

Annual Report 2010-2011

*People are like fingerprints,
everyone is unique*

passionate About People



OCTOBER



Now Christopher Columbus is immortal and we are forgotten. The Great Spirit found men to be too wicked so he took away our immortality and gave it to skin-casting creatures.

2010

- 1 Friday _____
Simchat Torah Black History Month & Breast
World Smile Day Cancer awareness month (start)
- 2 Saturday _____
- 3 Sunday _____
- 4 Monday _____
- 5 Tuesday _____
- 6 Wednesday _____
- 7 Thursday _____
- 8 Friday _____
Navaratri (start)
- 9 Saturday _____
Birthday of Guru Ram Das
- 10 Sunday _____
World Mental Health Day
- 11 Monday _____
- 12 Tuesday _____
- 13 Wednesday _____
St Edward's Day
World Sight Day
- 14 Thursday _____
- 15 Friday _____
- 16 Saturday _____
Child Poverty Day
- 17 Sunday _____
Dusseera
- 18 Monday _____
- 19 Tuesday _____
- 20 Wednesday _____
- 21 Thursday _____
- 22 Friday _____
International stammering day
- 23 Saturday _____
- 24 Sunday _____
- 25 Monday _____
- 26 Tuesday _____
- 27 Wednesday _____
- 28 Thursday _____
- 29 Friday _____
- 30 Saturday _____
- 31 Sunday _____
Hallowe'en Eve / All Saints' Celebration Day
Black History Month & Breast Cancer awareness month (end)

Welcome to our Annual Report 2010

Our values

We value people

We will listen and respond to the needs of all people involved with Arawak Walton.

We aim high

We will improve the quality of our services.

We are proud of our roots

We provide homes, not houses and support and promote our communities whenever we can.

We move with the times

We stay alert to changing circumstances and respond to them with imagination and innovation.

We rely on teamwork

We look for partners and alliances to help us achieve our aims both inside and outside the Association.

We are keen financial managers

We need financial strength and effective financial management to underpin and expand our work; we use our resources to add value and release potential.

We are open and accountable

We provide user-friendly information about our performance as a housing association.

Mission Statement

With its roots in the African Caribbean community, Arawak Walton Housing Association champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods.

The Arawak name

Ever wondered where the Arawak name comes from? When the Spanish colonised the West Indies after Columbus's discovery of the New World, the indigenous population was a blend of American Indians known as Caribs, Arawak and Taino. These were almost totally wiped out by a combination of brutality by the invaders and European diseases, to which they had no immunity. Recent DNA studies, however, have identified a few thousand Arawak in South America and many Taino or Arawak descendants in Puerto Rico.



The Association is firmly rooted in history, taking its name from the Arawak Indians – a tribe of farmers and fishermen who were the original inhabitants of the Caribbean Islands and can be seen today on the coat of arms of Jamaica.



- 1 Monday _____
All Saints' Day
National Adoption week (start)
- 2 Tuesday _____
All Souls' Day
- 3 Wednesday _____
- 4 Thursday _____
- 5 Friday _____
Diwali
- 6 Saturday _____
- 7 Sunday _____
National Adoption week (end)
- 8 Monday _____
- 9 Tuesday _____
- 10 Wednesday _____
- 11 Thursday _____
- 12 Friday _____
- 13 Saturday _____
- 14 Sunday _____
Remembrance Sunday
- 15 Monday National Anti-bullying week (start)
- 16 Tuesday _____
Eid al-Adha (start)
- 17 Wednesday _____
- 18 Thursday _____
- 19 Friday _____
Eid al-Adha (end)
National Anti-bullying week (end)
- 20 Saturday _____
- 21 Sunday _____
Birthday of Guru Nanak
National Curry week (start)
- 22 Monday _____
Road safety week (start)
- 23 Tuesday _____
- 24 Wednesday _____
Martyrdom of Guru Tegh Bahadur
- 25 Thursday _____
- 26 Friday _____
- 27 Saturday _____
National Curry week (end)
- 28 Sunday _____
Advent Sunday
Road safety week (end)
- 29 Monday _____
- 30 Tuesday _____
St Andrew's Day

Our Chairperson's Statement



I am delighted to present Arawak Walton's annual report for the first time as Chairperson. It's a great honour to be leading such a dynamic, vibrant organisation that puts tenants at the heart of everything it does. I look forward to working with you all – staff, Board members, tenants and community partners to develop and enhance the services we provide.

Firstly, I'd like to acknowledge the skill and commitment shown by our previous Chairperson, Winsome Richbell-Brown, who stepped in to guide the organisation following the departure of Andy Forbes. I would also like to welcome three new members to the Board – Shirley Lawrence, Justin Freeman and Tony Gordon. They each bring valuable experience and I very much appreciate their expertise and support.

During my first six months with Arawak Walton, I've been working closely with the management team, Board members and staff

across the organisation to understand how services are provided and to appreciate the challenges we face. I've been impressed by the hard work and dedication of our employees – they are committed to providing the best possible service to tenants and I'm proud that we have such a caring and professional workforce.

It's this focus on providing a high-quality service that has led to us receiving a Charter Mark for the fourth time. This award, given by the Government, recognises organisations that continually offer excellent customer service. We are proud to achieve this award again and it gives us a good start in working towards the Customer Services Excellence Standard – an even higher achievement and one of our targets for next year.

As part of our approach to working more closely with tenants, this year the Tenants Quality Panel has settled into its more formal role of scrutiny of the Association's work. The Panel is made up of eight tenant volunteers and its role is to scrutinise our performance and make sure we continue to provide services that are relevant and of a high quality. I would like to thank those who have joined the Panel, particularly Shirley Lawrence, who has worked hard to get the Panel up and running. Over the coming months I will be working with the Panel to see how we can get more tenants involved in shaping our services.

This year we have also created additional homes for 8 families, either through the development of new houses or the refurbishment of existing ones. For example, working in partnership with Equity Housing Association, we have provided more homes in Stockport, as well as homes in Trafford with Adactus. In Moss Side we finally completed the refurbishment of 25 homes and have taken management of large family properties in Lostock. We will continue to look for more growth opportunities through stock transfers and the building of new homes.

Our performance has also improved this year. Our repairs service, re-letting of empty properties and the collection of rent arrears have all exceeded our targets. A recent STATUS independent survey showed that tenants are now more satisfied with our services overall which is very encouraging.

Arawak Walton continues to be a financially robust organisation – well able to meet its operational costs and to invest in the communities it serves. This year we achieved a surplus of £432,804 (before transfers to designated reserves).

The coming year will bring more exciting challenges as we embark on a new era with a new Government administration and different financial constraints. We also have a new statutory framework, developed by the Tenants Services Authority (TSA), which all housing associations have to meet. Over the coming months we will be focusing on the TSA's framework and looking at ways to work with tenants to develop 'local offers' – that is, services specific to a very local area.

There is undoubtedly a strong sense of spirit within Arawak Walton and in the communities where we work. I would like to thank everyone who has supported us and I look forward to another successful year with you.

V. Augustus

Vanessa Augustus
Chair
Arawak Walton H A





- 1 Wednesday _____
World Aids Day
- 2 Thursday _____
2nd Hanukkah (Judaism)
- 3 Friday _____
Inter Day of Disabled persons
- 4 Saturday _____
Carers Rights Day
- 5 Sunday _____
- 6 Monday _____
- 7 Tuesday _____
Al-Hijira
- 8 Wednesday _____
Bodhi Day (Rohatsu) / Feast of the Immaculate Conception
- 9 Thursday _____
- 10 Friday _____
Inter Human Rights Day
- 11 Saturday _____
- 12 Sunday _____
- 13 Monday _____
St Lucy's Day
- 14 Tuesday _____
- 15 Wednesday _____
- 16 Thursday _____
Ashura
- 17 Friday _____
- 18 Saturday _____
- 19 Sunday _____
- 20 Monday _____
- 21 Tuesday _____
- 22 Wednesday _____
- 23 Thursday _____
- 24 Friday _____
Christmas Eve
- 25 Saturday _____
Christmas Day
- 26 Sunday _____
St Stephen's Day
- 27 Monday _____
- 28 Tuesday _____
- 29 Wednesday _____
- 30 Thursday _____
- 31 Friday _____

About us

Arawak Walton provides high quality affordable housing in Manchester, Trafford and Stockport. Established in 1994 following the merger of two housing associations – Arawak and Walton, we specialise in meeting the needs of Black and Minority Ethnic communities.

With assets in excess of £46 million, our 866 homes are serviced by a team of 25 staff from our head office in Ardwick. Our portfolio includes a mix of homes for affordable rent and shared ownership and, as well as managing existing properties transferred to us from other housing providers, we also develop new homes.

Meeting the needs of our tenants is at the heart of everything we do. Our experience means we are uniquely placed to work with partner agencies to improve community cohesion, by creating sustainable, multi-cultural neighbourhoods.

We are financially robust, forward thinking and flexible - always willing to embrace new initiatives that will improve the quality of life for our tenants.



Marbury Close

Lettings in the Year April 2009 to March 2010 (total)

Sources of Applicant	No.	%
Nominated by local authority	31	40.8
Direct application to the Association	37	48.7
Transfers within stock	7	9.2
Referrals from a specialist agency	1	1.3
Other		
Total	76	100
No of formerly homeless	2	

Economic Status Of New Tenants	No.	%
Working Full Time	27	35.5
Working Part Time	13	17.1
Retired	2	2.6
Job Seeker	9	11.9
Not seeking work	12	15.8
Full Time Student	2	2.6
Long Term Sick	10	13.2
Other	1	1.3
Total	76	100

2009 Customer survey result:

86% of tenants expressed satisfaction with the services we provide. This is above average when compared with other housing providers. **New target 90%, as agreed with our tenants.**



After the Great Spirit had finished creating the heavens and earth, he sat himself in a huge silk and cotton tree by a river. He cut off pieces of it's bark and cast them all around.

- 1 Saturday _____
New Years Day
- 2 Sunday _____
- 3 Monday _____
- 4 Tuesday _____
World Braille Day
- 5 Wednesday _____
Birthday of Guru Gobind Singh / 10th Tevet
- 6 Thursday _____
Epiphany (visit the magi)
- 7 Friday _____
- 8 Saturday _____
- 9 Sunday _____
- 10 Monday _____
- 11 Tuesday _____
- 12 Wednesday _____
- 13 Thursday _____
- 14 Friday _____
Makar Sankranti
- 15 Saturday _____
- 16 Sunday _____
- 17 Monday _____
- 18 Tuesday _____
- 19 Wednesday _____
- 20 Thursday _____
Tu B'Shevat
- 21 Friday _____
- 22 Saturday _____
- 23 Sunday _____
- 24 Monday _____
- 25 Tuesday _____
- 26 Wednesday _____
- 27 Thursday _____
- 28 Friday _____
- 29 Saturday _____
- 30 Sunday _____
- 31 Monday _____
Birthday of Guru Har Rai

Coverdale Fun Day

Coverdale fun day was a joint event involving Arawak Walton and partner housing providers Eastland Homes, Tung Sing, Harvest and Guinness Northern Counties. The purpose of the event was to bring the different groups within the community together. The event was co-ordinated by the Respect Action neighbourhood initiative.

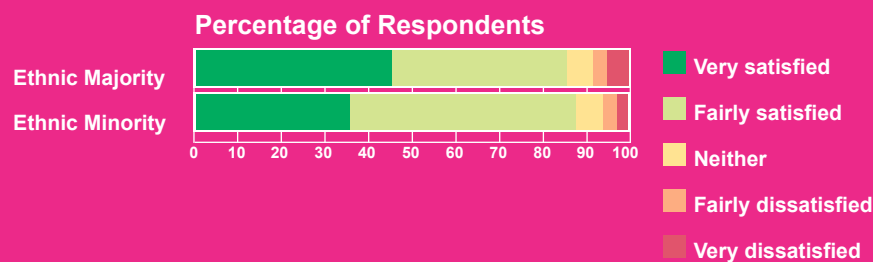
The event was held on the grounds of Coverdale Church next door to our properties on Morborne Close and was very well attended. There was a DJ, bouncy castles, face painting, seed planting and hanging baskets and lots of other activities for residents. The fire service also attended and allowed children and adults to get on board a real fire engine. Everyone enjoyed the day.

Coverdale Fun Day



Coverdale Fun Day

Overall Satisfaction With Services Provided By Arawak Walton By Ethnic Group



Ethnic Origin of Applicants Housed by Arawak Walton

Ethnic Origin – Head of Household	No.	%
Black / Black British: African	16	21
Black / Black British: Caribbean	9	11.8
Asian / Asian British: Pakistani	3	3.9
Asian / Asian British: Indian	2	2.6
Asian / Asian British: Bangladeshi	2	2.6
Asian / Asian British: Other	4	5.2
Black / Black British: Other	5	6.5
Chinese / Other: Other	3	3.9
Mixed: White and Black Caribbean	2	2.6
Mixed: White and Black African	2	2.6
White Irish	2	2.6
Mixed: White and Asian	1	1.6
Total B&ME	51	66.9%
White British	20	26.3
White Other	4	5.2
Prefer not to say	1	1.6
Total Rehoused	76	100%

2009 Customer survey result:

Only 14% of tenants said they needed to report anti-social behaviour to us in the last 12 months. Of those, 59% reported that staff were helpful. Interestingly, 88% of our tenants said that people from different backgrounds get on well and 80% feel a sense of belonging.

- 1 Tuesday _____
- 2 Wednesday _____
- 3 Thursday _____
- 4 Friday _____
World Cancer Day
- 5 Saturday _____
- 6 Sunday _____
- 7 Monday _____
- 8 Tuesday _____
Vasant Panchami / Parinirvana - Nirvana day
- 9 Wednesday _____
- 10 Thursday _____
- 11 Friday _____
- 12 Saturday _____
- 13 Sunday _____
- 14 Monday _____
St Valentine's Day
- 15 Tuesday _____
Milad un Nabi (Birthday of the Prophet Muhammad)
- 16 Wednesday _____
- 17 Thursday _____
- 18 Friday _____
Magha Puja
- 19 Saturday _____
- 20 Sunday _____
Milad un Nabi (Shia)
- 21 Monday _____
- 22 Tuesday _____
- 23 Wednesday _____
- 24 Thursday _____
- 25 Friday _____
- 26 Saturday _____
- 27 Sunday _____
- 28 Monday _____

Residents go green and reap the rewards

The Green Team, which is a group of young people dedicated to making their community in Cheetham Hill a greener and happier place to live, were recognised this year at the northern regional final of the TPAS Awards 2010.

The group, which is made up of 30 children aged between four and twelve, have been sprucing up their neighbourhood by litter picking, bulb planting and pot planting. Despite not winning first prize, the group was delighted to be able to attend the awards ceremony and have their work featured. Their efforts have also been rewarded with vouchers and trips out – 30 of them got to see Aladdin at the Manchester Palace Theatre back in December.

Whilst at St Gregory's Road in Ardwick local residents have been busy litter picking, pruning, weeding and planting. Tenants, staff and Board Members took to the streets as part of a specially organised 'Big Tidy Up' to transform their neighbourhood.

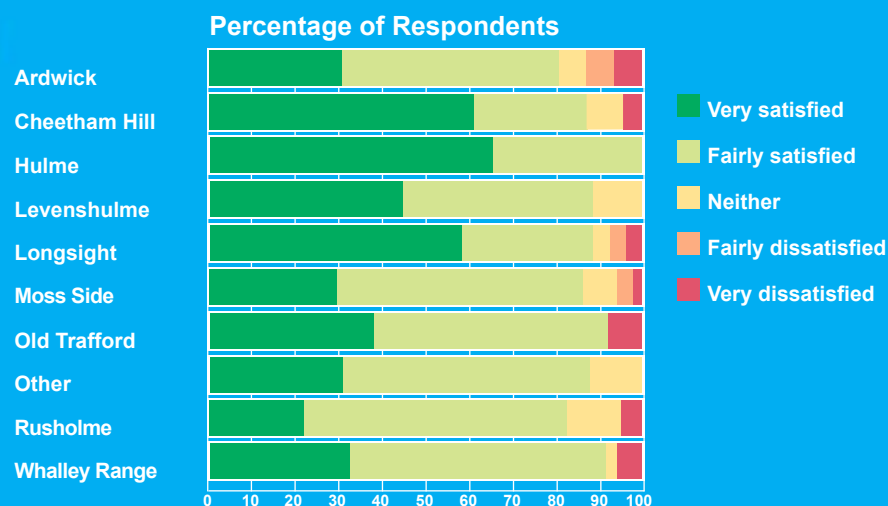
Along with the police and Manchester City Council we helped out by providing skips, refreshments and plants. We also organised planting workshops for local children and awarded a prize for the best contribution on the day. The result was a pleasant and more colourful place for everyone to enjoy.

Aladin Trip with Green Team

Tenants were given plants

The Green Team

Overall Satisfaction With Services Provided By Arawak Walton By Area



Homes in Management as at March 2010





- 1 Tuesday _____
St David's Day
- 2 Wednesday _____
- 3 Thursday _____
Mahashivratri
- 4 Friday _____
- 5 Saturday _____
- 6 Sunday _____
- 7 Monday _____
- 8 Tuesday _____
Shrove Tuesday
International Womens Day
- 9 Wednesday _____
Ash Wednesday
- 10 Thursday _____
- 11 Friday _____
- 12 Saturday _____
- 13 Sunday _____
- 14 Monday _____
- 15 Tuesday _____
- 16 Wednesday _____
- 17 Thursday _____
St Patrick's Day
- 18 Friday _____
- 19 Saturday _____
Holi
- 20 Sunday _____
Hola Mohalla (Lunar Calendar)
- 21 Monday _____
- 22 Tuesday _____
- 23 Wednesday _____
- 24 Thursday _____
- 25 Friday _____
- 26 Saturday _____
- 27 Sunday _____
- 28 Monday _____
- 29 Tuesday _____
- 30 Wednesday _____
- 31 Thursday _____

Charter Mark success

During the year we were awarded our fourth Charter Mark. The Standard, which is given by the Government's Cabinet Office, recognises our commitment to providing high quality customer service.

Gaining the award involved providing evidence to show how each of our service areas meet the

Charter Mark standard. An inspector then visited us and spoke to staff, residents and partners.

Our target for the coming year is to work towards achieving the prestigious Customer Services Excellence Award, which will replace Charter Mark in 2011.

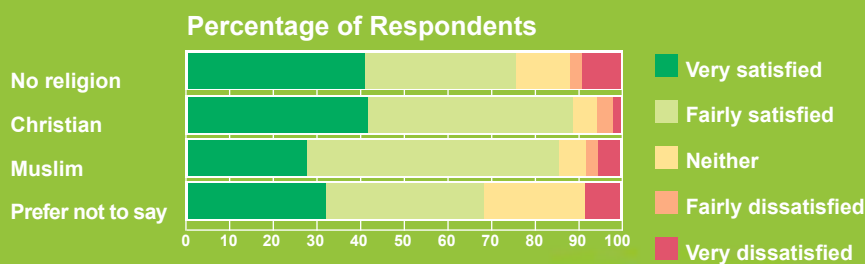


Dora Blake, Ardwick clean up day



St. Stephens close

Overall Satisfaction With Services Provided By Arawak Walton By Religion Of Respondent



The Green Team





- 1 Friday _____
- 2 Saturday _____
- 3 Sunday _____
Mothering Sunday
- 4 Monday _____
- 5 Tuesday _____
- 6 Wednesday _____
- 7 Thursday _____
- 8 Friday _____
- 9 Saturday _____
- 10 Sunday _____
- 11 Monday _____
- 12 Tuesday _____
Rama Navami
- 13 Wednesday _____
Vaisakhi
- 14 Thursday _____
Birthday of Guru Angad Dev / Birthday of Guru Tegh Bahadur
- 15 Friday _____
- 16 Saturday _____
- 17 Sunday _____
Palm Sunday
- 18 Monday _____
Hanuman Jayanti / Theravada New Year
- 19 Tuesday _____
Passover (1st day)
- 20 Wednesday _____
- 21 Thursday _____
Maundy Thursday
- 22 Friday _____
Good Friday
- 23 Saturday _____
St George's Day
- 24 Sunday _____
Easter Sunday (Western)
- 25 Monday _____
- 26 Tuesday _____
Passover (final day)
- 27 Wednesday _____
- 28 Thursday _____
- 29 Friday _____
- 30 Saturday _____

Tenants give their verdict

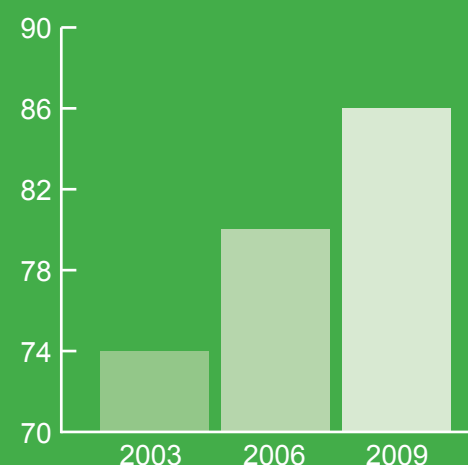
Every three years we commission research to find out what our customers think about us. This is a statutory requirement of all housing associations and it gives us the opportunity to see what we are doing right and where we need to improve. This work is carried out by an independent research company to make sure all the information is in a standard format so that we can be compared with other housing providers, and also to ensure reliable results.

The survey, carried out between October and December 2009 showed that we are a top quartile performer with 86% of tenants saying they were either very or fairly satisfied with the services provided. This is an increase of 3% on three years ago and 9% on the results of 2003.

2009 Customer survey result:

Customer survey result: 82% of tenants expressed satisfaction with the way that we deal with repairs and maintenance. They particularly liked the 'attitude of the workers'. **New target 86%, as agreed with our customers.**

Overall Satisfaction Rating from Arawak Walton Tenants in the Decade



The most important part of our service, according to tenants is the repairs service. We were delighted therefore that the satisfaction for the repairs service had risen by 3% from 2006 to 82%. This misses the top quartile performance by 1% but is still promising progress from the 79% level of 2006.

Another important performance indicator that we are measured on is how much we take tenants views into account. According to the survey we have continued to make significant progress in this area with 76% of tenants agreeing that we take their views into account – a 10% improvement on 2003.

Location of Stock

District	Flats	Houses	Elderly	Adapted for Disability	Others	Total for District
Manchester						
Ardwick	26	107				133
Cheetham Hill		59				59
Fallowfield	4	7		1		12
Hulme	14	39		4	1	58
Levenshulme		43				43
Longsight	3	34	50	2		89
Moss Side	38	93	3	1		135
Newton Heath	5	2				7
Rusholme		90		1		91
Whalley Range	93	58	4	2		157
Withington		3				3
Total	183	535	57	11	1	787
Trafford						
Altrincham	6	6				12
Old Trafford	6	46				52
Total	12	52				64
Stockport						
Reddish		6				6
Leasehold		8				8
Staff Unit	1					1
Grand Total	196	601	57	11	1	866



- 1 Sunday _____
Yom Hashoah
- 2 Monday _____
Birthday of Guru Arjan Dev
- 3 Tuesday _____
- 4 Wednesday _____
- 5 Thursday _____
- 6 Friday _____
- 7 Saturday _____
- 8 Sunday _____
- 9 Monday _____
- 10 Tuesday _____
- 11 Wednesday _____
- 12 Thursday _____
- 13 Friday _____
- 14 Saturday _____
- 15 Sunday _____
- 16 Monday _____
- 17 Tuesday _____
Wesak or Buddha day
- 18 Wednesday _____
- 19 Thursday _____
- 20 Friday _____
- 21 Saturday _____
- 22 Sunday _____
- 23 Monday _____
Birthday of Guru Amar Das
- 24 Tuesday _____
- 25 Wednesday _____
- 26 Thursday _____
- 27 Friday _____
- 28 Saturday _____
- 29 Sunday _____
- 30 Monday _____
- 31 Tuesday _____

Making our Local Offer

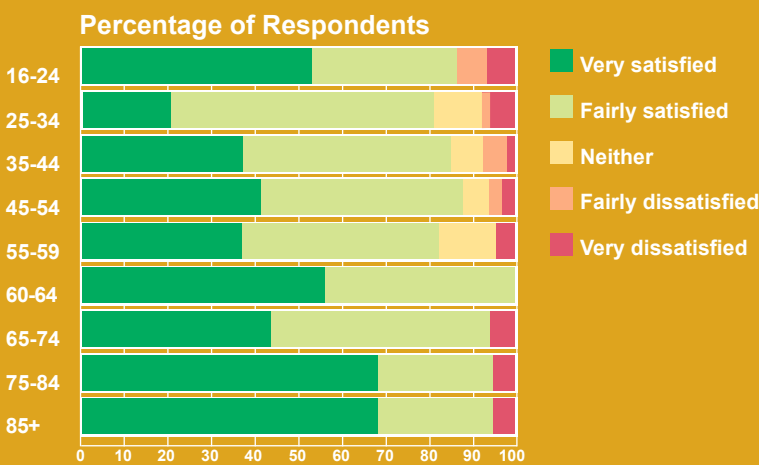
The Association has undertaken a postal survey with all tenants to determine the local standards we should meet. The Tenants Quality Panel has considered the results of this consultation – and will agree the standards that will be reported on in the tenants Annual Report in 2011.

The Association is a member of the strategic housing partnership that is overseeing the development of the local Area Co-operation

in Manchester. Pilots have been undertaken in Cheetham Hill and Coverdale where the Association is a signatory. We are confident that this model of co-operation will be rolled out in the other areas of operation.

Therefore, the Association is well set to meet the challenge of the new regulatory framework, introduced by the Tenant Services Authority.

Overall Satisfaction With Services Provided By Arawak Walton By Age of Respondent



As at 31st March 2010

Average Void Period

	No. of Days
Arawak Walton	37
TSA Average	40
Peer Group Benchmark	44
Arawak Walton Target 09/10	42
New Target agreed for 10/11	30

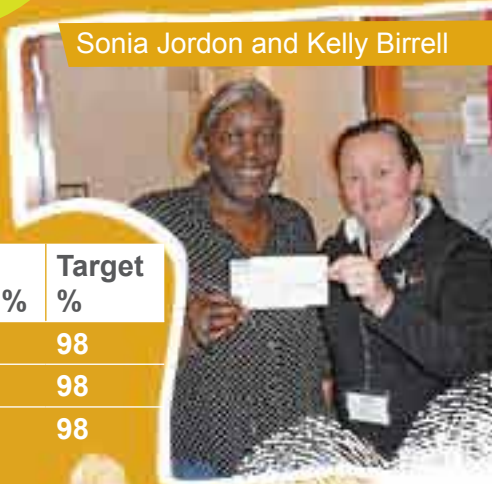
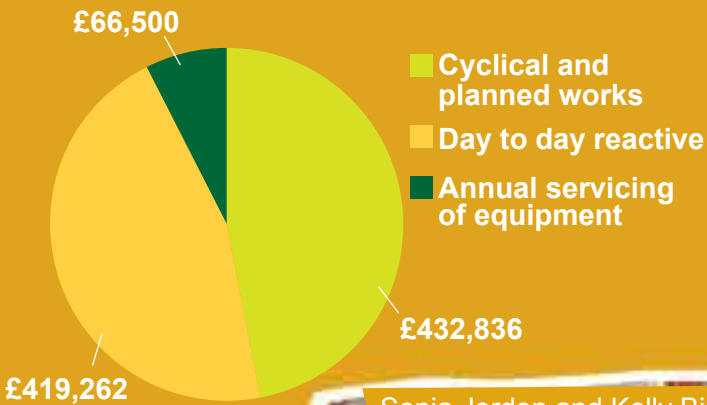
Empty Properties

	No.	%
Vacant and available for letting	5	0.57
Vacant and unavailable for letting	1	0.12
All empty properties	6	0.69

Repairs Performance

	Response target in days	Repairs completed within target %	Peer Group Benchmark %	Target %
Emergency	1	100	96	98
Urgent	7	96.45	94	98
Routine	21	97.61	95	98

Direct Repairs Expenditure



The overall satisfaction rate for our repair service during the year was 94%, with the satisfaction rate of the Maintenance Technician services at 95.4%.

- 1 Wednesday _____
Yom Yerushalayim
- 2 Thursday _____
- 3 Friday _____
- 4 Saturday _____
- 5 Sunday _____
- 6 Monday _____
- 7 Tuesday _____
- 8 Wednesday _____
Shavuot (1st day)
- 9 Thursday _____
- 10 Friday _____
- 11 Saturday _____
- 12 Sunday _____
Pentecost - Whitsun
- 13 Monday _____
- 14 Tuesday _____
- 15 Wednesday _____
- 16 Thursday _____
Martyrdom of Guru Arjan Dev
- 17 Friday _____
- 18 Saturday _____
- 19 Sunday _____
- 20 Monday _____
- 21 Tuesday _____
- 22 Wednesday _____
- 23 Thursday _____
- 24 Friday _____
- 25 Saturday _____
- 26 Sunday _____
- 27 Monday _____
- 28 Tuesday _____
- 29 Wednesday _____
- 30 Thursday _____

Rent collection – we're getting better!

Following consultation with customers, we have reviewed the way we collect and manage our rental income. Tenants were represented on the review group and the Tenants Quality Panel considered our proposals as well as the feedback from a customer postal survey.

As a result we have launched new policies on rent arrears and tenant recharges, improved our communication with customers in rent arrears and provided more debt management support to people who are experiencing financial difficulty.

The results from the review have been very positive. The amount of arrears dropped from 7.7% to 6.0% after the review. In addition, the total amount of money collected rose from 98% to over 100%.



Staff and Board conference



Croften Street

2009 Customer survey result:

89% of tenants say that staff are helpful and 77% said they found staff easy to get hold of the last time they contacted us.

Rent Increases

Year	Arawak Walton	R.P.I. inflation
April 2010	-0.9%	-1.4%
April 2009	3.28%	5.0%
April 2008	2.29%	3.9%
April 2007	2.73%	3.6%
April 2006	1.83%	2.7%
April 2005	2.1%	3.1%

Average Assured Rents

Property Type	£
One bedroom	74.87
Two bedrooms	80.50
Three bedrooms	83.24
Four or more bedrooms	92.06

Rent Collection

	%	Target	New target 2010/11
The proportion of rent due collected for the year was:	100.16	98%	99%
Current Tenant Arrears at the end of March 2010 was:	6.07	6.8%	6%
National Median: Rent Arrears	4.3		



- 1 Friday _____
- 2 Saturday _____
- 3 Sunday _____
- 4 Monday _____
- 5 Tuesday _____
Birthday of Guru Hargobind
- 6 Wednesday _____
- 7 Thursday _____
- 8 Friday _____
- 9 Saturday _____
- 10 Sunday _____
Disability Awareness Day
- 11 Monday _____
- 12 Tuesday _____
- 13 Wednesday _____
- 14 Thursday _____
- 15 Friday _____
St Swithin's Day / Asala - Dharma Day
- 16 Saturday _____
- 17 Sunday _____
- 18 Monday _____
- 19 Tuesday _____
17th Tammuz
- 20 Wednesday _____
- 21 Thursday _____
- 22 Friday _____
- 23 Saturday _____
Birthday of Guru Har Krishen
- 24 Sunday _____
- 25 Monday _____
- 26 Tuesday _____
- 27 Wednesday _____
- 28 Thursday _____
- 29 Friday _____
- 30 Saturday _____
- 31 Sunday _____

Work experience gives a boost to young people

During the year we have helped four young people boost their career opportunities by providing employment and training with the organisation. As part of the Government's Future Jobs Fund, which supports employment opportunities for 18 to 24 year olds, we were able to secure the funding needed to offer full-time jobs.

The first to join us was Antony Oduntan who took up the post of Assistant Receptionist. This experience later led to him securing a two-year IT apprenticeship with another local housing association, Eastlands Homes.

Laura Lemard, who is also a tenant of Arawak Walton joined us at the start of the year to replace Antony. After gaining some valuable work experience she went on to pursue a long-awaited university course. Her departure made way for our latest recruit, Chantelle Wong, who is gaining some customer-based work experience.

Dean Preston joined us on this scheme as a Customer Profiling Assistant. He has been busy collecting information about our tenants so that we can be sure our services meet the needs of our diverse customer base.

Staffing

Ethnic Origin of Staff as at 31st March 2010	No.
Black/Black British: Caribbean	4
Black/Black British: African	4
Black/Black British: Other	2
White: British	12
White: Other	
Asian/Asian British: Indian	2
Asian/Asian British: Pakistani	
Asian/Asian British: Bangladeshi	
Asian/Asian British Other	
Mixed: White and Black Caribbean	2
Mixed: White and Black African	1
Mixed: Other	1
Total paid staff	28



Laura Lemard



Antony Oduntan

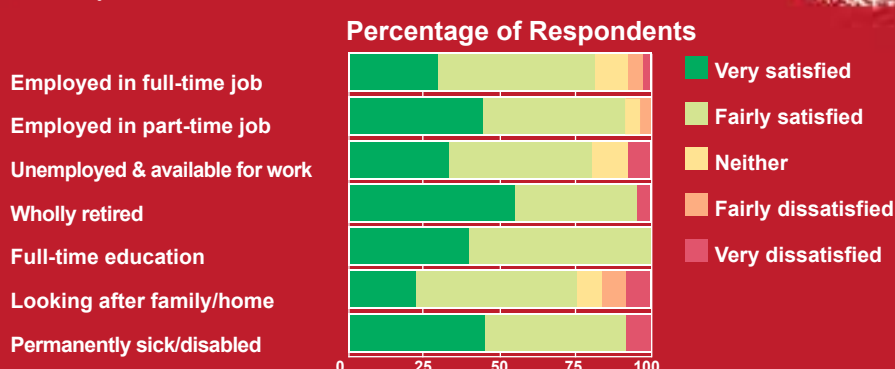


Chantelle Wong



Dean Preston

Overall Satisfaction With Services Provided By Arawak Walton By Work Status Of Respondent



Arawak Walton Housing Association Staff Structure March 2010





Columbus found our land, he described it as having 'such lovely vegetation' and the smell of the trees and flowers so delicious that it seems the pleasantest thing in the world.

- 1 Monday _____
Ramadan (start)
- 2 Tuesday _____
- 3 Wednesday _____
- 4 Thursday _____
- 5 Friday _____
- 6 Saturday _____
- 7 Sunday _____
- 8 Monday _____
- 9 Tuesday _____
Tisha B'Av
- 10 Wednesday _____
- 11 Thursday _____
- 12 Friday _____
- 13 Saturday _____
- 14 Sunday _____
- 15 Monday _____
- 16 Tuesday _____
- 17 Wednesday _____
- 18 Thursday _____
Raksha Bandhan
- 19 Friday _____
- 20 Saturday _____
- 21 Sunday _____
- 22 Monday _____
Janmashtami - Krishna Jayanti
- 23 Tuesday _____
- 24 Wednesday _____
- 25 Thursday _____
- 26 Friday _____
Manchester Pride Big Weekend
- 27 Saturday _____
Manchester Pride Big Weekend
- 28 Sunday _____
Manchester Pride Big Weekend
- 29 Monday _____
Manchester Pride Big Weekend
- 30 Tuesday _____
Eid-UI-Fitr
- 31 Wednesday _____

New homes for waiting tenants

In Moss Side we completed the final refurbishment of 25 homes transferred to us from Arcon Housing Association and Mosscafe Housing in 2008. The refurbishment programme involved moving residents between the properties as significant work was needed to make sure the homes would meet our high quality standards.

In Trafford six three-bedroom and four-bedroom homes were built in partnership with Adactus. The new homes proved very popular with local people – all were let within days of completion. Adactus also developed homes for sale adjacent to our rented stock, which will help to create a truly mixed, sustainable community.

We have also taken management of three large family homes in Lostock for Trafford Housing Trust. This is a new arrangement for us and we

are keen to provide management services for other housing providers in the future.

Chris Page, Operations Director, commented, "We are always looking to meet the aspirations of the communities we serve which also means moving to non-traditional BME areas. We were delighted that through our new partnership with Trafford Housing Trust, we were able to offer three large family homes in Lostock to customers on our waiting list. We will be playing a key supporting role to ensure that our tenants settle into the area and will contribute to the overall harmony of this newly diverse community."



Marbury Close



Lostock

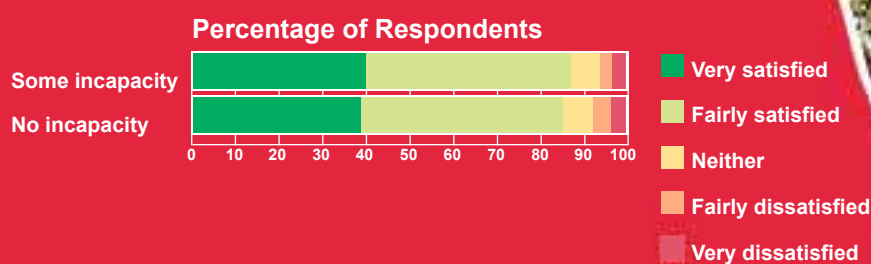


Kenwood

Growth since 2005

Year	No.	Shared Ownership
2005	824	Including 3 shared ownership
2006	825	Including 3 shared ownership
2007	833	Including 2 shared ownership
2008	854	Including 8 shared ownership
2009	858	Including 8 shared ownership
2010	866	Including 8 shared ownership

2009 Survey Overall Satisfaction With Services Provided By Arawak Walton By Disability/ Infirmary Status



2009 Customer survey result:

Around eight in ten tenants (81%) are satisfied with the quality and general condition of their home, with only 9% not satisfied.



Crofton Street



He took possession of the island. He encountered no resistance, only astonishment and friendliness from us.

- 1 Thursday _____
- 2 Friday _____
- 3 Saturday _____
- 4 Sunday _____
- 5 Monday _____
- 6 Tuesday _____
- 7 Wednesday _____
- 8 Thursday _____
International Literacy Day
- 9 Friday _____
- 10 Saturday _____
- 11 Sunday _____
- 12 Monday _____
- 13 Tuesday _____
- 14 Wednesday **Arawak Walton AGM**
- 15 Thursday _____
- 16 Friday _____
- 17 Saturday _____
- 18 Sunday _____
- 19 Monday _____
- 20 Tuesday _____
- 21 Wednesday _____
Inter Day Of Peace and World Alzhiemers day
- 22 Thursday _____
- 23 Friday _____
- 24 Saturday _____
- 25 Sunday _____
- 26 Monday _____
- 27 Tuesday _____
- 28 Wednesday _____
Navaratri (start)
- 29 Thursday _____
- 30 Friday _____

Another successful AGM

We held our Annual General Meeting on 23rd September 2009 at the new Medlock Valley Primary School. We were so pleased to have The Lord Mayor, Councillor Alison Firth with us to say a few words about the work of the Association.

The acting Chair, Winsome Richbell-Brown, first paid tribute to the previous Chair, Andy Forbes who had resigned following a successful appointment as Chief Executive of Hertford College. She stated that the Association had continued to go from strength to strength under his stewardship. Guests heard that the Association had another good year with turnover at £3.4m and assets standing at £45 million. There had also been an increase in the number of homes in management to 858.



Staff at the Annual General Meeting

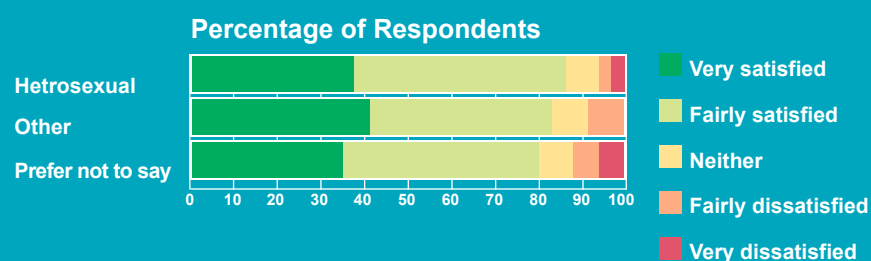
Jayne Gouldthorpe, Deputy Chair, gave a vote of thanks to the Board members and staff for ensuring the Association had achieved another successful year. She reminded guests that as the last remaining independent Black and Minority Ethnic Association in the North West, we had much to be proud of in providing excellent services to our customers.

The Head Teacher of Medlock Primary School, Fiona Maguire, took the opportunity to say a few words about our work with the school – in particular, the success of the anti-bullying campaign and the fundraising efforts that had provided more play equipment. Both Councillor Firth and Head Teacher, Fiona Maguire, were presented with flowers to thank them for their contribution to a successful event.



Tenants at the Annual General Meeting

Overall Satisfaction With Services Provided By Arawak Walton By Sexual Orientation Of Respondent



How we Spent every £1 of rent our tenants paid us

	2010 (p)	2009 (p)
Management	24.6	25.1
Services	5.7	6.5
Maintenance	38.6	36.6
Property Depreciation	5.8	5.7
Loan Interest	25.3	26.1
Total	£1	£1



Our Caribbean Caterers



Winsome and the Mayor



1	Saturday	Fast of Gedalliah
2	Sunday	
3	Monday	
4	Tuesday	
5	Wednesday	
6	Thursday	Dussera
7	Friday	
8	Saturday	Yom Kippur
9	Sunday	Birthday of Guru Ram Das (Nanakshahi calendar)
10	Monday	
11	Tuesday	
12	Wednesday	
13	Thursday	Sukkot World Sight day
14	Friday	
15	Saturday	
16	Sunday	
17	Monday	
18	Tuesday	
19	Wednesday	Hoshanah Rabbah
20	Thursday	Shemini Atzeret
21	Friday	Simchat Torah
22	Saturday	
23	Sunday	
24	Monday	
25	Tuesday	
26	Wednesday	Diwali
27	Thursday	
28	Friday	
29	Saturday	
30	Sunday	
31	Monday	Hallowe'en (All Hallows' Eve)

Meet our new Board Members



Tony Gordon currently sits on a number of national, regional and local boards in a community respective role, enhancing public and national bodies' ways of working with communities. Tony will play a key role in ensuring our Equality and Diversity targets are being met.

"I wish to embed my wealth of experience and skills in Equality and Diversity to help maintain a high standard of service within Arawak Walton and also in its partnerships with public and private bodies, and more importantly with the communities we serve."



Shirley Lawrence is a tenant that has been involved with the Association for a number of years. Shirley co-ordinates our Tenants Quality Panel and works for the Association on a voluntary basis.

"As a tenant, I can say that Arawak Walton is a fantastic housing association; this is the main reason why I chose to volunteer to work here. I just want to be able to give a little bit back to Arawak Walton for all they have given to me. I would strongly encourage other tenants to consider getting involved. Together, we can make a difference."

I am very privileged to be on the Board. I have thoroughly enjoyed my involvement over the last few years and I am looking forward to being involved in shaping the future of the Association."

Ethnic Origin of Board Members as at 31st March 2010

Black/Black British: Caribbean	4
Black/Black British: African	1
Black/Black British: Other	
White: British	5
White: Other	
Asian/Asian British: Indian	
Asian/Asian British: Pakistani	1
Asian/Asian British: Bangladeshi	
Asian/Asian British Other	
Mixed: White and Black Caribbean	1
Mixed: White and Black African	
Mixed: Other	
Total number of Board Members	12



In addition, **Justin Freeman** Housing Services Manager at City West Housing Trust, joins us as a co-opted Board member. He is also a member of our Audit Committee.

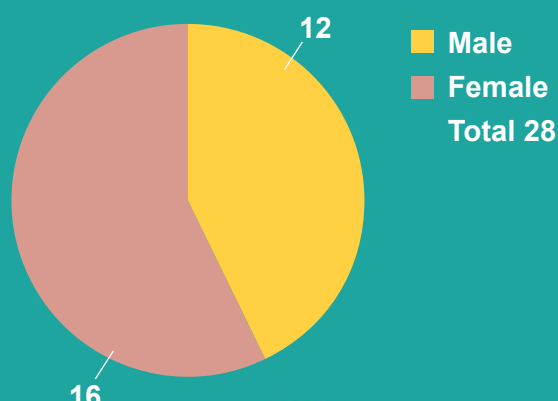
"Arawak Walton has really impressed me throughout my involvement with the organisation. The Board and Management team are highly skilled, committed and really focused on improving services for residents. The whole staff team are dedicated and enthusiastic about ensuring they get it right first time for all our customers, but most of all it has been the residents themselves who have shown huge amounts of goodwill to the Association."

I'm sure that we will all work together to ensure the best possible future for the most important people in the organisation - those living in the homes we provide."

Staff Salaries

Salary band	Male	Female
£0 - £10,000	3	4
£10,001 - £15,000	1	1
£15,001 - £20,000	1	5
£20,001 - £25,000	2	
£25,001 - £30,000		5
£30,001 - £35,000	1	2
£35,001 - £40,000	1	
£40,001 - £45,000		
£45,001 - £50,000	1	
£50,001 - £55,000		
£55,001 - £60,000		
£60,001 - £65,000		
£65,001 - £70,000		1

Staff Gender





He arrived 500 years ago, since then my people have become extinct.

- 1 Tuesday _____
All Saints' Day (Hallowmas, All Hallows')
- 2 Wednesday _____
All Souls' Day
- 3 Thursday _____
- 4 Friday _____
- 5 Saturday _____
- 6 Sunday _____
Eid-UI-Adha
- 7 Monday _____
- 8 Tuesday _____
- 9 Wednesday _____
- 10 Thursday _____
Birthday of Guru Nanak (Lunar Calendar)
- 11 Friday _____
- 12 Saturday _____
- 13 Sunday _____
- 14 Monday _____
- 15 Tuesday _____
- 16 Wednesday _____
- 17 Thursday _____
- 18 Friday _____
- 19 Saturday _____
- 20 Sunday _____
- 21 Monday _____
- 22 Tuesday _____
- 23 Wednesday _____
- 24 Thursday _____
Martyrdom of Guru Tegh Bahadur (Nanakshahi calendar)
- 25 Friday _____
- 26 Saturday _____
Al-Hijira
- 27 Sunday _____
Advent Sunday
- 28 Monday _____
- 29 Tuesday _____
- 30 Wednesday _____

Tenant Quality Panel gets to work

This year the Tenants Quality Panel agreed its terms of reference:

- Continuous improvement reviews and other external performance inspections
- Quarterly postal surveys and the tenants' responses and action plans
- Performance, key targets and business objectives
- New housing management or maintenance policies
- Complaints about Arawak Walton's performance
- Tenant participation
- Progress and performance of the Asset Management Strategy
- Equality and diversity

The Panel's discussions and views will feed into the Management Team and the Board's decision making processes. All tenants were invited to join the Panel through a postal survey with eight going on to join the group.



Tenant Quality Panel

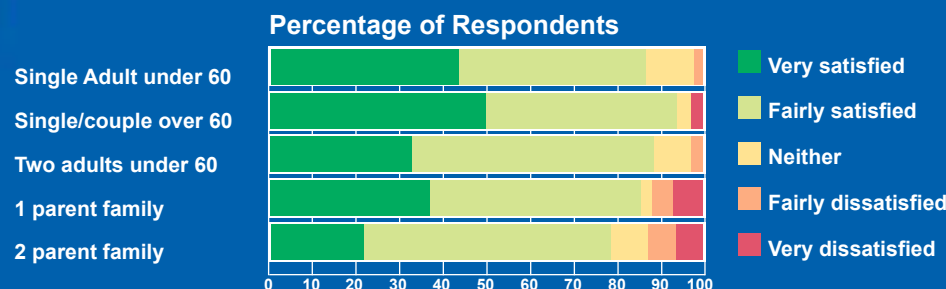


Kenwood Road



Ripon Crescent, Lostock

Overall Satisfaction With Services Provided By Arawak Walton By Household Composition



Staff per 100 Dwellings

2010	2.89
2009	2.56
2008	2.48
2007	2.18
2006	2.32
2005	2.54
2004	2.31
2003	2.46
2002	2.56
2001	2.69
2000	2.77

2009 Customer survey result:

73% of tenants say we are good at keeping them informed of things that may affect them, and three-quarters expressed satisfaction with their views being taken into account. **New target 76%, as agreed with our tenants.**



For the quincenary remember the beliefs and the lives of the original people of the Caribbean, because myself and my friend are the only Arawaks left. See us on the Jamaican coat of arms.

1

Thursday

2

Friday

3

Saturday

International Day of Persons with Disabilities

4

Sunday

5

Monday

Ashura

6

Tuesday

7

Wednesday

8

Thursday

Bodhi Day

9

Friday

10

Saturday

11

Sunday

12

Monday

13

Tuesday

10th Tevet

14

Wednesday

15

Thursday

16

Friday

17

Saturday

18

Sunday

19

Monday

20

Tuesday

21

Wednesday

Hanukkah

22

Thursday

23

Friday

24

Saturday

Christmas Eve

25

Sunday

Christmas Day

26

Monday

St Stephen's Day

27

Tuesday

28

Wednesday

29

Thursday

30

Friday

31

Saturday

Analysis of Complaints, Compliments, comments and suggestions 2009/10

As part of our Customer Service Excellence approach, we actively encourage customers' feedback through our complaints, comments and compliments policy. This provides a valuable indicator of our performance.

All repair satisfaction slips which have a negative response from the customer are treated as informal complaints and the outcome of our investigation is recorded.

During 2009/10, we received 31 formal complaints, which is 7 less than last year.

Analysis of the complaints received shows that:

- 15 cases relate to disrepair/condition of the property (55%)
- 4 cases relate to tenancy management issues (8%)
- 4 cases relate to rehousing/waiting list issues (8%)
- 3 cases relate to staffing issues (8%)
- 1 case related to a design issue (16%)
- 4 cases were about a range of issues (8%)



Complaints / Compliments / Comments

Year	Formal Complaints	Acknowledged on time %	Responded on time %
2009/10	31	100	84
2008/09	38	100	92
2007/08	29	91	89
2006/07	28		
2005/06	57		
2004/05	57		

Comments, Compliments and Suggestions

We received 50 informal compliments through the repairs satisfaction survey and these are fed back to staff at team meetings. In addition we received 1 formal compliment however no suggestions were submitted.

Anti-Social Behaviour Complaints

The way anti-social behaviour complaints are managed changed after the policy review in December 2008. This means we are better able to track complaints over the period. The Board agreed that reports would be presented annually detailing the following:

- number of active cases
- number of inactive cases
- ethnic origin of complainants
- a summary of the action taken in each active case including action taken against the perpetrator and details of the help and support provided to the victim
- performance against targets (see below)
- details of any refusals of offers of homes due to anti-social behaviour

Performance Against Target

We aim to acknowledge all formal complaints within 7 days and respond with a decision within 14 working days of the acknowledgement.

Anti-Social Behaviour / Neighbour Nuisance Complaints

Year	Complaints	Action Plan Agreed in 5 Days %
2009/10	37	81
2008/09	5	
2007/08	10	
2006/07	16	
2005/06	15	
2004/05	9	

“Your service and standards are highly excellent. Thanks”

“Very efficient and friendly”

“Repairs service is very fast and the staff are extremely helpful.”

“A Job Well Done as always.”

“Very efficient and friendly. Job well done. Very pleased.”

“Everyone was polite and helpful”
“I am very satisfied with my repairs. Thank you very much.”

Our Staff



Cym D'Souza
Chief Executive



Bindu Mistry
HR / Admin Officer



Kevin Opara
Finance Officer



Chris Page
Operations Director



Dora Blake
Housing Officer



Kelly Birrell
Administration Assistant



David Black
Finance Director



Lily Hardman
Housing Officer



Jermain Thomas
Trainee Admin Assistant



Elaine Taylor
Administration Manager



Maynette Francis
Housing Officer



Chantelle Wong
Trainee Reception Assistant



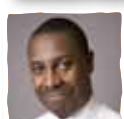
Sam Chen
Maintenance Manager



Natalie Rowen
Housing Officer



Joan Bennett
Customer Advisor



Trevor Benjamin
Finance / IT Manager



Jackie Graham
Scheme Manager



Abdul Sharif
Customer Advisor



Sandra McKenzie
Senior Housing Officer



Susan Forbes
Management Accountant



Andrew Tyczynski
Maintenance Officer



Jo Moon
Senior Customer Advisor



Kola Akande
Finance Assistant



Liam Matthews
Placement Student



Janice Ashworth
Maintenance Technician

Our Board



Chair
Miss Vanessa Augustus,
BA (hons) Project Manager
Length of Service: First Year



Deputy Chair (and Chair of Human Resources Committee)
Ms Jayne Gouldthorpe,
BSc Hons, CCIH
Energy Assessor, Crystal Home Inspections
Length of Service: 8 years



Honorary Secretary
Ms Gill Darling,
ACA, AMCT
Finance Manager – City South Housing Trust, Manchester
Length of Service: 5 years



Chair of Audit Committee
Mr Andrew Simpkin
Solicitor, Pannone & Partners
Length of Service: 11 years



Mr Sylvester During,
BSc (hons), MSc, DMS, MCMI
Director of IT and Facilities – Accrington College
Length of Service: 11 years



Mr Mohammed Athar
Housing Consultant,
Housing & Diversity Services Ltd
Length of Service: 7 years



Ms Lorri Holding
Foyer Manager, The Manchester Foyer
Length of Service: 2 years



Mr Andrei Szatkowski
Regional Director,
The Regenda Group
Length of Service: 2 years



Tony Gordon
Management Consultant in
Equality & Diversity and HR
Length of Service: First Year



Shirley Lawrence
Tenant Board Member
Length of service: First Year



Justin Freeman (co-optee)
Housing Services Manager,
City West Housing Trust
Length of service: 2 years

Resignations during the year:
Winsome Richbell-Brown (Acting Chair), FCIPD, resigned March 2010



Arawak Walton
Housing Association

Arawak Walton Housing Association
Margaret House, 23 Manor Street,
Ardwick, Manchester M12 6HE
T: 0161 272 6094 F: 0161 273 4080
www.arawakwalton.com