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SUMMER 2026



INSIDE YOUR NEWSLETTER...

- Planned Works
- Neighbourhood Network
- Development Updates
- You said, We did
- Kids corner
- AND MUCH MORE!



SUMMER
2026

Welcome to Arches Housing

Summer 2026 Newsletter

An Introduction from John Hudson, Chief Executive

Hello everyone,

I hope you're enjoying the summer and finding some time to relax with family and friends.

It's been another busy few months at Arches and a busy start for me personally as I have moved into a new role in the organisation.

There is lots of important information within this edition of our tenant newsletter about how over the past few months we continue to invest in our homes, welcomed new tenants into new homes we have acquired, not to mention launching our new Corporate Plan, setting out how we'll deliver Quality Services, Quality Homes and a Quality Organisation over the next five years.

What makes me most proud is the role our tenants continue to play in shaping our future. Through surveys, estate walkabouts, the Neighbourhood Network and our new Tenant Voice Strategy, your feedback is helping us improve services and focus on what matters most.

I would encourage you to get involved if you feel you can. Whether it's joining a walkabout, becoming one of our new tenant "Checkers", or simply sharing your views with us, your voice really does make a difference and truly shapes how we do things.

Thank you for being part of the Arches community. I hope you enjoy this edition and reading about the positive work taking place across our homes and neighbourhoods.

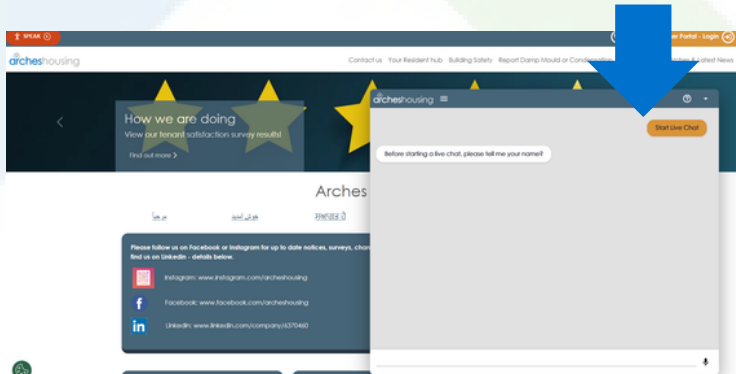
John



Arches Webchat

Beat the phone queue! Access our new webchat via our website and speak to our team quickly and directly!

Access can be found on www.archeshousing.com



If you require this document in an alternative format, including Large Print,

Easy Read or translation services, please email

consultation@archeshousing.org.uk or call 0114 228 8100.

Arabic | عربى

إذا طلبت هذه الوثيقة باللغة العربية ، فيرجى الاتصال بالرقم
01142288100

Urdu | اردو

اگر آپ کو اردو میں یہ دستاویز درکار ہے تو براہ کرم
01142288100 پر فون کریں۔

Somali

**Hadaad u baahato dukumintiga af soomaali ah
.fadlan wac 0114 228 8100**

Development Update

Since our last newsletter in Spring, we are pleased to confirm that we have purchased 8 more homes. In May we bought two more new homes in Kiveton Park from Strata. These 4-bed homes are now let, with families settling in to their new homes. The properties also mark the final handovers from Strata on this estate, bringing the total to 43 homes. Then during the recent June heatwave we were pleased to purchase 6 more homes in Staveley, 2 for rent and 4 for shared ownership. All 6 homes are 3-beds, with the shared ownership homes being advertised through an estate agent. If you would like to find out more about shared ownership please get in touch.

Forward thinking

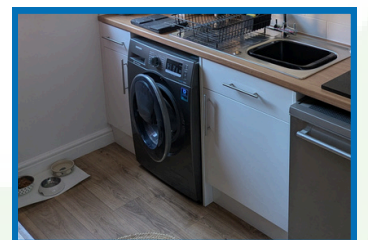
We are continuing to look for more new homes, as part of our commitment to growth and our Corporate Strategy of delivering more Quality Homes across South Yorkshire and North Derbyshire. This means we are currently assessing multiple opportunities to see if they are a good fit for Arches and if we can make them work, so watch this space!



“

We are very happy with the repairs. The repairs were completed quickly to a high standard... [contractors] were very polite and respectful and also cleaning every area he worked on. Both myself and my husband would like to thank Emma and Scott from Arches and the team from Tates who installed our new kitchen, they've all been brilliant, thank you so very much!

”



Planned Works

Kitchens and bathrooms are in full swing! This years planned works for kitchens, bathrooms and external painting are well underway. If your home is on the list for 2026/2027 you will have been contacted and a discussion had about what this work means for you.

Our team are now on a rolling process of property surveying and creating designs for the next wave of action. We have had some incredible feedback on works completed so far and hope to gather more as the plans progress:



Mutual exchanges

Did you know...

As an Arches Housing tenant you can swap your home with another social housing tenant via a Mutual Exchange?

Register on HomeSwapper to find other people who are looking to swap and get the process started.

You can also speak to your housing officer for more information by calling: 0114 228 8100 or email: info@archeshousing.org.uk

Thinking about downsizing?

We recently caught up with our tenants Mr and Mrs Geary who downsized their property from a 4 bed to a 2 bed bungalow to accommodate their needs for later life. While the idea of starting fresh in a new home can be offputting, Mr Geary had this to say:

“Arches helped us to move to a property with no stairs and a smaller property to maintain. We are 100% settled now and feel we should have done this years ago. Its a different world and we are very happy”.



Estate Walkabouts

Our Housing Team organise walkabouts on our estates which tenants can join. The walkabouts – also known as Estate Inspections – involve walking around the estates where our homes are located, and identifying issues that might need to be tackled.

This includes a wide range of issues such as repairs to grounds and communal areas, or incidents of fly tipping. Walkabouts also give you the chance to talk to your Housing Officer/Assistant Housing Officer and discuss issues around your Neighbourhood or anything else to do with your home or tenancy.

What we found on the Dinnington Estate Walk this week...

- Fly tipped Fridge Freezer - This has been reported to Rotherham Council for removal.
- Fly tipped remains of a Mattress - This has been reported to Rotherham Council for removal.



Who can attend a walkabout?

Any tenant can join an estate walkabout. If you would like to attend, please let us know and we can arrange for the Housing Officer/Assistant Housing Officer to meet you. Please get in touch on 0114 2288100 to arrange!

You will find weekly details on our Facebook/Instagram pages or you can find them on our website: www.archeshousing.org.uk



Awaab's Law - where are we now?

Phase 2

It's full steam ahead with the preparation for 'phase 2' of Awaab's Law in terms of the repair timescales for social housing landlords in England.

With phase 2 coming into force on 30 November 2026, we have taken steps to ensure compliance ensuring preparations are well underway ahead of November while continuing to provide tenants with safe, secure, and well-maintained homes.



What is the plan?

We are approaching phase 2 with the same level of drive and determination as we delivered phase 1.

We have adapted our systems and processes to prompt key deadlines, staff have received in-house training and our contractors know what to expect of us ahead of November.

What can YOU expect from us?

1. Arches will investigate significant hazards within 10 working days of becoming aware of them.
2. We will arrange a call with tenants and also provide the results of the investigation, in writing, within 10 working days.
3. Safety works will be carried out within 5 working days following completion of the investigation to prevent the hazard returning.

What is phase 2?

While phase 1 focused on damp, mould and condensation (DMC), phase 2 extends the requirements for hazards at home that pose a significant risk of harm:

- **Excess cold**
- **Excess heat**
- **Falls (including falls on level surfaces, stairs and between levels)**
- **Structure collapse**
- **Fire and explosion risks**
- **Electrical hazards**
- **Domestic hygiene, personal hygiene and food safety hazards.**



You Said, we Did

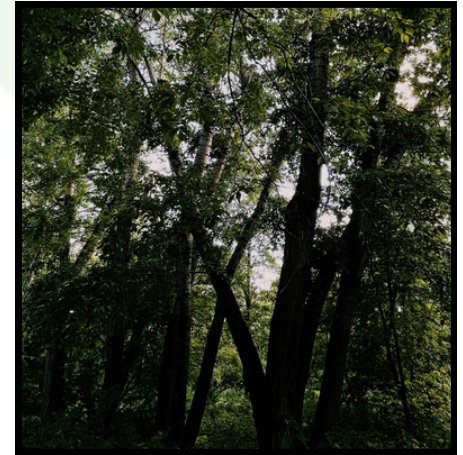
Listening to our tenants is the top of our priorities. Some short examples of 'You said, We did' are provided below.



YOU SAID...

After receiving numerous tenant requests related to overgrown and potentially dangerous trees on the Wensley estate, Arches listened and acted accordingly.

We arranged a survey in the area and many trees were identified as medium to high risk of causing damage or injury along with some that were classified as dead. Immediate action was taken and these trees were removed. There is an ongoing programme for ALL areas under Arches responsibility, to continually assesses trees to ensure tenant safety.



An elderly tenant felt he was struggling to keep his property safe and secure and this was being used by others a walk through and was attracting vermin.

We assessed the tenant's circumstances and allocated some resources to make the garden safe; removing items that encourage rats and mice to congregate.



It was identified by tenants who took part in a recent tenant outcomes survey that they were unhappy with the communication during planned works.

It was identified that a tenant liaison officer would enable a clearer, regular form of communication and a point of contact for tenants. Welcome to the new role, Emma Thompson! We are now seeing improved satisfaction with our management of planned works.



We try to accomodate all tenant requests, sometimes we are unable to. When this happens we will provide a always explain why and offer alternative solutions where possible!



Keep your family and home safe

Electric Bikes - High risk

Charging an electric bike at home can pose a fire hazard. Lithium-ion batteries may fail unexpectedly, leading to intense fires that can spread quickly and emit toxic smoke. To ensure safety, always use the appropriate charger, refrain from charging overnight or while unattended, and charge the batteries in a secure, well-ventilated space away from exits and any flammable materials. Responsible charging practices are crucial for your safety and that of others.



EV chargers

Electric cars are a powerful step forward for our environment - however - if you do want to go down the route of a e-car, please be aware that you will need to seek permission from Arches Housing before the charger can be fitted to your home as this is considered a significant addition.

Pest Control Notice

We have noticed a rise in pest reports, particularly concerning cockroaches, in residential areas. These pests can multiply rapidly in the presence of food waste, clutter, or damp conditions, potentially posing health risks by contaminating surfaces and food.



Residents are kindly reminded to:

- Dispose of rubbish properly
- Maintain cleanliness and eliminate food debris in homes
- Promptly report any signs of infestation
- Allow access for pest control treatments when necessary
- Taking early preventive measures can significantly help in minimizing the spread of pests and ensuring a safe and hygienic living environment for all.

Combustible Engines - Keep out of your home

Motorbikes and other vehicles powered by combustion engines should never be stored inside residential properties. These vehicles contain petrol and other flammable liquids that significantly heighten the risk of fire. Fuel vapours can build up in confined spaces and may ignite from sources like electrical equipment, heating systems, or open flames. Moreover, leaks from fuel tanks or engine parts can pose serious safety threats and may obstruct safe escape routes in emergencies.



Neighbourhood Days

More
Neighbourhood
Days to come in
2026!

Britnall Street/Swarcliffe Road

We attended on Britnall Street & Swarcliffe Road in Attercliffe/Darnall for one of our planned neighbourhood days on 3 June and it was success. We managed to litter pick a great deal, pull weeds, assist in the use of skips and engage with the community. We also had a lovely surprise of a homemade lemon juice drink provided by one of our tenants. Excellent feedback and experience for our staff to help build community pride in another area of Sheffield.

Wensley Estate

A huge turnout for our Wensley day. Arches collaborated with Sheffield City Council to carry out a litter pick, landscaping and waste reduction across the Wensley neighbourhood. This event was such a huge effort it even attracted the attention of BBC Look North and the Sheffield Star! Did you spot any Arches staff on your TV screens?

We have more plans to visit other areas – please keep an eye on our social media platforms; Facebook and Instagram, for more information!



Corporate Plan: Our Priorities

Building on What Matters Most: Arches' Corporate Plan 2026-2031

We've launched our new Corporate Plan for 2026–2031, setting out what we will focus on over the next five years.

It's been shaped by our tenants, colleagues, Board members and partners, and it focusses on what matters the most:

- Safe, secure and warm homes
- Reliable, high-quality services
- Stronger communities across South Yorkshire and North Derbyshire

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Corporate Plan
2026 - 2031
GOING FROM GOOD TO GREAT

Shaped By Feedback

Over 18 months we gathered more than 1800 pieces of tenant feedback, along with view from staff and partners. What you told us has directly influenced our priorities and what we will improve.

Our Promise

At the heart of the plan is a simple promise: we will keep improving, stay true to our roots as an affordable housing association, and keep tenants at the centre of everything we do.

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Our Three Priorities

1) Quality Services

We'll do the basics really well - reliable repairs, clearer communication, and consistently good customer service.

2) Quality Homes

We'll continue investing in homes that are safe, well maintained and more energy efficient - supporting customers to live comfortably and independently.

3) Quality Organisation

We'll remain financially strong and well governed, meet or exceed regulatory requirements, and work towards external accreditations.

How We Will Keep You Updated

This plan won't sit on a shelf. Each year we'll report back on progress, what we've achieved, and what comes next - using tenant feedback to keep improving.

To view the Corporate Plan and other strategies, please go to our website - search for our 2026 Corporate Plan.

<https://www.archeshousing.org.uk>



TENANT
Checked



Tenant Engagement

2026 saw Arches launch our Tenant Voice Strategy – but what does this mean for our tenants?

The Neighbourhood Network, our tenant group, have been involved in the development of this strategy from start to finish – including developing the consultation plan, feeding back from the consultation we did with tenants last summer and agreeing the final content of the strategy.

What was clear in our consultation is that tenants told us they want a variety of ways to be consulted and involved that reflect the ways it makes it easy for them to be heard and fits in to their day to day lives and this strategy reflects this.

Principles

The three principles of the strategy are:

- Everyone should be able to have their say
- Your feedback should make a real difference
- We will be open and honest

We are currently developing the detailed action plan that will deliver this strategy but if you wish to read the it, please head to our website and look up 'strategy'!



Neighbourhood Network

We have successfully conducted two Neighbourhood Network meetings so far this year. During these gatherings, we discussed the Tenant Voice Strategy and the annual workplan, in addition to receiving updates on complaints and scrutiny results. We plan to share this information publicly, so be sure to keep an eye on our website!

We need your assistance!
Would you be interested in joining our new "Checkers" team?

What is a Checker?

A checker is a tenant who we contact occasionally to review a policy or standard letter. You don't need any special skills or training for this. For your valuable feedback you will receive a £25 Amazon voucher.

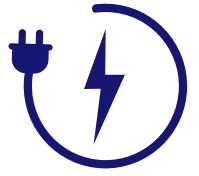


Scrutiny Update!

In the last newsletter, we told you that we had tenants looking at the standard of our empty homes – since then one of our tenants came to July's Board to tell them what they found. Our Board were very impressed by the scrutiny exercise and have approved 12 recommendations for change! These include better information about what standard our properties will be and improved information about managing properties for disability requirements, or other needs, for a new tenant. We will be looking at our decoration voucher system and whether this can be improved to better support tenants with a move-in allowance, looking at whether we can provide more flooring provision and recruiting tenants to come and check our empty homes to make sure they meet our standards. If you're interested in getting involved with this, please get in touch with Kirsty!



Welcome to Lindley Electrical!



New Electrical Partnership Ensures Continued Excellent Service for Tenants

**LINDLEY
ELECTRICAL**

A new partnership with Lindley Electrical will ensure continued delivery of professional specialist electrical services for Arches tenants following the retirement of long-standing contractor Earth Electrical. Following a competitive tender process, Lindley Electrical was successfully appointed to take over the contract.

Lindley Electrical will be responsible for electrical testing, day-to-day repairs and maintenance, and work on empty homes.

They are a well-established family business led by Managing Director Josh Lindley. The company, which employs a team of eight electricians, has extensive experience working with housing associations and understands the importance of delivering reliable and responsive services to tenants.



Nest Pro



While residents may notice Lindley Electrical operatives attending appointments, the company's vehicles do not carry external branding. However, all staff members will wear company-branded clothing and carry identification badges to ensure they can be easily recognised.

The new partnership with marks the beginning of an exciting new chapter, ensuring residents continue to receive high-quality electrical services from an experienced and trusted contractor.

Which of the following ISN'T true??

- A. South Yorkshire has the oldest football club in the world BUT that club isn't Sheffield Wednesday, Sheffield United, Rotherham United, Barnsley FC or Doncaster Rovers.
- B. Sheffield is widely known as the birthplace of Stainless Steel.
- C. The River Don connects directly with The River Nile in Egypt allowing Yorkshire ducks to holiday abroad every year.



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KIDS CORNER

Answer: C is wrong! We think...





Arches Housing
122 Burngreave Road
Sheffield S3 9DE
Tel: 0114 228 8100
info@archeshousing.org.uk



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