

Member Spotlight

May 2022

Arches HA





Arches Housing

We asked Vicky Wright from Arches Housing to share what they are up to.

If you'd like to contact Vicky about any of the below, click [here](#)

Give us a little known fact about your organisation

Our original name was North Sheffield HA but was changed to Arches as we grew as not all our properties were in the North. Arches was chosen by tenants as the offices were based opposite the Wicker Arches at that time.

Tell us about a time that engagement has made a difference to your services or communities?

Having residents help shape and design our TWT commitments as we felt that it was essential to get thoughts and ideas from our residents as they live in our properties and know their communities and what Arches means to them as landlord.

What are you currently working on when it comes to engagement?

Focussing on delivering our new three-year resident engagement strategy, starting our scrutiny exercises for the year, developing how we capture who wants to be involved and informal feedback from residents, and planning events for the summer that residents can get involved with.

Why did you decide to join Tpas?

Having expert advice and sharing good practice is an invaluable asset. The resources available on the website and the support and advice from other organisations via Tpas connect is excellent and there is always someone willing to help if you need it.

What is your top engagement tip?

Listening to resident's thoughts and ideas, they are invaluable when it comes to building a picture of the area where they live, and make sure the residents know this and how they have shaped services.

What's the one thing you are really proud of when it comes to engagement?

Arches are very proactive with wanting resident's views, thoughts and ideas, and the residents have spoken to agree with this and so want to be involved and are enthusiastic.

