023
- o £300 – Second Cost of Living Payment – during Autumn 2023
- o £300 – Pensioner Payment – during Winter 2023/4
- o £299 – Third Cost of Living Payment – during Spring 2024



Benefits, including working age benefits and the State Pension, will also rise in line with inflation from April 2023, ensuring they increase by over 10%.



Your Diy and garden projects made affordable

## The Tool Bank Is Open!

**10am-4pm Tues-Sat**

**at Reyt Repair** Abbeyfield Park House, S4 7AT

**Just turn up or book online**  
[sheffieldtoolbank.myturn.com](http://sheffieldtoolbank.myturn.com)

call 07543745918



# REYT REPAIR

A social enterprise powered by volunteers

**Affordable repair of clothes, electricals and furniture**

Don't bin it - fix it!  
Help the planet and your pocket

Open from 10 while 4 Tues-Sat  
Abbeyfield Park House

free parking on Abbeyfield Road  
Sheffield S4 7AT  
07543745918  
[info@reyt.repair](mailto:info@reyt.repair)  
[reyt.repair](http://reyt.repair)



Reyt repair are also looking for volunteers to help. if you want to help you dont need to be an expert just a keen sense of wanting to help, Please get in touch with them direct or scan QR code for website.



**Conversation Group**  
**Arches Housing**  
**Starts 5th May**

Practise speaking English for FREE in a welcoming and friendly conversation group.

**Friday**  
**10:00 - 12:00**

**122 Burngreave Rd**  
**S3 9DE**

For more information:  
Call or message Naomi on  
**07925602340**

Sheffield SYMCA COMMUNITY Engagement Services

Arches have linked up with SAVTE to start an English conversation class here at the office. Starting Friday 5th May 10.00 - 12.00. If you are interested in joining please contact Naomi on 07925602340

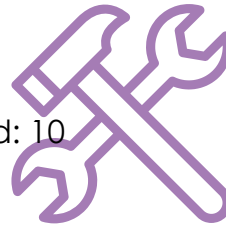


# Repairs Update

## Planned Programme Replacement Update

### 2022/23 Programme

Kitchen Replacements completed: 8  
 Bathroom Replacements completed: 19  
 Full House Window Replacement completed: 52  
 Dormer and Velux window replacement completed: 10



### 2023/24 Programme

Kitchen Replacements 39  
 Bathroom Replacement 19  
 Planned start dates  
 May / June 2023

### Energy Improvements

Arches Housing have been successful in obtaining additional funds from the government, under the PAS2035 retrofit energy improvement project SHDF Wave 2 funding bid. This work will include energy efficiency works to 110 properties identified with low energy ratings 'D' or below, following an assessment of the property improvement work will be External wall insulation & render, uPVC window replacement, and in some cases installing solar PV. As this project progresses further detail & information will be published.



# Development Update

Since the last newsletter Arches are pleased to say we have purchased 3 more homes on the Waverley estate in Rotherham. The new homes are part of the Fusion development, and all 3 were bought by Arches and let to families in February 2023



Arches continue to look for more opportunities for development, across Sheffield, Rotherham and Chesterfield, so watch this space! We are aiming to deliver more new homes to families across the wider South Yorkshire region and support customers' wishes to either rent or purchase via Shared Ownership. Whilst we wait to secure further opportunities we do have some new builds in the pipeline with more new homes expected in Dinnington over the next 1 to 2 years.



# Office News

## New starters

Lets give a warm welcome to our new members of staff



**Lucy Newett**

Repairs Co-ordinator  
(covering maternity leave)



**Joseph Lyons**

Customer Service Assistant

Our phone lines are open

- 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

Our office is open

- Monday: 10:00 - 3:00 pm
- Tuesday: 10:00 - 3:00 pm
- Wednesday: 12:30 - 3:00 pm
- Thursday: 10:00 - 3:00 pm
- Friday: 10:00 - 3:00 pm

**Leigh Collingwood - Customer Service Team Leader has left the organisation – We wish her all the best for the future.**

## Get to know us

There have been changes within Arches over the last few years. We thought it would be a good idea to for you to get to know us a bit better:



- 1.Name and job title?**
- 2.What do you enjoy about working in housing?**



- Nazmeen Ali - Management Accountant
- I enjoy seeing how social housing has a direct impact on customers. Also working in a not for profit environment you can see the impact in the community.
- I enjoy socialising with family and friends. I also enjoy keeping fit.
- The Traitors. I loved the mystery and intrigue
- The Alchemist by Paulo Coelho

- 4.Last TV show you watched?**
- 5.Last book you read?**

**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 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.