

Resident Newsletter



www.arhag.co.uk



Welcome to the first edition of our Resident Newsletter after a year.

We are excited to reconnect, share updates, and highlight ways you can get involved.

Thank you to everyone who shared feedback during our July Roadshow and the recent Resident Scrutiny Panel Information Session. We have listened, and now we are turning your ideas into action.



"The July Roadshow was helpful for understanding upcoming changes."

What's next:

- » Updates on key themes from your feedback
- » Clear actions and timeline
- » Opportunities to get involved

Stay tuned! Visit our website for full details and updates.





Message from the Executive Director of Customer Services – Pamela

As we reflect on the past year at Arhag, I want to begin by thanking our residents for their continued engagement, feedback and partnership.

This year has been firmly focused on strengthening the support we provide, improving the quality of our services, and ensuring residents feel safe, respected and heard in their homes and communities.

We have worked hard to enhance communication, respond more effectively to concerns, and invest in initiatives that improve the lived experience of our residents – from service improvements and repairs performance to increased opportunities for resident involvement and shaping decision-making. These changes are rooted in our commitment to delivering services that are not only responsive but genuinely centred around residents' needs.

As a resident of social housing myself, I understand first-hand the importance of landlords providing good, reliable services and the value of having a meaningful voice. Being listened to and having the opportunity to help shape improvements is vital in building trust and creating communities where people feel proud of where they live.



This personal experience continues to drive my commitment to ensuring Arhag places residents at the heart of everything we do.

Thank you for being part of this journey with us. Together, we will continue to build safer, stronger and more supportive communities.



Message from your Resident Experience Officer – Yasmin

As your Resident Experience Officer, my role is to make sure your voice is heard and your feedback leads to real improvements.

I am passionate about creating spaces to support our residents by strengthening communication, creating opportunities to get involved and ensuring your voice is heard and your feedback on services reflect what matters most to you and leads to real change.

Since joining the team, I have been working on initiatives like this newsletter, the Resident Scrutiny Panel to give residents more ways to share ideas and shape decisions. These changes are designed to make your experience better and build stronger connections.



I work closely with residents to improve your experience by focusing on:

- » **Better communication and updates, i.e. re launched of newsletters**
- » **Opportunities to get involved in shaping services, through engagement and collaboration**
- » **Resident Scrutiny Panel (RSP) members to strengthen resident voice and make real impact from those in the communities.**
- » **Support that makes a real difference in your day-to-day living**

Get involved

- news from our resident scrutiny panel



Ways to have your say

Did you know there is more ways to make your voice heard and hold us accountable?

As well as joining the RSP members group, you can also get involved with our upcoming resident-led Sub-committees that we are introducing in the upcoming months of 2026 where residents can look into various aspects of the housing service. To submit an idea or a suggestion, general feedback, or to start a Resident-committee please contact Yasmin, Resident Experience Officer, email: contact@arhag.co.uk

We would love to hear from you

Email us at contact@arhag.co.uk. Your input helps us improve and ensures your voice matters.



Welcome Our New Resident Scrutiny Panel Members

We are thrilled to have started our recruitment for our RSP members. These residents have stepped forward to represent your voice and help shape the future of our services.

The RSP plays a vital role in reviewing how we deliver services, ensuring transparency, and making sure your feedback leads to real improvements.



What is next?

The panel will begin meeting in February to review key priorities raised by residents. Updates from the RSP will be shared in future newsletters and on our website. Thank you to everyone who expressed interest and applied!

Your involvement makes a difference.



Look for the RSP Stamp of Approval

When you see this stamp, it means the Resident Scrutiny Panel has reviewed and approved the service or decision. It's our way of showing that your voice matters and is shaping real change.

We are a small team – thank you for your support

We are a small but dedicated team working hard to bring you updates, events, and opportunities to connect.



"It's useful to know how the Resident Scrutiny Panel will work."



Looking after yourself – all round wellbeing advice

Top tips for making your money go further

Managing your money can feel harder than ever, but small changes can make a big difference.

If you're worried about rising costs, or want to make your income stretch further, remember that free, confidential advice is available.

- Speak to your Housing Officer if you're struggling with rent or bills, we can connect you to local support.
- Check if you're entitled to benefits or grants using the free tool at www.turn2us.org.uk
- Look for energy-saving advice and discounts through your local council or energy supplier



Every little bit helps - and we're here to help you find the right support.

- **aDoddle** – Community Mapping - Search for charities, local groups, events, helplines, and resources by postcode. Free and easy to use. Visit aDoddle
- **GOV.UK Community Support Finder** - Official government tool to find community support groups and organisations near you. Find Support on GOV.UK
- **Tribe Project** - Helps you find care and support services, including mental health and home help. Explore Tribe
- **MyCommunity** - Brings together resources from 12 leading community support organisations. Great for funding, cost-of-living help, and local initiatives. Visit MyCommunity
- **Local Mind Network** - Find mental health support and signposting to other services. Find Local Mind



Supporting residents affected by ASB



We understand anti-social behavior can affect your wellbeing.

Our housing team can provide practical support and work with partner agencies such as the Police Safer Neighborhood teams and other local partners. Please do not suffer in silence - we are here to help.

What counts as ASB?

ASB can include:

- » Loud or persistent noise
- » Threatening or abusive behavior.
- » Damage to property or communal areas.
- » Misuse of shared spaces (eg. dumping rubbish, vandalism).

If you are unsure whether something is ASB or just a neighbour dispute, please do not suffer in silence - we are here to help.



Winter support for our residents



Warm Home Discount – £150 Off Your Energy Bill

If you receive Pension Credit or certain benefits, you may get £150 off your electricity bill this winter.

Check eligibility on GOV.UK

Did you know?

You may be eligible for help through schemes like:

Fuel fund support – get help with energy costs

Struggling with energy bills? You may be eligible for **fuel vouchers worth up to £49** each through the **HACT Fuel Fund**. Households can receive up to **six vouchers** to help with pre-payment meters.

How to apply: Contact your housing officer or our resident support team to check eligibility and request a referral.



Physical wellbeing

Keep Moving Indoors: Try short home workouts or gentle stretching.

Eat Warm & Healthy: Soups and stews are budget-friendly and nutritious.

Layer Up: Wear layers to stay warm without overheating indoors.



Mental wellbeing

Boost Your Mood: Open curtains for natural light or use a daylight lamp.

Take Mindful Breaks: Spend 5 minutes breathing deeply or writing down what you are grateful for.

Stay Connected: Join a Local Group or Coffee Morning, Call a friend for a chat.



Financial wellbeing

Save Energy: Use draft excluders and turn off unused appliances.

Plan Ahead: Create a weekly meal plan to manage spending.

Check Support: Ask us about local grants or fuel vouchers.

Community & Safety

Look Out for Others: Check in on elderly or vulnerable neighbors.

Emergency Help: Keep local helpline numbers handy.



Winter wellbeing tips

Stay warm, healthy, and positive this winter:

- **Keep Warm Indoors:** Layer up and close curtains at night.
- **Eat Well:** Hot meals and drinks help maintain body temperature.
- **Stay Active:** Light exercise indoors boosts mood and circulation.
- **Look After Your Mental Health:**
 - Connect with friends or join local groups.
 - If you feel low, reach out for support:

Mind: mind.org.uk

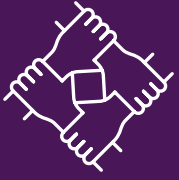


Samaritans: samaritans.org

SAMARITANS



“Having updates in one place makes things clearer for residents.”



Stay connected

Residents Notice Board

Community Notice Board

- ✓ Upcoming events, coffee mornings
- ✓ Resident Scrutiny Panel updates
- ✓ Community resources and support links
- ✓ And more





Looking after homes in 2025 – highlights

- » **Phase 1 of kitchen and bathroom replacements completed.**
- » **13 void properties refurbished with improved turnaround times**
- » **Monthly coffee mornings launched for community engagement.**
- » **Resident Scrutiny Panel strengthened to amplify resident voice.**



Fire Reinstatement Works – Successfully completed x 3 fire reinstatement works this year with our insurers

Structural Repairs – Undertook x 2 structural repairs involving renewing damp proof membrane above concrete slabs

Voids – Successfully completed 13 Voids this year with 2 underway with average turnaround of 10 days with exception of major voids on target turnaround times.

Major Communal Roof Repairs

Gilpen Close, Porteous Road, London W2 1AB - Replacement of Pitched Roof over a Block of six Properties

Communal Roof (8-21) Beechcroft Court, Woodside Grange Road, London, N12 8TL – Pitched roof remedial works to include single ply waterproofing system.

15 – 17 De Laune Street – Installation of New Dry Ridge System complete with new clay angled ridge tile.

How have we performed this quarter

Over the past quarter, the Repairs & Maintenance team has continued to focus on improving our service delivery and reducing outstanding backlogs.

We are committed to responding to repair queries as quickly as possible, and our current average response times reflect steady progress in this area.

To support timely completions, we maintain daily communication with our contractors to review ongoing remedial works, obtain status updates, and agree clear action plans moving forward.

This close coordination is helping us ensure that repairs are prioritised appropriately and completed within agreed timeframes.



Looking after your home - tips and seasonal advice



As we move into the colder months, we encourage residents to carry out some simple winter checks in their homes.

These include ensuring heating systems function before temperatures drop, keeping radiators free from obstruction, and reporting issues such as leaks, damp, or faulty boilers as soon as they are noticed.

Early reporting helps us arrange repairs more efficiently and prevents small issues from becoming larger problems.

Energy efficiency and warm homes



Keeping warm does not have to mean higher bills.

Bleed your radiators regularly for better heat circulation. (check if we promote this and ask if there are any infographics that may help with this guidance)

Close curtains at night to retain heat.

Use draft excluders and turn appliances off standby. If your home feels cold or damp, let us know - we can check for ventilation or heating issues.

How to get the best from our repairs service

To streamline the process and ensure repairs are attended to promptly, we would like to remind residents to contact our contractors directly in the first instance when reporting routine repairs.

Contractor contact details can be found on our website and in previous communications.

If you experience difficulty getting through or if your concern is urgent, the Arhag Repairs Team is available to assist and can follow up directly with our contractors on their behalf.

This dual approach helps reduce delays and ensures that repair needs are properly logged and managed.





Tenants' contents insurance – don't get caught out

As your landlord, Arhag keeps your building repaired and ensures the building itself, but your possessions like furniture are not covered by that insurance.

Contents insurance protects things like furniture, clothing, electricals, carpets, and valuables if there is a leak, fire, flood, theft, or accident.

Low-cost policies for social housing residents start from £1-£2 per week and often include:

- » Flexible payments
- » No credit checks
- » Optional accidental damage cover

Popular providers include Thistle (My Home), and Aviva, though you can choose any insurer.

If you are unsure what you need, speak to your Housing Officer for general guidance.

A small weekly cost can prevent a big loss later.





Repairs and safety news

Awaab's Law is now in force. This new law means social landlords must fix serious hazards like damp and mould within strict timeframes to keep homes safe. If you notice damp or mould, report it immediately. Emergency hazards must be addressed within 24 hours.

We are committed to tackling damp and mould proactively. Our measures include:

01

Regular property inspections: Identifying and resolving any maintenance issues that could lead to damp. Any issues identified will be reported to Arhag by the contractor for Arhag to progress and action.

02

Responsive repairs: Ensuring leaks, structural faults, and ventilation problems are fixed promptly. Our repairs contractor aims to carry out a mould wash within 24 hours once the issue has been reported.

03

Resident support: Providing guidance on how to minimise condensation and prevent mould growth. As well as this website you can also read our damp and mould guidance leaflet.

Damp occurs when moisture builds up in your home, which can lead to mould growth.

Common causes include:

- » **Condensation:** Moisture from cooking, bathing, or drying clothes indoors.
- » **Structural issues:** Leaks, rising damp, or poor insulation.
- » **Ventilation challenges:** Poor air circulation in enclosed spaces.

Mould often appears as green, black, or grey spots on walls, ceilings, and other surfaces. Left untreated, it can spread and pose risks to your health.

See our leaflet below for more tips

[Click to view leaflet](#)



Learn more on our website



Gas safety

Help us to keep your home gas safe. If your gas safety check is due, make sure you book the earliest appointment with our contractor Sure serve before the gas safety expires.



Electrical checks

If your home is due for an electrical safety check EICR, you would have been contacted by our contractor Light side. Please ensure you call them on **02076075640** and book the earliest appointment to keep your home safe during the festive season where we tend to overuse all our appliances.

Take a break

CHRISTMAS

Word scramble game

Can you scramble them all?
A fun holiday challenge!

ANGEL	GIFTS
LIGHT	CANDYCANE
CHRISTMAS	JINGLE
SUNDAY	BETHLEHEM
CELEBRATE	MERRY
WINTER	CHURCHES
FAMILY	SANTA
SPARKLE	



Y	A	D	N	U	S	U	O	V	B
L	E	G	N	A	E	P	J	P	E
C	H	R	I	S	T	M	A	S	T
R	S	P	A	R	K	L	E	E	H
J	E	M	L	T	B	S	S	H	L
W	I	T	M	H	B	T	A	C	E
U	F	N	N	G	V	F	N	R	H
O	B	E	G	I	E	I	T	U	E
Z	D	Y	G	L	W	G	A	H	M
E	T	A	R	B	E	L	E	C	A



Did you know?

Snowflakes always have six sides, but no two are exactly alike!



Quick riddle

What has keys but can't open locks? (Answer: **A piano**)

Spot the difference

There are 10 differences between these pictures. Can you find them all?



Answers





Resident success spotlight

We're proud to share that some of our residents recently took part in a ballot for the upcoming Customer Experience and Resident Engagement Conference.

A huge congratulations to one of our residents, who has been selected to represent residents at the National Housing Federation! This is a fantastic achievement and shows how resident voices can influence the housing sector nationally.

Thank you to everyone who participated in the ballot, your involvement helps shape not only our services but also the wider conversation about resident experience.

Want to get involved in future opportunities? Keep an eye on our website, newsletters and noticeboards for details on upcoming events and initiatives.



"I appreciated the chance to share feedback during the information session."

Looking ahead to 2026

What's coming next year

In 2026, we'll focus on:

- » More community events and engagement opportunities
- » Improving repairs and maintenance services
- » Expanding resident involvement through the RSP members involvement
- » New wellbeing and financial support initiatives

Thank you and season's greetings from all Arhag

Thank you for being part of our community.

From all of us here at Arhag we wish you a safe and happy festive season.

We look forward to working together in 2026 to make our services even better.

Stay connected:



Did you find this newsletter useful?

Tell us what your thought of this newsletter and what you would like to see more off next time.



Vote now at:
[Newsletter Feedback – Fill in form](#)

