archeshousing



the arches way

our values and behaviours

our values



Steel

Choosing to do the right thing over the easy thing; being determined to see things through and staying true to our roots.



Momentum

Being responsive to people and opportunities; generating solutions as a consequence of having the trust and freedom to take decisions.



Simplicity

Sticking to what actually matters; to make it easier to do a good job and achieve positive outcomes.



Connections

Recognising that we can achieve more together with tenants; building honest and supportive relationships inside Arches and beyond.



Individuality

Appreciating the life experiences, skills and insights of others; listening with empathy, seeking to dignify everyone involved.

myself and tenants

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the arches way | values in action

	What this looks like	And I also…
Steel	I focus on tenants' concerns, resolving issues in ways that work for them and align with our policies.	I hold myself accountable for the promises Arches makes.
Momentum	Within my responsibilities and authority, I take timely decisions to benefit tenants.	I am prompt and consistent in communicating progress and/or problems, offering solutions to solve problems.
Simplicity	I communicate openly in ways that feel understandable to tenants.	I explain our processes clearly and am honest about our constraints, including likely timescales for agreed actions.
Connections	Respecting confidentiality, I share information with colleagues and contractors to make services flow well for tenants.	I ask for or offer help to improve experiences for tenants and welcome opportunities to improve things.
Individuality	I see each tenant as a person in their own right.	I take care to invest time and attention to understand perspectives other than my own.

myself and colleagues

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	What this looks like	And I also…
Steel	I am open about the opportunities and challenges in my role and our team.	I find the courage to take part in difficult conversations when needed to solve problems or overcome barriers.
Momentum	I build trust by working to understand the perspectives of others, share my thoughts honestly and clearly explain my reasoning.	I am decisive within my role and support timely decision-making by others.
Simplicity	I reflect on my practice and look for ways we can work more effectively, especially where we can make things simpler.	I cooperate with others at all levels to test ideas and learn from experience.
Connections	I willingly participate in learning and actively share information, insights and ideas.	I ask for or offer help to improve experiences for colleagues and welcome their support.
Individuality	I value the knowledge and abilities of others and ask relevant questions to learn from them.	I support others to develop their potential through positive feedback and recognition.

us (arches) and stakeholders

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	What this looks like	And I also…
Steel	I am a positive role model, showing what it means to be part of Arches.	I enable others to understand why we work the way we do and align their practice with ours.
Momentum	I welcome approaches from those interested in our work and explore potential for cooperation.	I pay attention to external developments or changes which may have implications for us or tenants.
Simplicity	I am clear about the role of Arches and where we sit in the landscape.	I advocate for tenants to encourage others to see where and how they can help.
Connections	I am collaborative in my working style, recognising the contributions of others.	I champion examples of joint work or partnerships which benefit tenants.
Individuality	I highlight the potential and possibilities for inclusive housing services with real-life stories.	I seek to be approachable and appropriate with others.