



arches
housing 50 Years
1975 - 2025



Winter 2025

Important to note

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 | 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.

CHRISTMAS OPENING TIMES 2025

Monday 22 December: 9:00 - 5:00 pm
 Tuesday 23 December: 9:00 - 5:00 pm
 Wednesday 24 December: 9:00 - 12:30 pm
 (telephone contact only - office closed)
 Thursday 25 December: CLOSED
 Friday 26 December: CLOSED
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 Monday 29 December: CLOSED
 Tuesday 30 December: CLOSED
 Wednesday 31 December: CLOSED
 Thursday 1 January 2026: CLOSED
 Friday 2 January 2026: CLOSED
 -
 5 January 2026: 9:00 - 5:00pm and back to
 usual business hours

Season's greetings from all at Arches!



Welcome To Winter 2025



John Hudson

Introduction from John Hudson, Director of Arches Housing

Welcome to our final newsletter of 2025, marking the close of Arches' 50th year of operation - a truly momentous milestone!

This year, we are proud that tenant satisfaction has risen to 83.9%, a fantastic achievement. But we know there's still more we can do to make our services even better - and we need your help to get there.

We're currently developing our new Tenant Voice Strategy, built on the principles of inclusivity, meaningful engagement, and transparency. Our goal is simple: to ensure every tenant has the opportunity to influence how we deliver services and to play a part in the decisions that shape our future.

Inside this newsletter, you'll find more about the work we're doing to listen to your voice. If you'd like to get involved or share your ideas, we'd love to hear from you.

Please contact us and help make a difference.

*Season's greetings and
a happy new year to all.*

NEIGHBOURHOOD NETWORK – WE NEED YOU!

Do you want to have a say on how Arches runs?
We are looking for new members to join our Neighbourhood Network in 2026!



Why should you join the team?

- You can have a say on how your housing is managed!
- You can help create better processes for all Arches tenants!
- You can meet and collaborate with your housing team!
- You can share ideas, raise concerns and contribute your opinion!
- For every meeting you will be provided with a £25 Amazon shopping voucher!

The meetings take place in the evening both in person and online but this is regularly reviewed at a time to accommodate you, evenings or via the web, we can make sure you have opportunity to take part.

This opportunity is for any tenant, whether you are a long-term tenant or new to the community, tech savvy or not, we want you to contribute your voice.

How can you join?

Contact Kirsty Waller on consultation@archeshousing.org.uk or 0114 228 8100
We can only deliver our best when you work with us to bring out the best in what we do.

Requests for a change to your home



We understand that your property is your home and to make it feel like home, your personal touch is important. However, as your housing provider, we must be made aware of any significant changes and alterations to ensure that we review how these may affect the property while also considering the safety and long term impact of the changes.

For example, any plans to make alterations to interior walls, doors, cabinets or WC fixtures will require you to contact our office. We will then consider your proposal and, if a significant change is needed, send a surveyor to speak with you before we are able to approve or deny the change.



Please note that any works done without seeking approval from Arches Housing can result in a breach of your tenancy and you may be asked to return the property to its original state immediately.

Scam cold callers for housing repairs



We are aware of reports of scam cold callers operating across South Yorkshire, approaching social housing tenants concerning to housing disrepair.

These individuals claim to be acting on behalf of the legal industry or have been found to be impersonating council employees. Known as 'claim farmers' they can appear legitimate and may persuade you to sign a contract with a solicitor. The 'claims farmer' will then obtain a finder's fee and commission and if the claim is unsuccessful, this could leave you facing unexpected but substantial legal costs.

We would always encourage you to engage with us as your housing provider if you have any concerns or feel that your disrepair isn't being handled as you would have expected by us. As your housing provider we are here to support you and ensure any repairs are managed properly and safely, without any risk to you.



Arches Development Update

Since our last newsletter we are pleased to share that Arches has purchased a further 11 homes. These homes have been developed by Strata and are part of their Breathe Development in Kiveton Park. Of the 11 homes, two have been for affordable rent and nine for shared ownership - with these homes being marketed by Bell & Co estate agents. The final two homes for Arches on this development are due next year, both will be for rent.

We continue to look for more opportunities to deliver more homes across our operating region, and work with developers and local partners to deliver the much needed homes to meet demand.



Watch this space for more updates in future newsletters.



A Fresh New Look for Homes in Page Hall and Wincobank

Residents living in the Page Hall and Wincobank areas of Sheffield may have recently noticed a number of local homes looking brighter, cleaner, and more inviting. A series of exterior improvements have been taking place, giving many properties a well-deserved fresh new look.

This work is part of Arches Housing's ongoing commitment to maintaining, protecting, and enhancing the quality of homes across Sheffield, Chesterfield, and Rotherham. Over recent months, we've dedicated significant time, care, and investment to repainting exterior walls, tidying and repairing guttering, and generally refreshing the overall appearance of homes that were most in need of attention.

Leading the improvement work is Scott Smith, Arches' Asset Reinvestment Manager, who shared his thoughts on the project:

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The visual appearance of a property can make all the difference to our tenants and really helps create that 'welcome home' feeling.

“



These improvements are part of a long-term reinvestment strategy aimed at ensuring all Arches properties remain well maintained, attractive, and welcoming. Work is being prioritised based on condition and need, with each area scheduled for external refurbishment in turn. Residents in areas due for future work will be contacted directly with more details as plans progress.

Through these ongoing efforts, Arches Housing continues to demonstrate its dedication to not only providing quality homes but also helping provide neighbourhoods that tenants are proud to call home.



Awaab's Law

Awaab's Law was introduced following the death of Awaab Ishak, a two-year-old who died in December 2020 from a respiratory condition caused by prolonged exposure to black mould in a Rochdale Boroughwide Housing flat. The case exposed severe failings in how social landlords responded to complaints about damp and mould.

Under Awaab's Law, which forms part of the Social Housing (Regulation) Act 2023, the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 set out specific timeframes that landlords must meet when dealing with damp, mould, and other health-related hazards in social housing.

Timeline of current planned phases

➤ **27 October 2025** – First phase begins. Landlords must deal with emergency hazards (24hour deadline) and significant damp/mould hazards.

2026 – Expand to cover more hazard types beyond damp and mould.

2027 – All hazards covered in the Health and Housing Health and Safety Rating Standard (HHSRS) excluding overcrowding.

What It Means for Tenants

Here are the practical implications for you:

- **Faster responses:** You should notice quicker action on serious problems like damp, mould, leaks, etc.
- **Clearer expectations:** Because the law sets deadlines, you'll know better when to expect investigations or repairs.
- **Right to alternative accommodation:** If a home is unsafe to occupy while repairs are underway, we are required to offer suitable alternative housing or temporary accommodation.

➤ **Information and transparency:** We will share what they found during investigations, explain the risk, what work will be done, how soon, etc.

➤ **Legal protections:** If we fail to meet our legal obligations, you have legal recourse.

Changes at Arches

The new Damp, Mould and Condensation Policy and Process will be published on our website shortly. This is pending Board approval.

If you suspect you have Damp, Mould or Condensation, please report via our website or by contacting our office on: 0114 228 8100

You have a legal right to know what the root cause of the damp and mould in your property is, the timeline for repairs and when the work is expected to be completed. If you feel like you are not being communicated with on these points, please tell us immediately.



Finally... It is the responsibility of all landlords to ensure that tenants live in safe and secure homes, so that tragedies like Awaab's case never happen again. To achieve this, clear and open communication with all tenants is essential. By working together and encouraging tenants to report issues early, we can take timely action to prevent damp and mould from becoming a serious problem.

Managing Money at Christmas

A Friendly Reminder

Christmas is a special time filled with joy, celebration, and togetherness, but we know it can also bring financial pressure. If you're feeling the pinch, you're not alone. We want to help you enjoy the festive season without added stress, especially when it comes to your rent.

Thinking of Skipping a Rent Payment? Please Don't.

We understand that Christmas can stretch your budget, but it's important to remember that rent still needs to be paid over the festive period. Missing or reducing payments now could lead to arrears in the New Year, which can cause worry and may affect your tenancy.

Our team is here to support you, we want you to start the New Year on the right foot, not with financial stress.

Tips for Managing Your Money This Christmas

- 1. Make a Budget**
 Take a moment to review your finances and set a realistic budget. Prioritise essentials like rent, utility bills, and council tax. The Citizens Advice website has helpful tools to guide you.
- 2. Check for Benefits You May Be Entitled To**
 You might qualify for support you're not currently receiving. Use benefit checkers from trusted organisations like Turn2us, StepChange, or Citizens Advice to find out more.
- 3. Use Local Support Services**
 Many charities and community groups offer help during the festive season, from food banks to warm spaces and gift donations. If you're struggling, there's support out there.
- 4. Celebrate Without Overspending**
 Christmas isn't about how much you spend, it's about making memories. Enjoy time with loved ones, get creative with homemade gifts, and embrace the spirit of the season without financial strain.
- 5. Reach Out for Help**
 If you're worried about rent or money, please talk to us. Our Income Management Team is here to help, and we can also connect you with independent advice and support services.



Let's Make This Christmas Joyful - Not Stressful

We're here to support you. If you have any concerns or need advice, don't hesitate to get in touch. Let's work together to make this festive season a happy and stress-free one.

*Warm wishes...
The Arches Team*



Neighbourhood Days

Dinnington Neighbourhood Day



Our September Neighbourhood Day took place in Dinnington and was a huge success! The whole Arches Housing team came together to plant daffodil and crocus bulbs, along with some beautiful bushes, around the green communal area on Lamp Post Lane.

The team also rolled up their sleeves to tidy up the area; de-weeding, de-cluttering, and cleaning the pathways and public spaces. We received some fantastic feedback from tenants who really appreciated the improvements.

Neighbourhood Days are a great way to see how your housing association works with and for you to keep our estates clean, welcoming, and safe for everyone.



Dinnington hard at work



Dinnington almost finished

Abbeyfield Flats Neighbourhood Day

Our housing team got stuck in on Abbeyfield Road flats with de-weeding and planting spring bulbs around the communal areas. Our wonderful groundskeepers and tenants already keep this area as tidy as possible, so we were able to focus on adding a touch of flora to be awakened come spring. Great effort by all.



BEFORE



AFTER



Dinnington tidying up



Dinnington after clean up



Tenants informed us that cars were speeding in and out of an enclosed car park on Eccles Street.

We acted immediately on this, gathered information and installed very visible speeding signs.

A tenant on Ditchingham Street required storage of items over winter while a disability adaptation to the home took place.

We researched and organised a unit and assisted by using 'Tenants at Risk' funds to cover costs.

A tenant complained that bushes located outside an Arches block of flats on Burngreave Road were providing cover for drug users and the dumping of drug paraphernalia.

We took action to cut the bushes back and eliminate cover and are looking to install CCTV cover in order to provide safety and a sense of security for tenants.

We need to increase our communication in relation to planned works taking place on your homes.

We have increased the length of time we send letters before the works take place and have increased the communication before, during and after the process.

You said that more information about the process of an ASB was needed so that you could understand what actions were being taken.

Our neighbourhood manager has produced a booklet covering all aspects of your ASB complaint and this will now be handed out to anyone sharing an ASB concern.

You said that our empty property standards required improvement for aged properties.

We set up a scrutiny panel of tenants to consider and review how we can increase the standards in a financially sustainable way.

A Heartfelt Welcome To Scott Smith



We are thrilled to welcome Scott Smith as our new Asset Reinvestment Manager. Below, you can learn more about Scott's role at Arches Housing and discover his interests outside of work.

Q: How are you finding the role so far?

It is good but not without challenges. However, this provides room for improvements that will work better for our customers in the future.

Q: What hobbies or activities do you enjoy outside of the workplace?

I enjoy running, anything fitness related and spending quality time with my family.

Q&A with Scott

Q: Scott, you have joined Arches following our restructure in April 2025 – could you share more about your role?

My role is quite involved and covers anything to do with planned works. This means any works related to replacement kitchens and bathrooms, replacing windows and doors along with replacement boilers and organisation of modernising internal decor. I also provide technical knowledge to colleagues in the planning and preparation stages.

Q: Give me a quirky anecdote from a previous position?

My first ever job was within the Armed forces as a Coldstream guard. This primarily included standing guard outside Buckingham Palace. On one very long and hot shift, HM Queen Elizabeth II had her personal staff run down with a Cornetto for myself and my fellow guardsman. I, of course, accepted the offer – I couldn't say no to the boss!



Paul Jessop

We also give a warm welcome to Paul Jessop, who joins our team as a maintenance officer. If you spot Paul in your neighbourhood, please say hello!



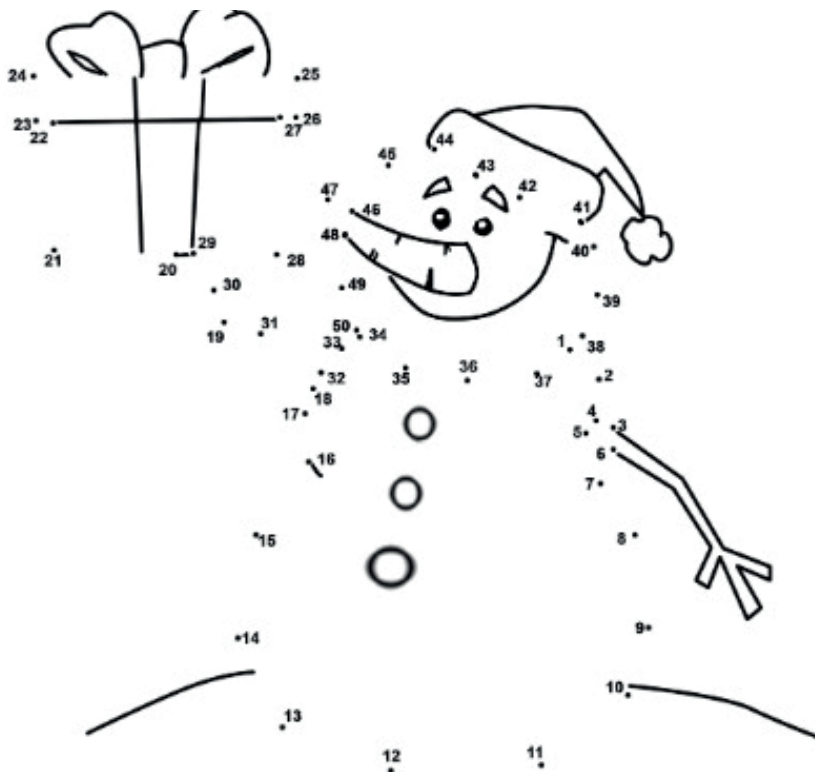
Lasting Power of Attorney (LPA) and social housing

We often encounter situations where a tenant needs to relocate from their social housing property to a nursing home or enter into a long-term hospital stay. In these circumstances, it is highly recommended that the person acting on behalf of the tenant holds a **Power of Attorney (LPA)**.

The current fee for applying for a Lasting Power of Attorney (LPA) directly through the UK Government is **£82.00**. Additional costs may arise in relation to gathering supporting evidence or obtaining certified copies.



However, tenants who receive means-tested benefits, such as **Universal Credit** or **Pension Credit** may be eligible for a fee exemption or reduction. To check whether you qualify, please speak to your DWP contact or raise a query via your Universal Credit portal.



Arches is 50 years old!
Happy birthday Arches Housing



ARCHES KIDS CORNER!

Join us in celebrating Arches by following the numbers with a crayon to discover what this chilly picture could be! ...



Riddle time!

What do you get when you cross a snowman with a shark?

Answer: Frostbite