



"Inspiring a love of lifelong learning"

Headteacher: Mrs N Kelly
Deputy Headteachers: Mrs J Dunmall & Miss L Innes
Chair of Governors: Miss H O'Brien

Bury Avenue, Hayes, Middlesex, UB4 8LF T: 020 8845 1707 / 3473 e: office@charvilleacademy.org www.charvilleacademy.org

Tuesday 10th February 2026

Dear Parent/Carer,

Thank you for your support in activating your Arbor account, this will allow you to stay connected and directly manage your child's school information.

Key Features Now Available to You:

- **Real-time Attendance:** Monitor your child's attendance
- **Manage Payments & Bookings:** Securely pay for trips, clubs, and events directly through the app. Parents Evening booking details will be available
- **Update Information:** Easily update personal details to ensure the school has the most current information
- **In-App Messaging:** Receive important updates from the school directly. Please ensure you have your In-App Notifications turned on.

We will be moving to the **Arbor Parent Portal and App** for all school-related transactions from **Monday 23rd February**, the old system ParentPay, will no longer be used for payments. You will now use the Arbor App to pay for:

- Trips & Workshops
- Breakfast Club
- Nursery Early start
- School Shop for all school and PTA events.

If you have any credit balances on your ParentPay account, please contact our Finance Team at finance@charvilleacademy.org

Thank you for your continued support in helping us improve our communication systems.

Kind Regards

Nicola Kelly
Head Teacher

