

Help and Support

Website: www.arawakwalton.com

Email: contact@arawakwalton.com

Call: 0161 2726094



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Visit or write to us at:

Arawak Walton Housing Association, Margaret House,
23 Manor Street, Ardwick, Manchester, M12 6HE



How Are We Performing?

Arawak Walton Performance	Dec-17	Jan-18	Feb-18	Target
Voids %	0.1%	0.2%	0.4%	1.0%
Rent Arrears	3.23%	3.32%	3.21%	3%
Number of days to re-let a property	18	18	18	20
Overall satisfaction with repairs	98%	98%	98%	99%
Repairs Completion Stats	Dec-17	Jan-18	Feb-18	Target
Emergency-Completed within 24 hours	100.00%	100.00%	100.00%	98%
Urgent-Completed within 7 days	98.26%	97.89%	97.76%	98%
Routine-Completed within 21 days	98.35%	98.30%	98.12%	98%



Tenant Newsletter

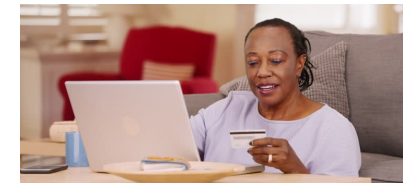
March 2018

Visit Our Website



You can view the Arawak Walton's website in over **100 languages!**

- * Find out about events/news
- * Enquire about available homes and much more!!



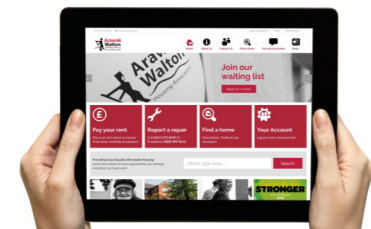
Just click on 'Select Language' pick the language desired and the website will show a translated version of the web page in the language of your choice. Visit our website and try it out.



It's simple, it's quick and easy to sign up. **Plus** all new sign-ups are still in with a chance to win a **£10.00 Gift Voucher.**

When you join the Tenant Portal you have instant access to your account allowing you to:

- * View your rent balance
- * Pay your rent
- * Request rent statements
- * Request repairs



All we need is your email address to set up your account!
Find us at:- www.arawakwalton.com

COMMUNITY NEWS

The High Commissioner of Jamaica, His Excellency Seth G e o r g e Ramocan visited Manchester on 12 February 2018. His Excellency visited Bougainvillea Gardens, Arawak Walton's first sheltered scheme where tenants turned up to meet and greet him. We shared food and music from the Caribbean followed by a tour of the scheme, learning about the Association, and Mrs Louise DaCacodia MBE, one of the founder members. We thank him for taking the time out of his busy schedule to visit us and hope he enjoyed his time in Manchester.



LET'S END HATE CRIME.
THE GREATER MANCHESTER PROMISE

'Hate Crime' Awareness Week was held on Cheetham Hill Road where we commenced 9th February 2018. Housing Officers from Arawak Walton, PC Hales and PC Hurst teamed up to knock on the doors of our residents, to increase awareness of the new reporting facility. We



'knocked on' 75 doors during the day. The day was rounded off at the

Khizra Masjid on Cheetham Hill Road where we met Cheetham Hill's beat officer PC Rothwell and several prominent members of the Cheetham community. We plan to do more with the Mosque going forward.



Arawak Walton Head office is now a 'Hate Crime' Reporting Centre. The Hate Crime reporting officer is Stephen Birss.

Staff News

Welcome back to Kirsty Miller who has now returned from maternity leave. Kirsty had time off when her beautiful baby boy was born. She has been missed!



Jayanthi Jayaraman has joined AW on a temporary basis and writes: "I joined Arawak Walton Housing Association as a Finance Assistant through One Manchester. I was a volunteer for 2-months then got a placement at Arawak Walton Housing Association. It is a great pleasure working here. Good and friendly working atmosphere".



With a growing number of staff, Arawak Walton were faced with some challenges due to lack of office space. When an opportunity came up to acquire 25 Manor Street (right next door to our Head Office!) we took the chance and have now moved some staff across to 25 Manor Street.



The entrance to both buildings is through 23 Manor Street

Ian Heppenstall, our new Asset Manager has certainly been kept very busy with the preparations involved with the new offices!



WHIZ Project

JNR8 is a Play Scheme run by Whalley Range Youth Opportunities Youth Association Project providing fun activities including arts and crafts, games, cooking and sports for Under 11's during the school holidays.

The Whiz Project report that :-



'After finding out that we weren't being funded by our usual funder at such late notice, left us in quite a

predicament. We appealed to various funders, and within two weeks we managed to raise a sum total of £3300.00 from Arawak Walton Housing Association, Mosscares St. Vincents Housing Association, One Manchester and MCC Neighbourhood Investment Fund, enabling us to run our holiday play scheme over three weeks.'

The Play Scheme ran from 2:30pm - 5:00pm, Monday to Friday. The children were encouraged to use their imagination and creative abilities.

Fatima, 7 years who attended JNR8 commented: *"I love coming to the play scheme. It's just across the road from me and I play outside and wait for Alison to come so I'm first in. I couldn't wait till I was six so I could come - I kept asking Alison when I could come coz it looked really good, when they played outside - I always wanted to join in. It was great when I could go. I love all the art stuff - there's lots of it. We play good and funny games too."*

For further information contact: JNR8 Youth and Community Centre, 82 Cromwell Avenue, Whalley Range, Manchester, M16 0BG - Tel: 0161 881 3744



Activities included:

Trips to the local park; creative drama, outdoor activity; arts and crafts; messy play and there was also a fun day to celebrate 'National Play Day', with bouncy castle, face painting, party games, and food. A great day had by all.



Luxury Homes for over 55's

Take a look at one of our newly refurbished, luxury, sheltered schemes which is especially designed to strike the perfect balance between your own private space and social communal areas.

Our sheltered schemes are all based in Manchester and offer beautiful gardens, guest suites for family visits, social areas with computer facilities, and Wi-Fi.



When you move into one of these schemes there is the opportunity to take part in organised trips and social events throughout the year. All our sites have a member of staff to offer support.

We have some current vacancies. Are you interested?
To find out more please get in touch. Call us on 0161 272 6094

Ongoing Refurbishment Plan

Arawak Walton have heavily invested again in 2017/18 in our existing homes completing the following projects:-

Existing Stock Investment

- * Externally painted 100 homes on St Gregory's Close, Roseberry Street, Tyldesley Street, Crondall Street, Cowersby Street, Mackenzie Street, Billing Avenue, Brentwood Street, Cotterdale Close, Higher Ardwick, Highfield Road, Squirrel Drive and Triscombe Way at a cost of £38K.
- * Window and door replacements at Upper Medlock Street at a cost of £13K.
- * Central Heating Boiler replacement of 40 homes at a cost of £62K
- * Kitchens replacements to ten properties at a cost of £39K
- * Fencing replacement to 24 homes in Aquarius Street, Staycott Street, Brentwood Street and East Park Close at a cost of £15K.

* Antilles' Close bathroom and gas central installations at a cost of £99K.

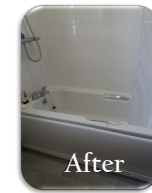
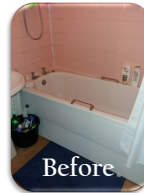
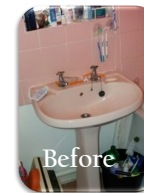
Before and After Pictures



One hundred per cent of our homes which are served with gas have received a Landlords gas safety check at a cost of £26k

Ongoing Refurbishment Plan

- * Bathroom replacements/upgrades on 11 homes in Eyre Street £24k.



The tenant of this home is absolutely overjoyed with their bathroom and complimented us on "How better the shower is. It is much more powerful than the previous one"

We have managed to increase our existing homes this year by purchasing 19 additional properties, refurbishing them to the decent homes standard, providing homes for new tenants.

