

ANNUAL REPORT

20 20

**Accounts and
Performance
Information**

RESPECTFUL
INNOVATIVE
CARING
SATISFIED
BRILLIANT
RESPONSIVE



Statement of Comprehensive Income For the Year Ended 31 March 2020

	Year Ended 31 Mar 2020	Year Ended 31 Mar 2019
	£	£
Turnover	5,269,107	5,159,750
Operating expenditure	(4,014,654)	(3,738,177)
Surplus on disposal of property, plant and equipment (fixed assets)	-	65,515
Operating surplus	1,254,453	1,487,088
Interest receivable	2,723	720
Interest and financing costs	(605,687)	(553,748)
Surplus for the year	651,489	934,060
Other Comprehensive income		
Initial recognition of multi- employer defined Benefit scheme	-	(545,165)
Actuarial gains/ (losses) in respect of pension scheme	675,450	(198,000)
Total Comprehensive income for the year	1,326,939	190,895

This is an extract from the Association's Annual Accounts.
A full set of accounts is available on the Association's website
(www.arawakwalton.com) or from the office.

Statement of Financial Position For the Year Ended 31 March 2020

	Year Ended 31 Mar 2020	Year Ended 31 Mar 2019
	£	£
Fixed assets	36,252,693	34,622,562
Current assets		
Trade and other debtors	182,857	357,514
Cash and cash equivalents	1,017,828	518,890
	1,200,685	876,404
Less: Creditors: amounts falling due within one year	1,466,447	1,816,873
Net current (liabilities)	(265,762)	(940,469)
Total assets less current liabilities	35,986,931	33,682,093
Creditors: amounts falling due after more than one year	22,676,925	20,989,778
Provisions for liabilities		
Pension – defined benefit liability	484,474	1,193,724
Total net assets	12,825,532	11,498,591
Reserves		
Non-equity share capital	24	22
Income and expenditure reserve	12,825,508	11,498,569
Total reserves	12,825,532	11,498,591

Report of the Independent Auditors for the Year Ended 31 March 2020 (Extract)

We have audited the financial statements of Arawak Walton Housing Association Limited "the Association" for the year ended 31 March 2020 which comprise the Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Reserves and the Statement of Cash Flows and notes to the financial statements including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Association, in accordance with section 87 of the Co-operative and Community Benefit Societies Act 2014. Our audit work has been undertaken so that we might state to the Association those matters we are required to state to it in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than

the Association for our audit work, for this report, or for the opinions we have formed.

Responsibilities of the Board of Management

As explained more fully in the Statement of the Board's responsibilities set out on pages 4-6, the Board of Management is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Board of Management determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board of Management are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Management either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Opinion on the financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the Association's affairs as at 31 March 2020 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Cooperative and Community Benefit Societies Act 2014, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2019.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Co-operative and Community Benefit Societies Act 2014 requires us to report to you if, in our opinion:

- a satisfactory system of control over transactions has not been maintained; or
- the Association has not kept proper accounting records; or
- the financial statements are not in agreement with the books of account; or
- we have not received all the information and explanations we require for our audit.



Beever and Struthers, Statutory Auditor
St George's House
215/219 Chester Road
Manchester, M15 4JE
Date: 22nd July 2020

Value for Money

At Arawak Walton we have had another busy year ensuring we achieve and improve our value for money.

2019/20 marked the fourth and final year of the rent cut, with most of our tenants receiving a 1% rent cut. This means that our rents offer even better value for money than rents in the private sector - on average our rents were around £60 a week cheaper than private rent.

We continue to increasingly use text and email to communicate with our tenants, which is both much quicker and also more cost effective. Tenants are also able to visit our website to access their account information and log repair requests which also saves time and allows a much more flexible offer to our tenants. Where we need to send out big mail outs, we use the services of a specialist company, which costs much less than sending it ourselves.

During the year we were able to provide a further 26 homes in 2019/20, mainly by working in partnership with other housing

associations and local authorities, with 25 to be let at social rent levels. The Association was also successful in its bid for grant funding during the year meaning that more properties can be acquired in the future due to the lower net cost of acquiring those properties.

During the course of the year we continued to maintain our stock and replaced 4 kitchens, 17 bathrooms, 11 boilers and heating systems and replaced windows at 46 of our homes. Our modern "A" rated boilers use much less gas, which saves our tenants money. They are also less likely to break down, which saves our tenants' time and saves us the cost of repairs. The new boilers are also much better for the environment as they produce less carbon dioxide. New windows require much less painting than old wooden ones and also help reduce heating bills.

Due to successful tender processes, staff have ensured that the best price has been paid for a number of components, in order to obtain best value for our tenants.

Many of these replacement items have been bought direct from the manufacturers, meaning we can buy more for our money.

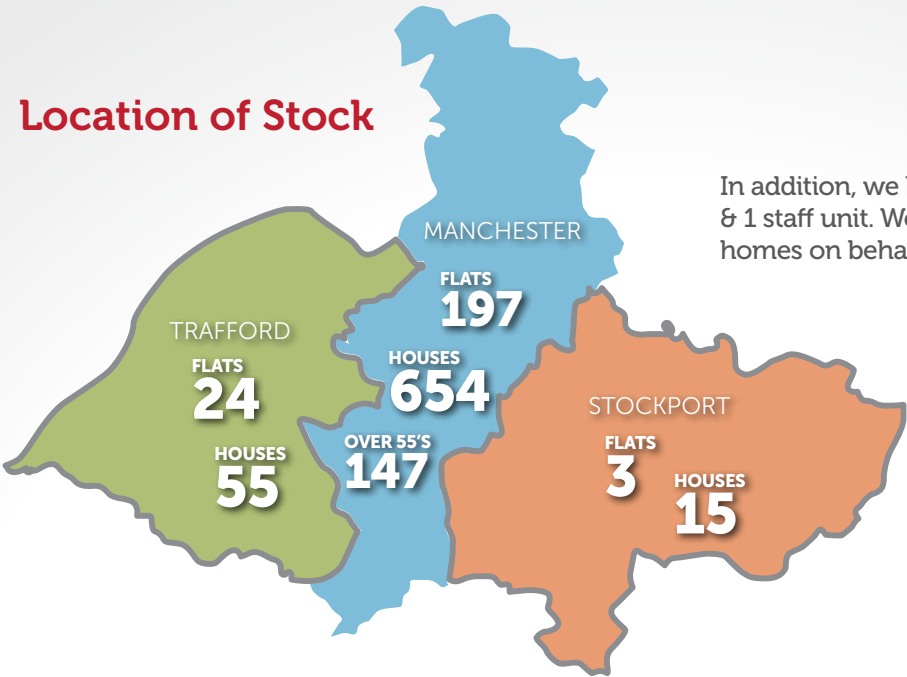
Following the rent cut announced in 2016, we have tried where possible to maintain costs at the 2015/2016 level, but this has not always been possible due to inflationary increases on some services and also growth in our property portfolio which brings additional costs. However, it is pleasing to note that operating costs per unit per year are £3,444 which is significantly below our peers' costs of £3,574.

We constantly work to improve our value for money and we have plans to do this over the course of the next year.

A copy of our full value for money statement for 2019-20 is contained within our 2019/20 statutory accounts and can be found on our website.

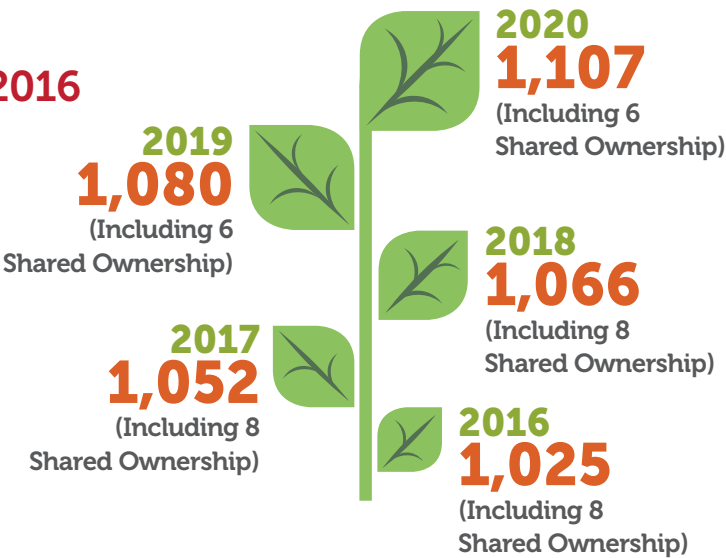
Performance Information for the year ended 31st March 2020

Location of Stock

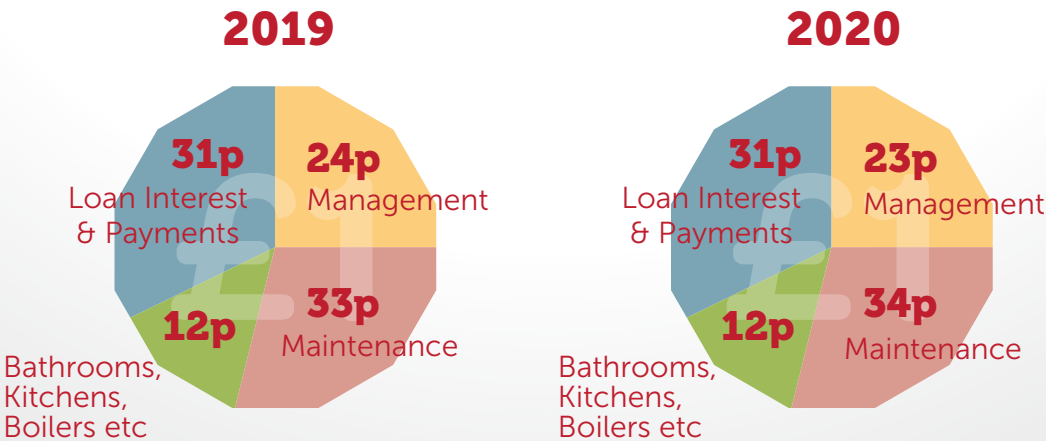


In addition, we have 11 leasehold & 1 staff unit. We also manage 76 homes on behalf of the Boaz Trust.

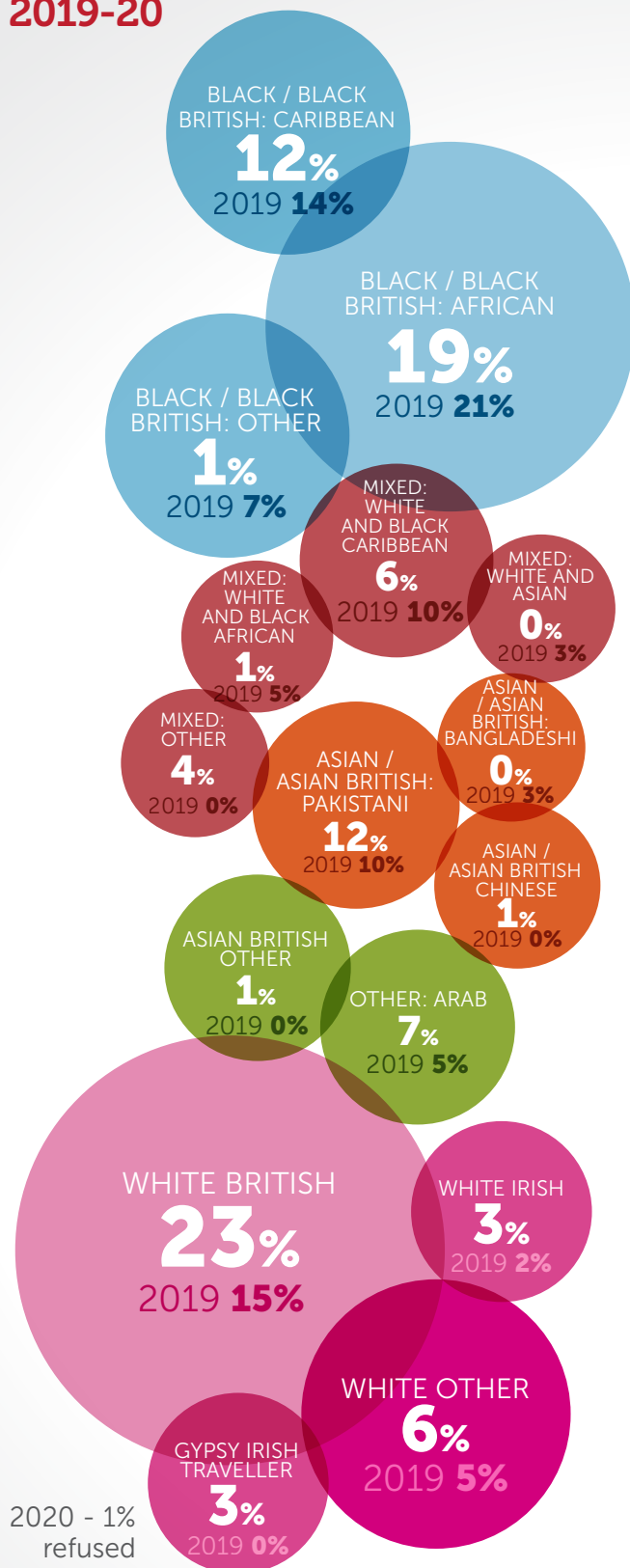
Growth since 2016 (Net of Sales)



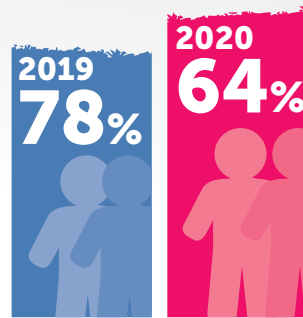
How we spent every £1 of rent our tenants paid us in 2019/20



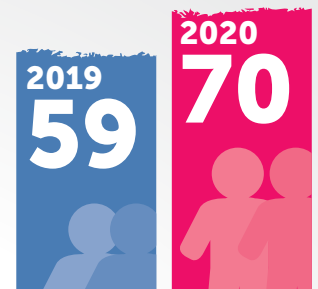
Ethnic Origin of Applicants Housed by Arawak Walton 2019-20



Total BME

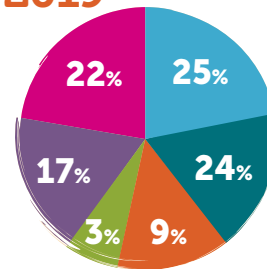


Total Numbers Rehoused

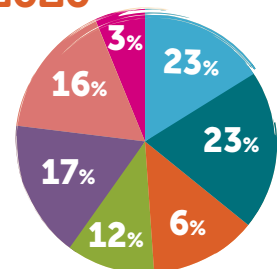


Economic Status Of New Tenants

2019

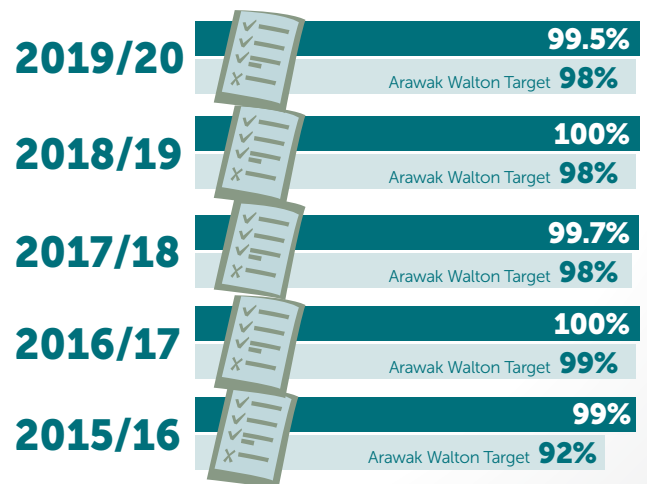


2020



- Working Full Time
- Working Part Time
- Retired
- Job Seeker
- Not seeking work (eg. Carer)
- Long Term Sick
- Other

Percentage of tenants with Customer Profile survey completed

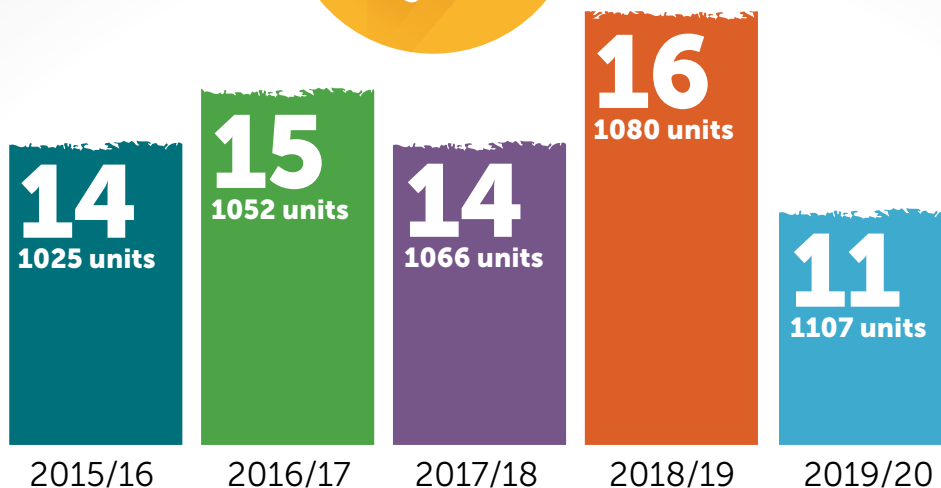
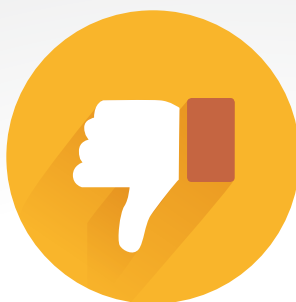


Percentage of "at risk" welfare advice interviews completed



Compliments and Complaints

Formal Complaints



Analysis of the complaints received shows that 7 were repairs related, 1 was considered vexatious, 2 were concerning fly tipping and 1 was about how an ASB complaint had been dealt with. 2 responses were out of time due to the Christmas break and COVID-19. On both occasions the tenants were informed of the delay in responses.

Compliments

We received 137 compliments in 2019/20.



"Contractor really knows their job. Very happy with service and hope they keep the outstanding attributes towards customers."

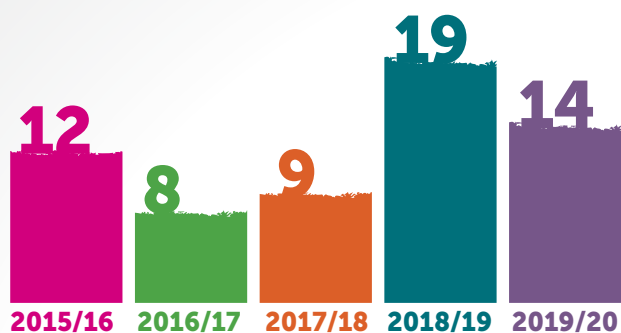
"Grateful for Sandra McKenzies help - due to tenants health problems. Stephen Birss & Dean Mooney: Tenant states both nice gentleman and very helpful when she came into office."

"Carried out work within 3 hours of reporting. Brilliant contractor and perfect job."

"Disabled tenant was very happy with the help that Tracy gave fitting the kitchen for his needs."

Anti Social Behaviour Complaints

Anti Social Behaviour / Neighbour Nuisance Complaints



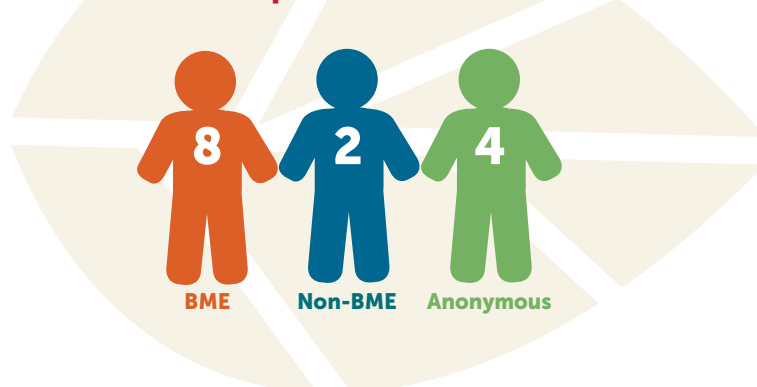
Anti Social Behaviour Cases Analysis



Action Taken (Closed Cases)



Ethnic Origin of Complainants



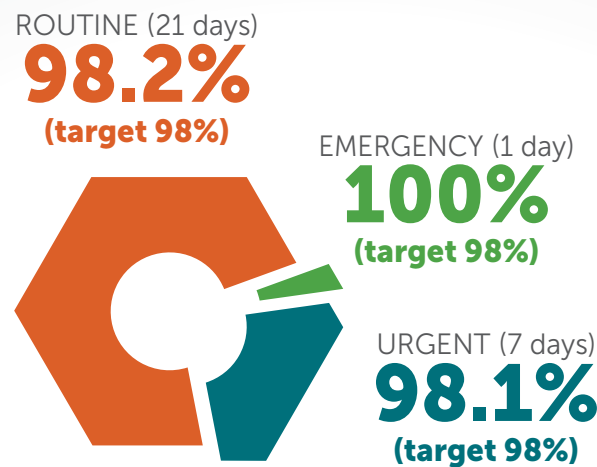
Broad Issue



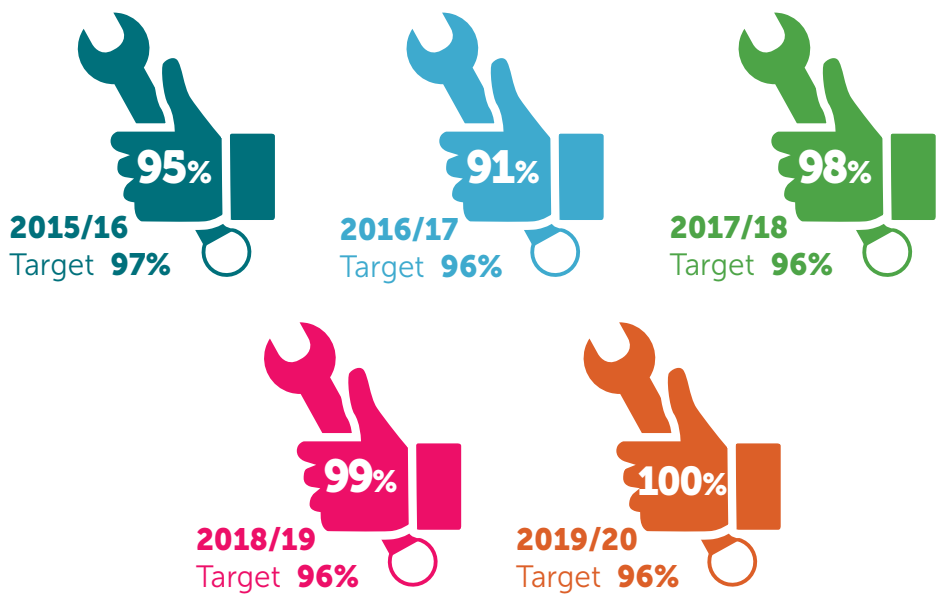
There were no complaints in relation to racial harassment issues.

Repairs Performance

Repairs completed within target



Overall Satisfaction with repairs service



Weekly Revenue Repairs Spend per unit



Direct Repairs Expenditure

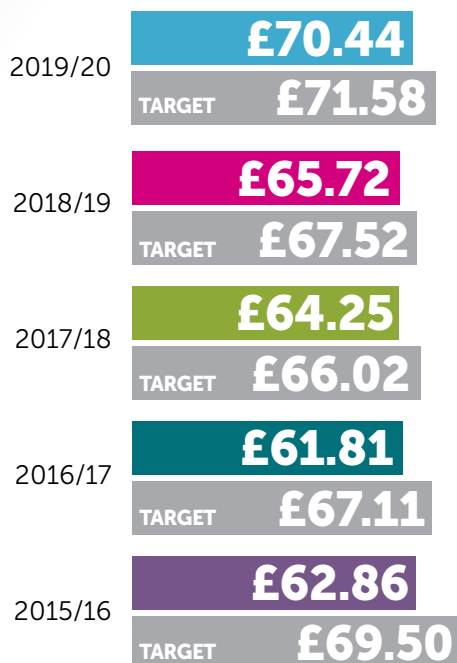
2018/19



2019/20



Weekly Operating Cost per unit



Percentage of current health and safety risk assessments completed



Empty Properties 31st March 2020

Total empty properties 2020: 3



Vacant and available for letting

0.1%



Vacant and unavailable for letting

0.2%

Total empty properties 2019: 12



Vacant and available for letting

0.4%



Vacant and unavailable for letting

0.7%

Percentage of properties with a current Gas Safety Certificate

Arawak Walton Target 100%



Homes in Management as at March 2020



Homes
to rent managed
on behalf of
others



Homes to rent owned
by the Association



Leasehold
Units



Staff
Unit

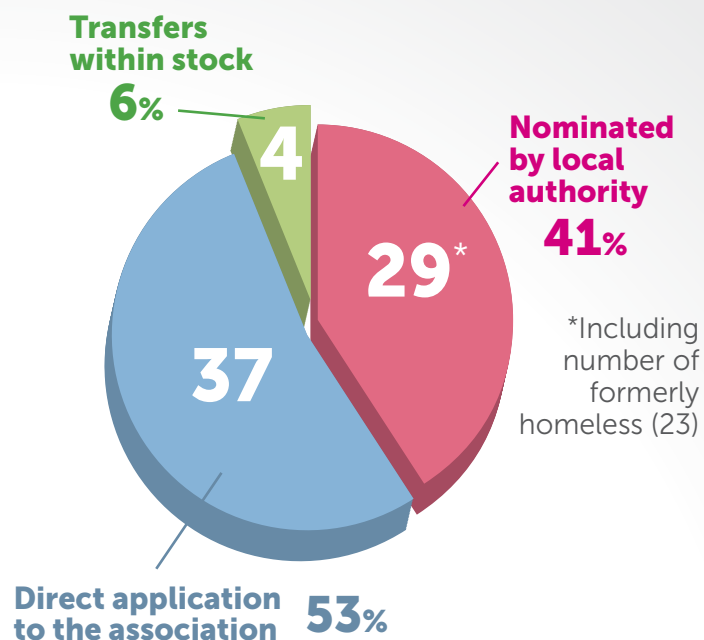


Managed for
Boaz Trust

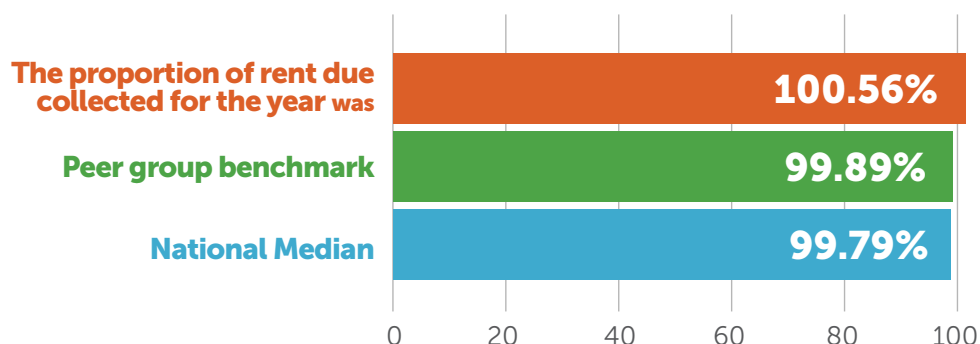


Shared
ownership

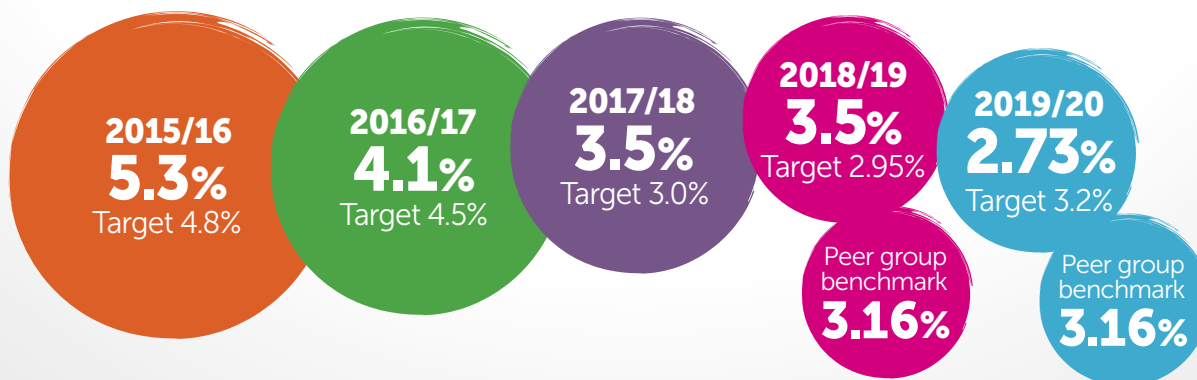
Lettings in the Year - April 2019 to March 2020 (TOTAL)



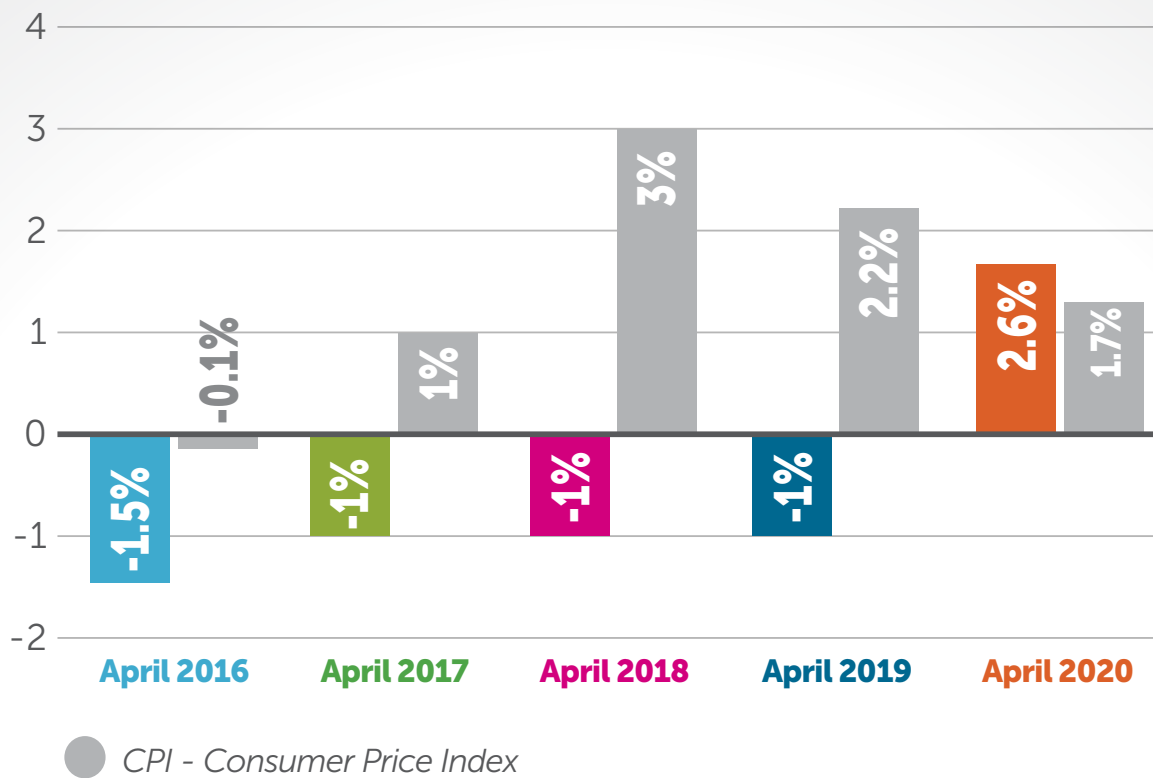
Rent Collection



Current level of rent arrears as a percentage of the annual rent due



Rent Increases

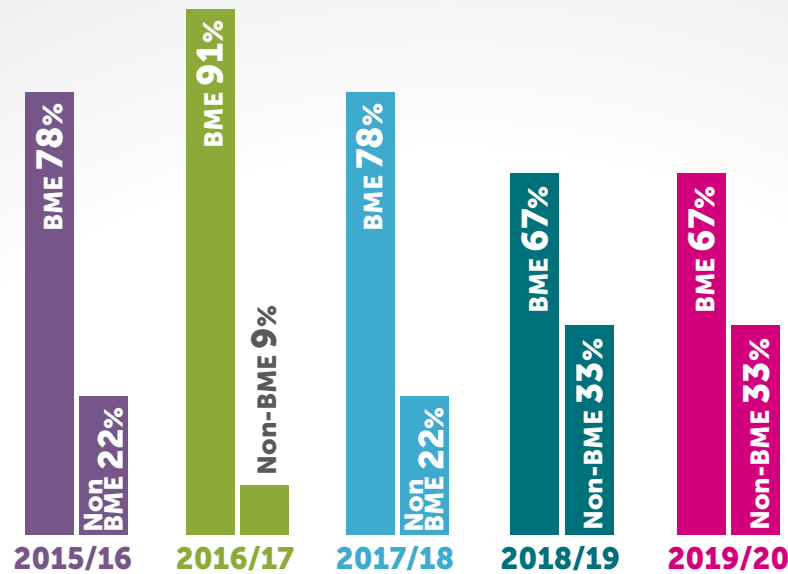


Average Assured Rents

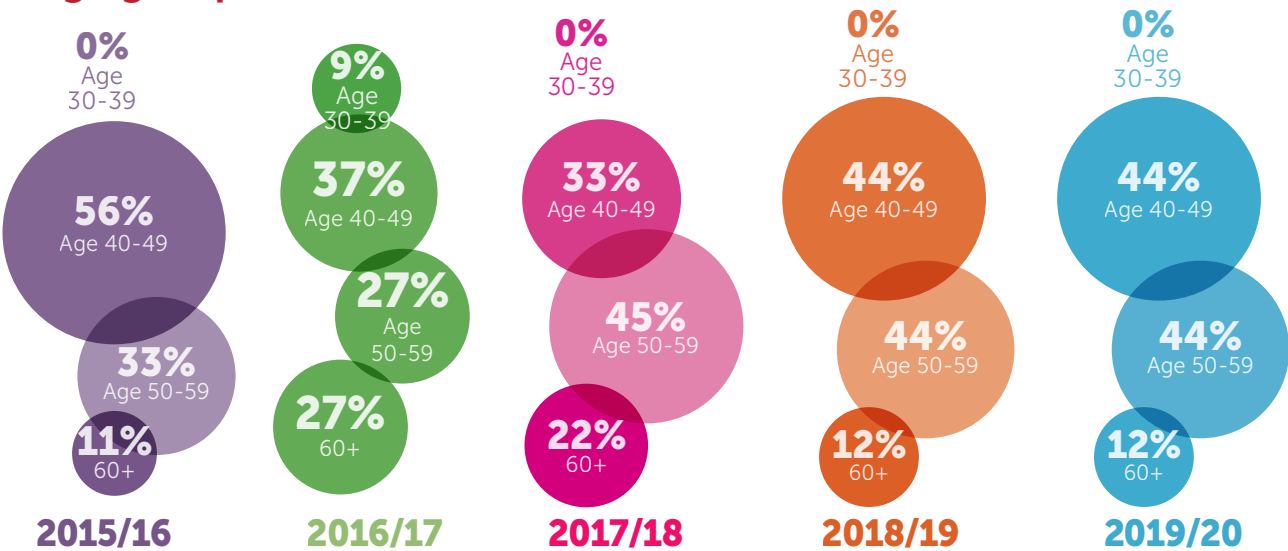


Equality & Diversity data of Board

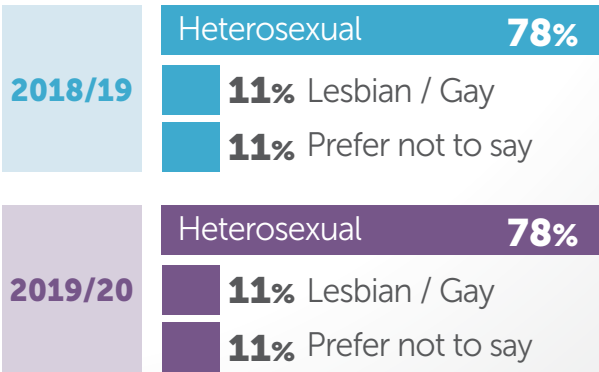
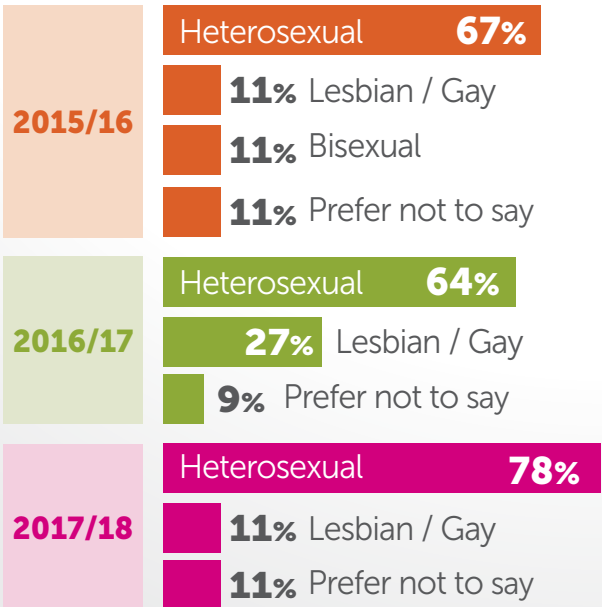
Ethnicity



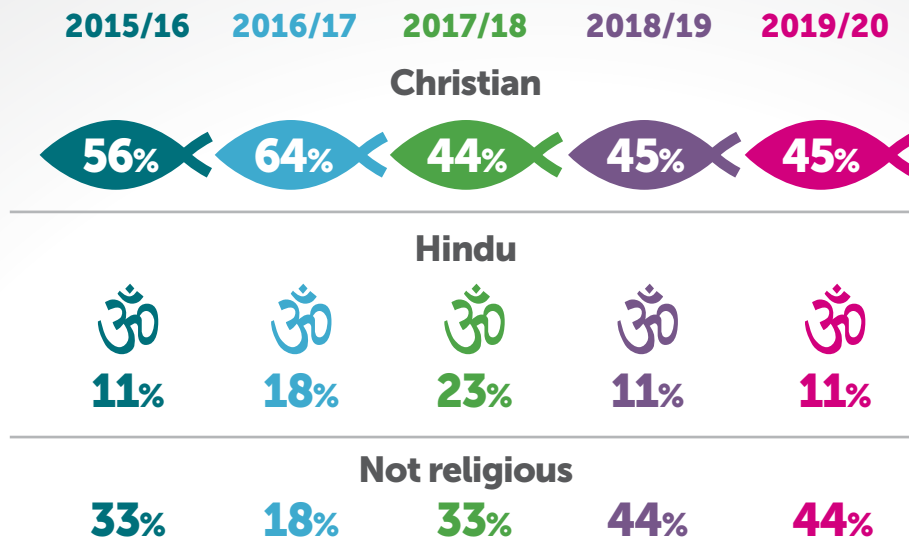
Age group



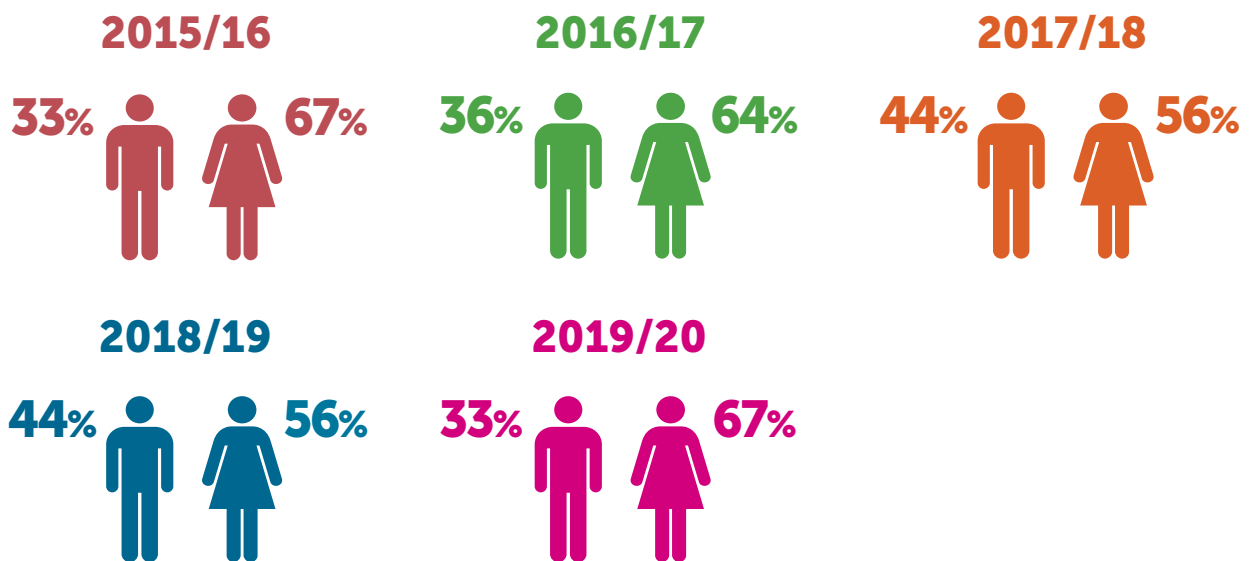
Board Sexuality



Religion



Gender



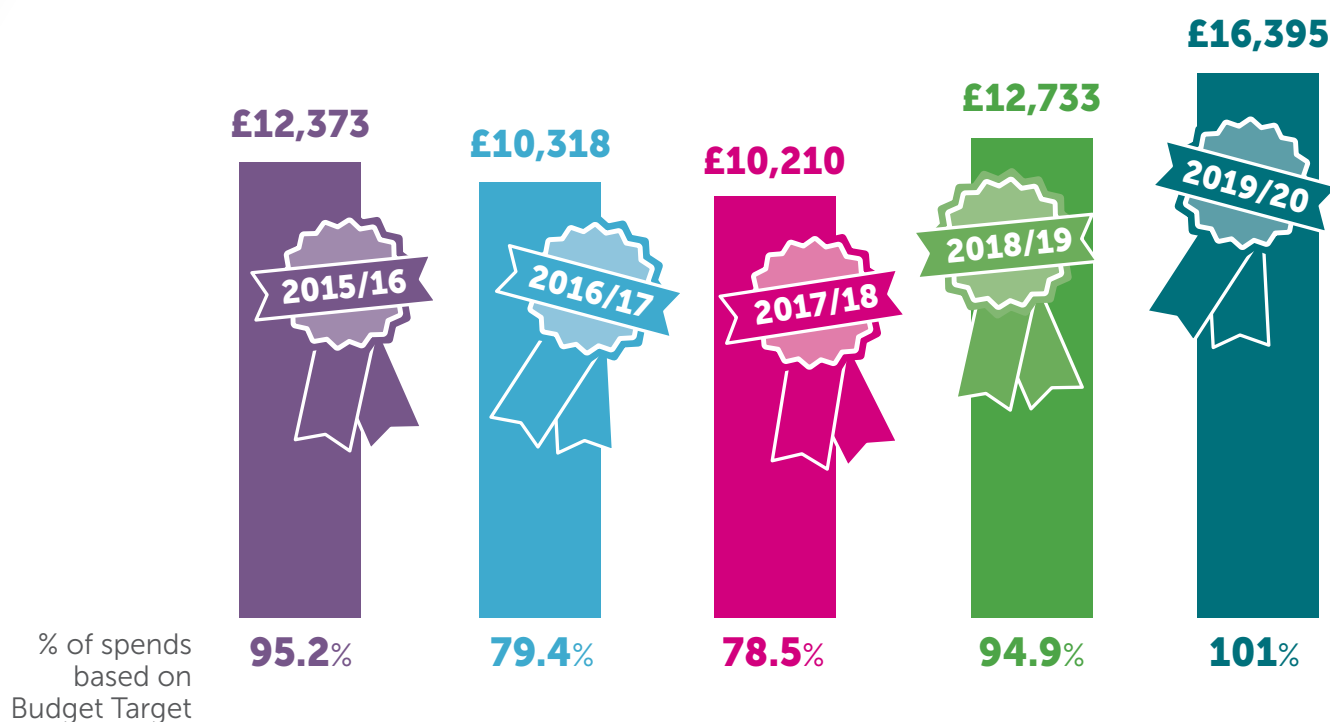
Disability



Average number of days taken to re-let a property



Community Sponsorships Spend (of Budget)



Number of seconds taken to answer calls (seconds):

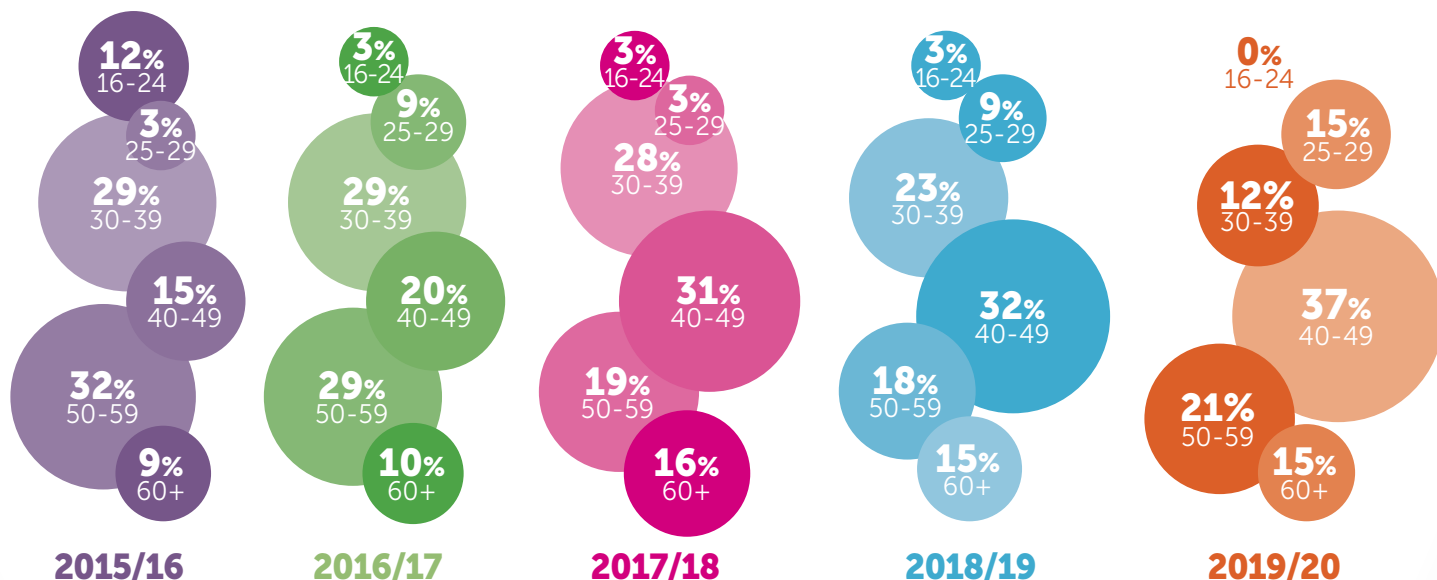


Equality & Diversity data for Staff

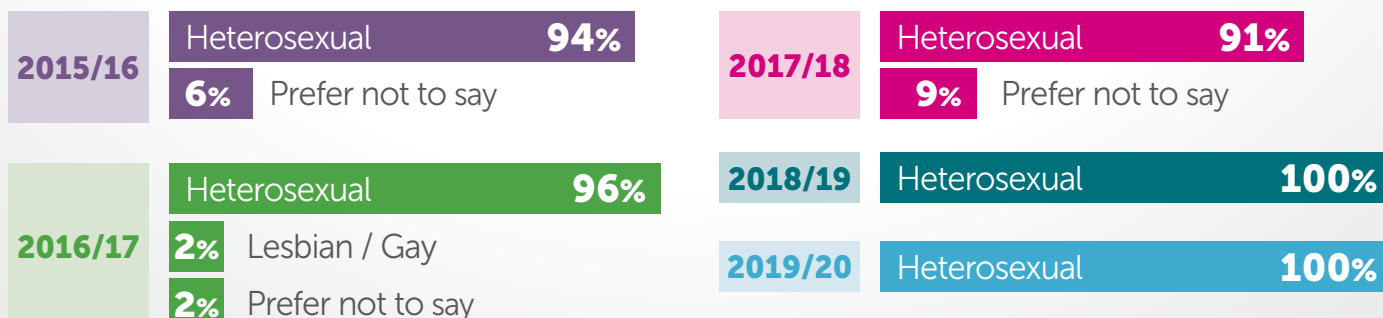
Ethnicity



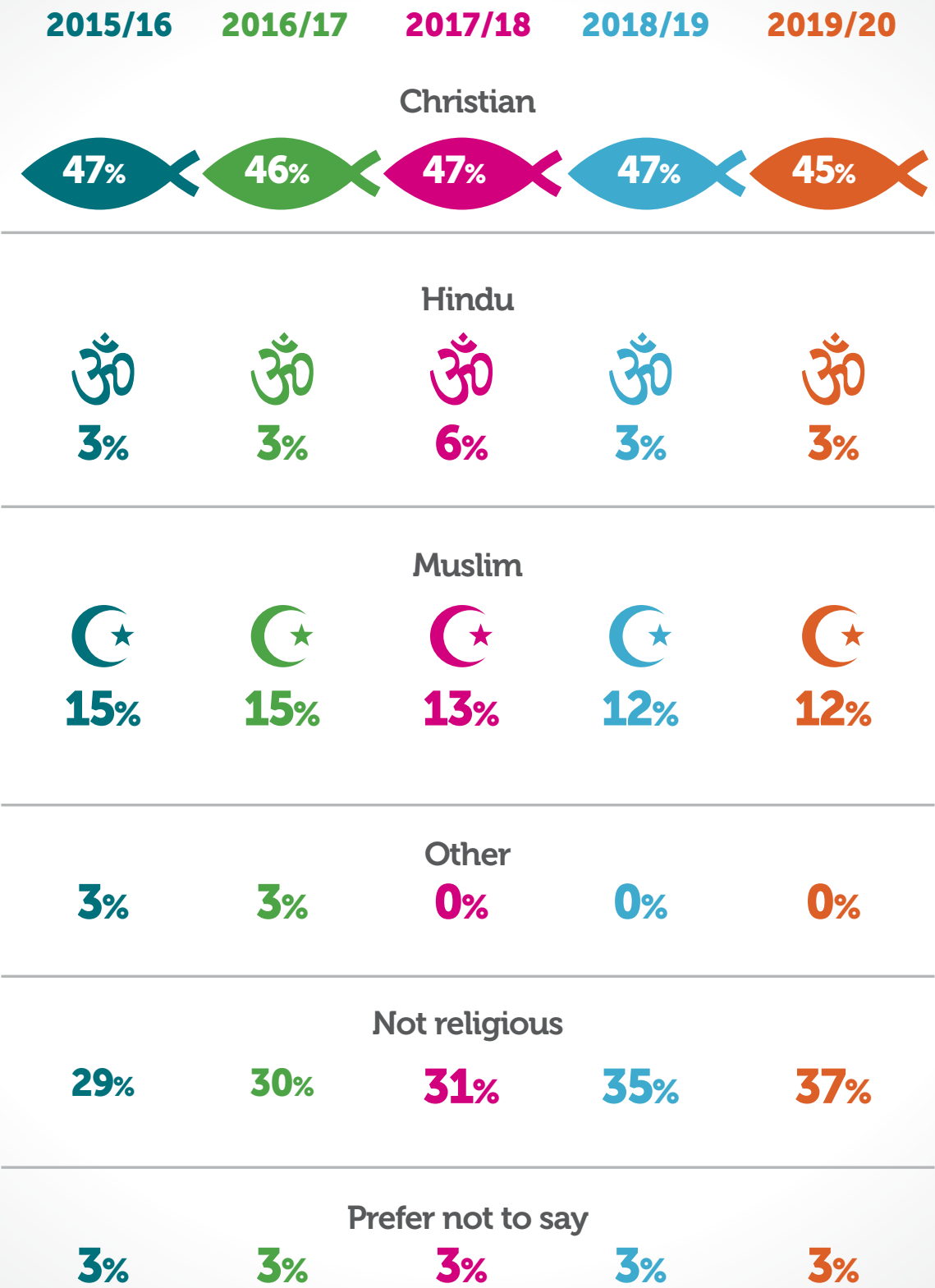
Age group



Staff Sexuality



Religion



Gender

2015/16

26% 74%



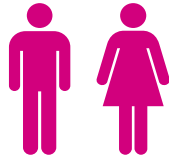
2016/17

22% 78%



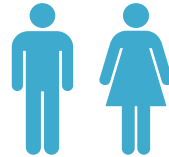
2017/18

28% 72%



2018/19

26% 74%



2019/20

21% 79%



Disability

2015/16

Considers themselves to have a disability



2016/17



2017/18



2018/19



2019/20



Do not have a disability

97%

88%

94%

97%

94%

Hidden Disability

0%

6%

0%

0%

0%

Not Answered

3%

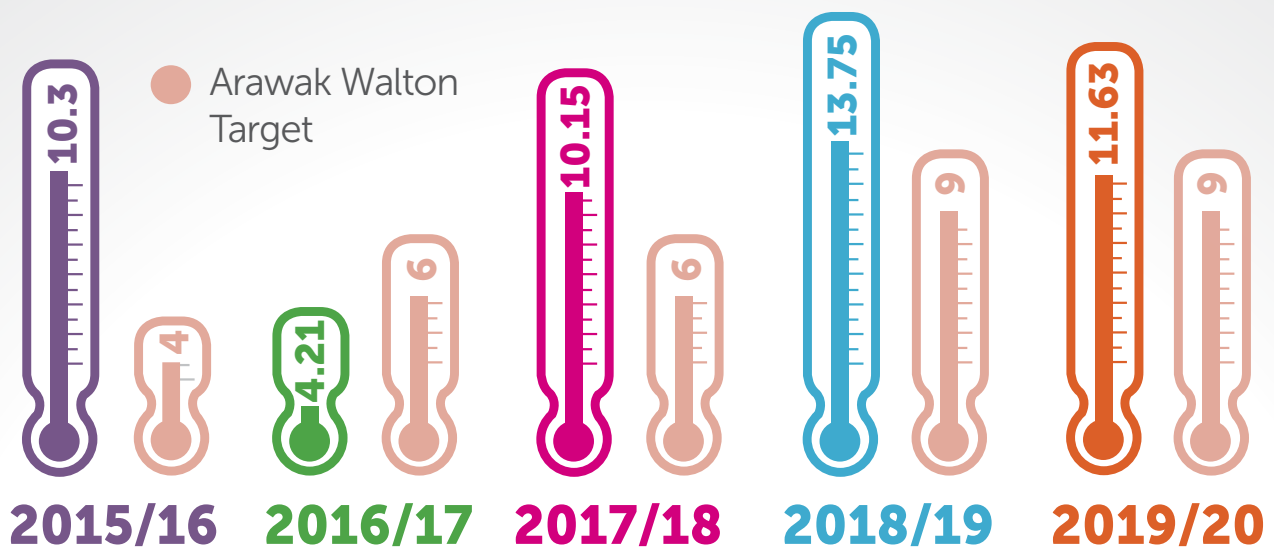
0%

0%

0%

0%

Average of days sick per employee



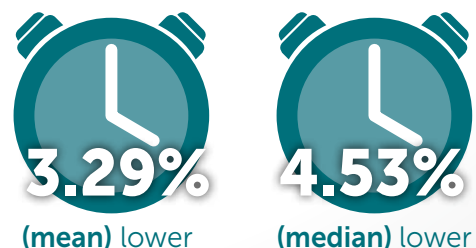
Grade of role



Gender Pay Gap

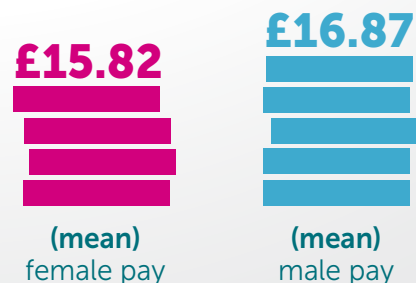


Women's hourly rate is:



Our **mean (average)** gender pay gap equates to **3.29%**, meaning that males are paid on average **£0.61** more than women.

Our **median (midpoint)** gender pay gap equates to **4.53%**, a difference of **£0.75** in favour of men.



Staff per 100 Dwellings



Overall Staff Satisfaction rate from annual survey

Smaller value (0) being better



VFM Sector Scorecard

Number	Detail	Sector scorecard Median 2017/18	Sector scorecard Median 2018/19	AWHA 2019/20	Peer Group Median 2018/19
1	Operating Margin	30%	28%	24%	22%
2	Interest Cover (EBITDA MRI)	3.08	2.94	2.34%	1.97
3	New Supply (see 8 below)	0%	0%	0%	0.7%
4	Gearing	47%	46%	46%	37%
5	Reinvestment %	1.8%	1%	1.6%	4.25%
6	Return on Capital Employed	4.8%	4.4%	3.5%	3.0%
7	Cost Per Unit	£3,180	£3,197	£3,444	£3,574
8	New Supply (include acquisitions)	1.5%	1.3%	2.4%	0.7%

- Equal to / better than our peers
- Within 10% of our peers
- Below / worse than our peers

Gearing – Our gearing percentage (loans as a percentage of fixed assets) appears higher than others due to a difference in accounting treatment for social housing grant for some of our properties. To provide more comparable figures, if social housing grant was treated the same for all our properties, our gearing would be below our peers at 25% (2019/20) and 26% (2018/19).

New Supply – The association grows through an acquisitions which is not recognised as new supply under Homes England guidance – see (8).



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

T: 0161 272 6094 F: 0161 273 4080 www.arawakwalton.com

 twitter.com/arawakwalton  facebook.com/Arawak-Walton-Housing-Association

24 hour repair line: 0800 389 4616

Design & Print by Astwood Design www.astwood.co.uk 01789 778111