

news

Winter 2023



What would you like to do today?

بیرجیا

خوش آمدنی

મુખાલાન વૈ

Witam

Soo Dhawoow

স্বাগত



Pay rent & charges



Report a Problem



Request a Repair

Launch of our Updated Website

Welcome to our Winter edition of our newsletter. It has been a busy few months here at Arches. First, if you have been visiting us online, you will have noticed that our website has changed! Customers were involved in this update and they thought this new look was great but please give it a try and let us know what you think.

Secondly, thank-you to everyone who took part in our Tenant Satisfaction Measures Survey. The data is being collated as we speak and will be published early in the new year. This data is a regulatory requirement and it also helps us to shape our services to better suit your needs. We have the latest Estate walkabouts for January to March 2024 and there is an update on your scrutiny of our Allocations and Lettings process. We also have information about our new "Neighbourhood Network" customer group.

We have our regular customer information section in which we have information on applying for contents insurance and also the Tenants Support & Wellbeing Service. Please take a look at these services as they are beneficial to yourselves.





Customer Engagement

We are always listening and supporting our customers to enjoy their homes and neighbourhoods.

Our grounds maintenance contractors recently received compliments from customers who had previously been unhappy with the services. We have worked closely with both customers and our contractors to identify the issues and improve the delivery of our landscaping services.



Customers in Darnall have been experiencing fly-tipping. Our Neighbourhood Officer Andrew worked with customers and Tim our Surveyor to remove the fly-tipping and then lower the height of the hedges, clear paths and to reduce the risk of it happening again.

We visited Dinnington and Wensley earlier in the year to give our customers the opportunity to have their say on the consultation for the new consumer standards. These standards are what the Social Housing Regulator will use to monitor us. We will tell you more about this in the next newsletter.



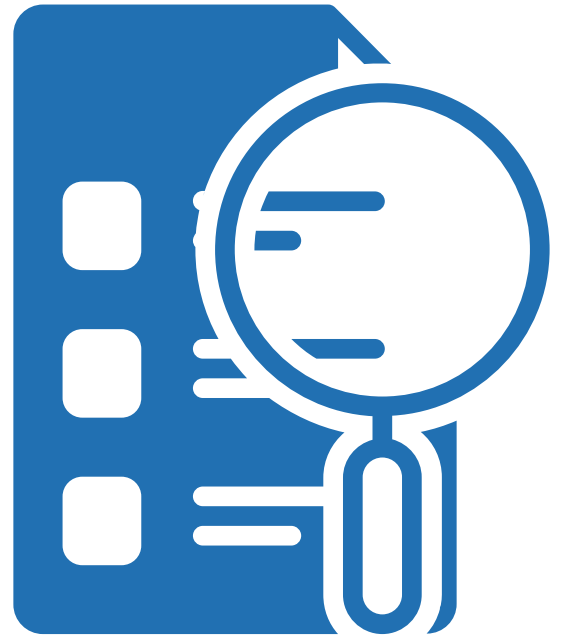


Customer Engagement

Scrutiny Update

Our recent in-depth look, "scrutiny" is almost complete. We have been looking at our Allocations and Lettings Process and if there are any recommendations that can be suggested to improve this service. The group of customers have interviewed staff, viewed empty properties and reviewed the information from our online survey. They are putting their recommendations together to send to our management team. This will then be delivered to the Arches Board in January and we will share details in next newsletter.

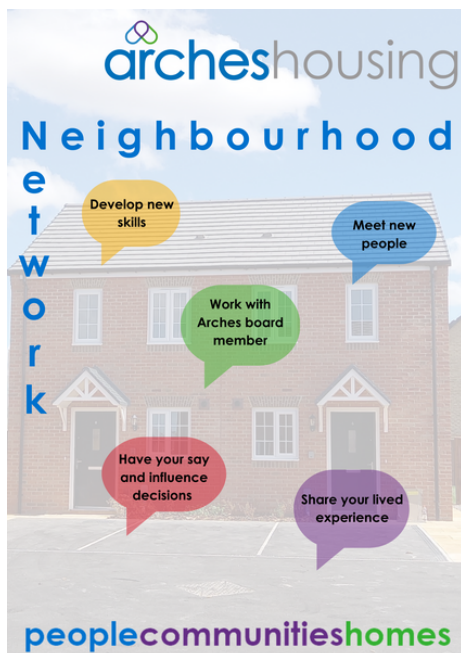
If you would like to get involved to help shape the services here at Arches please do not hesitate to get in touch. We reimburse you for your travel and also for your time. You don't need any special skills just an inquisitive mind and to want to help us improve our services.



Neighbourhood Network

You may remember that we advertised for customers to be part of our new customer group the Neighbourhood Network. After a successful recruitment we have set up the group. They met in for the first time October and will meet again in January. The purpose of this group will be to look at information and provide a customer perspective and share their experiences. The group will give a voice for customers to be heard and strengthen the role of customers in the governance of Arches Housing.

If you would like to get involved or would like more information please get in touch and Vicky our Resident Engagement Officer will contact you.



Estate Walkabouts - Central

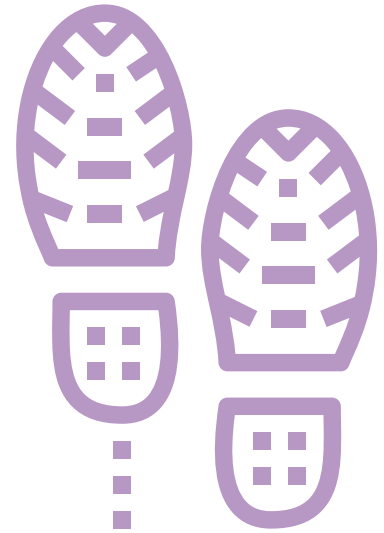
Estate Inspections for Jan - Mar



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.

11th January 2024
8th February 2024
7th March 2024

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 January 2024
15th February 2024
14th March 2024

1-19a Middlewood Drive East
10.00am outside number 1
Coningsby Road
11.30am in the car park area
21st March 2024

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
22nd February 2024

Wensley Street
11:30am outside of number 152
Colchester House
10am at the main entrance
4th January 2024
1st & 29th February 2024
28th March 2024

Bressingham Road
Clun Street, Ellesmere Road North,
Buckenham Street
10am outside of number 35 then moving to Clun Street, will be in the area till 11.30am
25th January 2024



Estate Walkabouts - District

Estate Inspections for Jan - Mar

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.

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

11th January 2024

8th February 2024

7th March 2024

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

18th January 2024

15th February 2024

14th March 2024



Andrew Williams
Neighbourhood
Officer

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

25th January 2024

22nd February 2024

21st March 2024

Waverley Estate

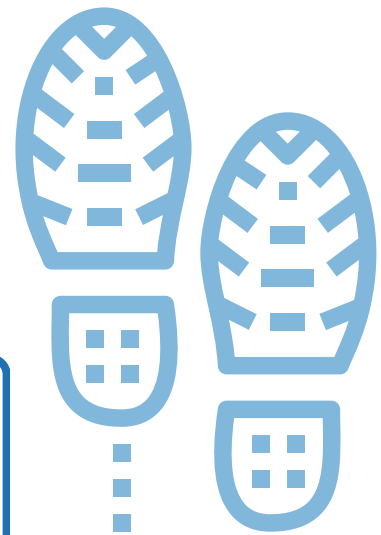
10am in the Waverley
Walk car park next to
bin store and will be in
the neighbourhood for
2 hours

4th January 2024

1st February 2024

29th February 2024

28th March 2024





Customer Information

Litter and household waste can become a major problem when it isn't dealt with correctly. Incorrectly disposed rubbish poses a risk to people and wildlife, blights the environment and costs thousands of pounds to clear up.

Not disposing of your waste correctly isn't just a breach of your tenancy agreement. It's also a criminal offence punishable by an unlimited fine or up to five years' imprisonment. You can arrange for bulky items to be collected if you are unable to take to your local recycling centre. Each council has different prices and procedures.

Below are the QR codes to the direct webpages and telephone numbers for all the information you need.



0114 2734567



01709 382121



CHESTERFIELD
BOROUGH COUNCIL

01246 345345



North East
Derbyshire
District Council

01246 231111

New Telephone System

From January we are moving across to Amazon Connect to provide an improved telephone, email and chat services. For many of you, this may not be a big change, however, we will now be able to provide internet chat in any language which is a big improvement on what we can do now. In addition, we will be in a better position to monitor what people contact us about, when they do it and how they do it. This will help us make sure we can respond to you at times of peak demand, minimise wait times and also be more proactive in dealing with those issues that you are having to contact us about. Don't worry our number will remain the same. This is all part of our overall strategy in improving customer access to our services.



We are always keen to hear from you about what you think we can do to improve access to our services.

- 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 head to our website

www.archeshousing.org.uk/current-residents/contents-insurance/ or scan the QR code. Alternatively contact us on 0114 228 8100 and we can post one out to you.

SCAN ME



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

Username: arches

Password: tenantsupport

Freephone 0330 094 8845



Life & Progress





Office Update

Welcome to new staff

We have a few new members of staff join us over the last months

- Alison Caires, our new Head of Housing Operations
- Andrew Willams, our new Neighbourhood Officer
- Francis Aryee, our new Damp & Mould Surveyor
- Dorothy Cunningham, our new Customer Service Assistant.

Leah Montia-Thomas, Manassah Taylor and Joseph Wren recently left Arches, we wish them well on their future.

If you would like to join the Arches team, all our vacancies can be found on our website or LinkedIn



Christmas opening times

The office and telephone lines will close for the Christmas period at 12 noon on Friday 22nd December.

We will reopen at 9am on Tuesday 2nd January.

During this time, you will still be able to access the emergency out of hours service by calling our main telephone number, but usual repairs services will be suspended for the holiday period.

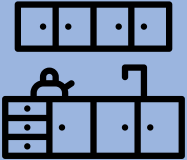
You will also still be able to report non-urgent repairs, pay your rent, check your details and more through the Arches Portal via our website.



Season's Greetings from everyone at Arches!

Assets Update

Reinvestment Programme 2023/24



Kitchen Replacements 32 completed

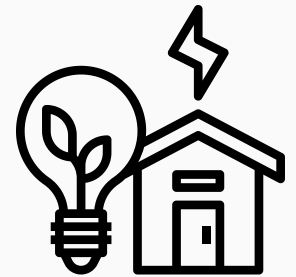
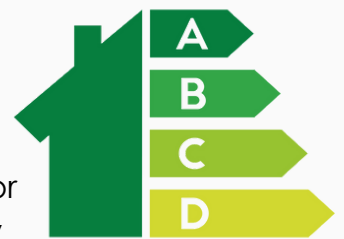
Bathroom Replacement 17 in Total all completed



Energy Improvements

Arches Housing have obtained additional funds from the government, under the PAS2035 retrofit energy improvement project Social Housing Decarbonisation Fund Wave 2 funding bid. LivGreen will be the contractor carrying out this work. The work will include energy efficiency works to low energy ratings 'D' or below properties. If you receive a letter from LivGreen for assessment, please arrange access into your home with them. The improvement work will be external wall insulation and render, uPVC window replacement, and in some cases installing solar PV.

These works will help to save YOU money on your energy bills.



Sally, our Head of Assets Services went out to visit one of our customers to present them with a small gift for being our 100 boiler fitted this year. This is part of our reinvestment plan to keep improving our properties for our customers.

We have now made it easier for you to report issues with damp and mould. You can

- Complete and submit the form on the website - scan QR code.
- You can call our office on 0114 228 8100 during opening times
- Click on the live chat to speak to someone during opening times



We will arrange an appointment with yourself to carry out an inspection, and work with you to complete a home assessment to determine the possible cause of the issue(s). We will talk to you about what we have found, and agree on the next steps. Any works will be booked in, and we'll update you on when they'll be completed.

Customers have already started using the new forms on the website and we have made contact to visit their property and see what works are required.

Development Update

Over the summer Arches was pleased to exchange contracts with Barratt David Wilson on their Inkersall Road, Staveley, Chesterfield, developments. This site will deliver 28 homes for Arches, with a mix of affordable rent and shared ownership homes.

Our next set of homes were recently handed over in the last month on our Wentworth Way Dinnington site. We continue to work to deliver more new homes to families across our operating area, and support families to either rent or purchase their home through Shared Ownership.



Cost of Living

As the cost of living continues to affect households across the UK, we have pulled together some information for customers:

Pensioner cost of living payment

If you are entitled to the Winter Fuel Payment 2023-2024 you will get an extra £150 or £300 paid with your normal payment from November 2023. The amount you will get is dependent when you were born (before 25 September 1957) and your circumstances during the qualifying dates. You will have been sent a letter in October or November telling you how much Winter Fuel Payment you'll get if you're eligible.

For further information about this please visit the [GOV.UK](https://www.gov.uk) website

Extra Help

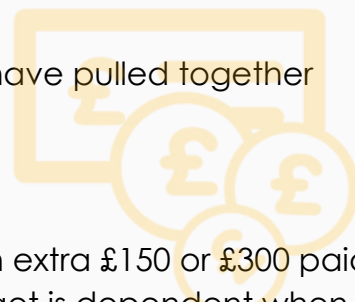
- Get in touch with your local authority – the Household Support Fund has been extended until March 2024. The fund intends to help vulnerable households with essential costs such as food, energy bills, water bills and other essentials. <https://www.gov.uk/find-local-council> to see what support your local council is providing.
- Contact your Energy provider- Many of the big energy firms provide grants to help people who are behind with payments. Contact yours to find out if they have additional funding available.
- Contact your water provider- If you are on a low income or you are claiming benefits you may be able to apply for a social tariff to help pay your water bill or help to pay any arrears. Please visit

<https://www.vas.org.uk/sheffield-living-crisis-map-of-support/> for more information.

<https://www.rotherham.gov.uk/warm-welcome>

<https://www.ne-derbyshire.gov.uk/community/cost-of-living/warm-spaces>

<https://www.chesterfield.gov.uk/home/latest-news/warm-spaces.aspx>



Putting Things Right



Disrepair Claims

Arches would like to make our customers aware of solicitor companies (Claims Farmers) working in the area leaflet dropping, advising customers to serve a disrepair claim on your landlord (Arches). This is a legal procedure which follows a very strict protocol, Arches rigorously defend every claim which may mean you attending court to give evidence. This is very costly in legal costs to both yourself and Arches. This means the money you are told

you will get paid in compensation, actually may not cover your legal costs and you actually have to pay the legal costs yourself. York City Council have just defended a case and won, which has left their customer with over £10,500 in legal costs. Don't let this be you.

Arches prides itself as a responsible landlord. If you have any issues with Arches not dealing with repairs to your home, there is a formal complaints procedure where you can express your concerns. If you need to report a repair you can report them in several ways - telephone, e-mail, the customer portal, and via live chat.



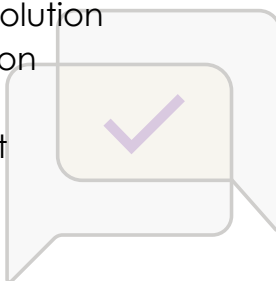
What are Complaints

A complaint is you letting us know that you are dissatisfied with how we have dealt with something you have reported to us. This could include an issue with a repair or repair appointment, or how we have responded to your anti-social behaviour issue. Put simply, they tell us where we have gone wrong and give us the chance to put it right so that we can avoid anyone else having the same experience.

This year we have responded to 23 Complaints. Here's just a snippet of how your Complaints have helped us so far this year:

- We've reviewed and improved how we manage customer information to make sure we capture this at the earliest point, helping to ensure that our services are delivered with the individual in mind.
- We've taken action to address contractor appointment issues where people were let down without notice, or where the contractor was not rearranging appointments for tenants.
- We've also improved our complaint handling processes to ensure customers get a prompt response to their concerns inline with our 10-day timescale.
- We've also provided extra training on the Housing Ombudsman Complaint Resolution Principles for complaints investigators, to support them to identify the best solution to issues together with the customer.

If you are unhappy with a service provided by Arches you can register a complaint by getting in touch with us in the usual ways.



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 or call 0114 228 8100.

Arabic | عربى

إذا طلبت هذه الوثيقة باللغة العربية ، فيرجى الاتصال بالرقم
0114 2288100

Urdu | اردو

اگر آپ کو اردو میں یہ دستاویز درکار ہے تو براہ کرم 0114 2288100 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.