

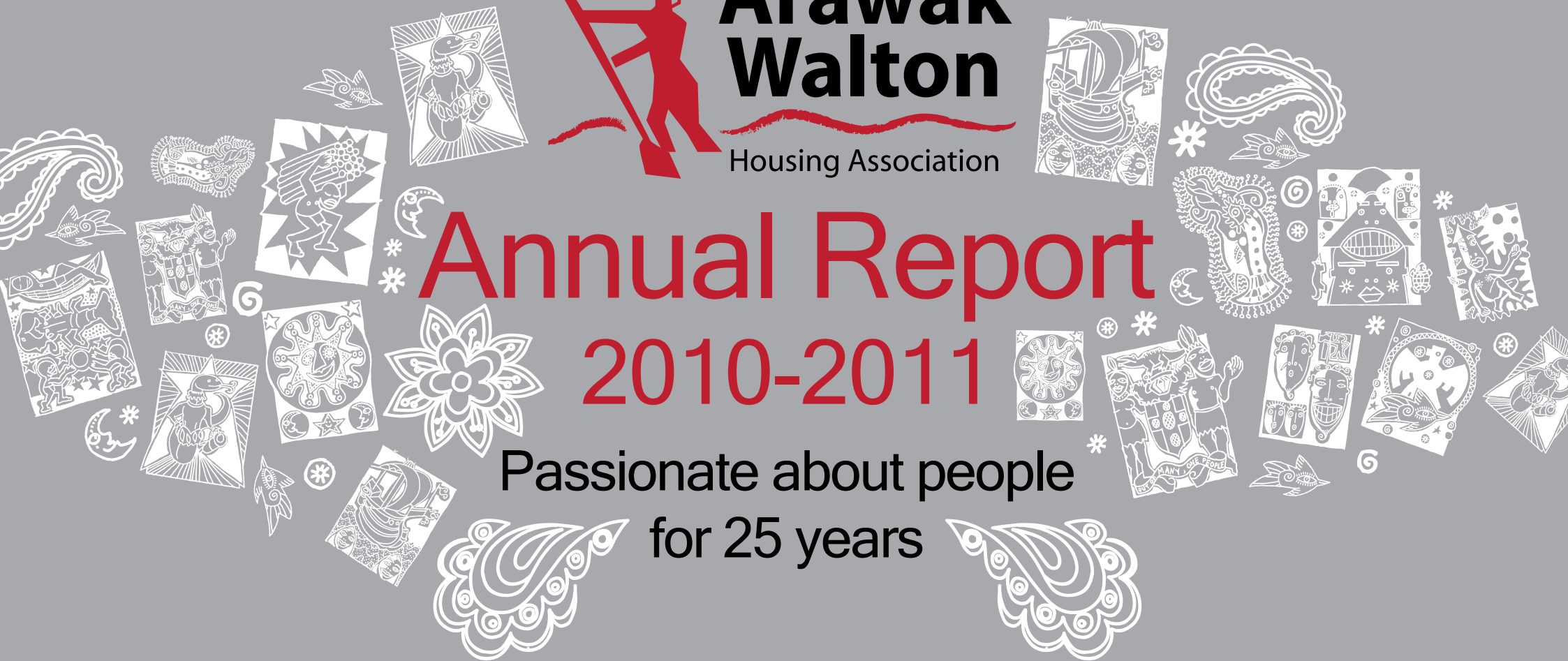


**Arawak
Walton**

Housing Association

Annual Report 2010-2011

Passionate about people
for 25 years



Welcome to our 25th anniversary Annual Report 2010-2011



1986 – Arawak registered with the Housing Corporation and appointed its first Chair Mrs Louise DaCocodia.

1989 – A 32 unit elderly sheltered scheme is approved in Longsight.

1990 – The Board appoints its first Director Barbara Quarless and a warden for Bougainvillea Gardens, Jackie Graham.

1991 – Bougainvillea Gardens is handed over and the first tenants move in.

1992 – Antilles Close, a scheme for the elderly, is handed over to Arawak.

1994 – A merger with Walton Housing Association increases housing stock to 112 homes.

1998 – Barbara Quarless leaves. Cym D'Souza is appointed as Chief Executive and Arawak Walton takes handover of its 500th home, the start of a new era.

1999 – Arawak Walton achieve the Charter Mark Award for excellent customer service and arrange a loan of £3m to purchase 149 properties.

2001 – Jamaican and Canadian visitors come to celebrate Bougainvillea Garden's 10th birthday!

2005 – The St Gregory's site delivering 49 homes is completed. It is our largest allocation to date just 10 years after the merger.

2008 – Golborne Avenue, two large family homes in Withington, a new area of Manchester, are handed over and tenants move in to the properties.

2009 – The Tenants Quality Panel is established.

2010 – Jayne Gouldthorpe becomes Chair of the Board of Management.

2011 – Arawak Walton celebrates 25 years, achieves the Customer Service Excellence Award, and takes handover of its 900th home.

With assets in excess of £50 million, our 927 homes are serviced by a team of 30 staff made up of full and part time staff and trainees, from our head office in Ardwick. Our portfolio includes a mix of homes for affordable rent and shared ownership. We develop new homes, as well as managing existing properties transferred to us from other housing providers.

Chairperson's Statement 2011

What you said...

"It's always a pleasure to ring Arawak Walton. Everyone is always polite and friendly and staff always get the problem booked in and sorted. Keep it up everyone."

I was delighted to be appointed Chair of Arawak Walton Housing Association in its 25th year since registration. As a member of the Board during the previous nine years

I have seen the Association grow in terms of financial strength, performance and property numbers.

Firstly, I must say a sad farewell to our previous Chair, Vanessa Augustus, who had to step down, after only a year in office, due to unprecedented

With an asset base now in excess of £50m and a rental stream of £3.8m, we are in an excellent position to pursue more growth opportunities as they arise.

After successfully retaining Charter Mark status since 1999, this year saw a change in the quality standard to Customer Service Excellence. The much stricter criteria has required the staff to work hard to make the transition to achieve this new award.



**Previous Chair
Andy Forbes**

daily work of the association. It was, and is, encouraging to see these young people acquire new skills and knowledge, especially as three of them moved on to permanent employment after their period of time with us.

I am constantly amazed by the dedication of the staff and thanks must go to them and the Board for their continued commitment to providing an excellent service to our tenants. We also owe thanks to our partners and



**Previous Chair
Winsome Richbell-Brown**

**Previous Chair
Vanessa Augustus**

work commitments. The Board valued her enthusiastic contribution and wish her well for the future.

In line with our Business Plan objectives, we have seen a steady growth in our stock over the years, through stock transfer opportunities and development. During 2010/11 we took 61 homes into management. This brings our homes in management to 927 from 866 in 2010.



**Our first Chair
Louise DaCocodia**

We also completed a loan facility arrangement of £3m with our new lenders, Triodos Bank at the end of the year. This puts our total facilities up to £17m of which £13m have been used to support previous acquisitions. It gives us the opportunity to acquire new homes, some of which are already in the identified pipeline.

It is with great pride I can confirm that we succeeded in achieving the new Standard with an extremely high level of compliance.

With tenants at the heart of everything we do, I can report that our Tenant's Quality Panel, set up in 2009, continues to thrive. It recently reviewed its terms of reference and Code of Conduct to ensure it is more accountable to the association's residents. The Panel also elected Shirley Lawrence, Tenant Board Member, as Chair. Through the Panel and postal surveys, we have involved our residents in a series of reviews to improve our service standards whilst making efficiency savings.

Our Board initiated a governance review in early 2010 to ensure its on-going effectiveness. This has resulted in a more focused reporting structure in relation to our business plan objectives, including changes to our committees' responsibilities.

Through the Future Jobs Funds we have employed six new faces on our staffing team over the course of the last 18 months. They provided a valuable contribution to the

lenders who enable us to provide homes in areas where demand for our properties and services remains extremely high.

We have experienced challenges that have reaped many rewards over the last 25 years. We also look forward to aiming high again in the years ahead. Please read the rest of this report, to find out more about our work.

Jayne Gouldthorpe
Chairperson
Arawak Walton HA



About us

For the last 25 years Arawak Walton has provided high quality affordable housing in Manchester, Trafford and Stockport. We specialise in meeting the needs of Black and Minority Ethnic communities.

“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.”

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.



Miss Cym D'Souza
Chief Executive

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.



Margaret House, Ardwick



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.

What you said...

“I find Arawak Walton a lovely Housing Association. Everyone has been very nice and helpful to me since I moved in.”

Lettings in the Year

April 2010 to March 2011 (total)

Sources of Applicant

	No	%
Nominated by local authority	26	36.1%
Direct application to the association	33	45.8%
Transfers within stock	13	18.1%
Total	72	100%

Economic Status Of New Tenants

	No	%
Working Full Time	20	27.7%
Working Part Time	6	8.3%
Retired	6	8.3%
Job Seeker	15	20.8%
Not seeking work	20	27.7%
Full Time Student	3	4.2%
Long Term Sick	2	2.8%
Total	72	100%



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.

1	Sunday	NEW YEARS DAY
2	Monday	
3	Tuesday	
4	Wednesday	WORLD BRAILLE DAY
5	Thursday	BIRTHDAY OF GURU GOBIND SINGH
6	Friday	EPIPHANY
7	Saturday	
8	Sunday	
9	Monday	
10	Tuesday	
11	Wednesday	
12	Thursday	
13	Friday	
14	Saturday	MAKAR SANKRANTI
15	Sunday	
16	Monday	
17	Tuesday	
18	Wednesday	
19	Thursday	
20	Friday	
21	Saturday	
22	Sunday	
23	Monday	CHINESE NEW YEAR
24	Tuesday	
25	Wednesday	
26	Thursday	
27	Friday	
28	Saturday	VASANT PANCHAMI
29	Sunday	
30	Monday	
31	Tuesday	BIRTHDAY OF GURU HAR RAI

Customer Service Excellence Success

Having held the Charter Mark since 1999, this year Arawak Walton successfully made the transition from Charter Mark holders to Customer Service Excellence standard holders.



The standard assesses an organisation on its compliance with five new criteria:

- **Customer insight** – understanding and encouraging a diverse customer base
- **The culture of the organisation** – leadership and policy
- **Information access** – providing a range of information and access options that our customers understand and value
- **Delivery** – setting targets, monitoring and addressing problems, improving targets to meet local and national expectations
- **Timeliness and quality of service** – setting standards and meeting them, keeping customers informed, and publishing our standards widely

The new standard required us to achieve a minimum 80% pass rate with a maximum of 11 partial non-compliances allowed. After two days of assessment and reviews, the assessor announced we had passed with only three partial non-compliances. The Board's thanks go to the staff, tenants and partners who all played their part in showing Arawak Walton's many special qualities when it comes to excellent customer service.

What you said...
“Just keep up the good work.”

The 2011 CSE report stated:



Housing and administration staff



Reward presentation

“The association provides a high quality social housing service...focused on the well researched needs and preferences of its customers.”

“The association can demonstrate high levels of customer engagement and satisfaction.”

“The association should be proud of its many achievements to date.”



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

- 1 Wednesday.....
- 2 Thursday.....
- 3 Friday.....
- 4 Saturday.....
MILAD UN NABI (BIRTHDAY OF THE PROPHET MUHAMMAD)
WORLD CANCER DAY
- 5 Sunday.....
- 6 Monday.....
- 7 Tuesday.....
MAGHA PUJA
- 8 Wednesday.....
PARINIRVANA – NIRVANA DAY
TU B'SHEVAT
- 9 Thursday.....
MILAD UN NABI (SHIA)
- 10 Friday.....
- 11 Saturday.....
- 12 Sunday.....
- 13 Monday.....
- 14 Tuesday.....
ST VALENTINE'S DAY
- 15 Wednesday.....
- 16 Thursday.....
- 17 Friday.....
- 18 Saturday.....
- 19 Sunday.....
- 20 Monday.....
MAHASHIVRATI
- 21 Tuesday.....
SHROVE TUESDAY
- 22 Wednesday.....
ASH WEDNESDAY
- 23 Thursday.....
- 24 Friday.....
- 25 Saturday.....
- 26 Sunday.....
- 27 Monday.....
- 28 Tuesday.....
- 29 Wednesday.....

New loan facilities

Having raised a total of £14m since 1999, in March 2011 Arawak Walton secured a further £3m loan facility through our new lenders Triodos Bank. The new facility will allow the association to acquire and refurbish 36 homes in the near future and continue ongoing discussions with partners for further acquisitions.

New homes

In June 2010 Arawak Walton took management of three eco friendly 4-bed houses in Lostock from Trafford Housing Trust. Later in the year we acquired 22 large family homes from Harvest Housing Group in Coverdale, Ardwick – a scheme which was specifically developed to meet the needs of large families from diverse backgrounds. Delighted tenants received confirmation of the transfer at the beginning of December 2010 and have already seen the benefit of new kitchens or bathrooms installed. The feedback from tenants so far

has been great and all are delighted with their home improvements.



January 2011 saw the transfer of Birch Court from Anchor Housing Trust, a 21 apartment sheltered category II scheme in Longsight to Arawak Walton. We have met with delighted tenants to talk through our plans and their aspirations for the scheme. Remodelling works are due to begin in August 2011.

What you said...
"Thank you.
The house looks beautiful."

March 2011 saw the transfer of City Road phase II in Trafford which has been developed on our behalf by our partners Adactus Housing Group. This scheme represents the first apartments to be developed by Arawak Walton in Trafford and provides much needed accommodation for young people and families in the area.

Growth since 2006

2011	927	Including 8 Shared Ownership
2010	866	Including 8 Shared Ownership
2009	858	Including 8 Shared Ownership
2008	854	Including 8 Shared Ownership
2007	833	Including 2 shared ownership
2006	825	Including 3 shared ownership



For the quincentenary 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

ST DAVID'S DAY
- 2

Friday
- 3

Saturday
- 4

Sunday
- 5

Monday
- 6

Tuesday
- 7

Wednesday
- 8

Thursday

HOLI
INTERNATIONAL WOMENS DAY
- 9

Friday

HOLA MOHALLA (LUNAR CALENDAR)
- 10

Saturday
- 11

Sunday
- 12

Monday
- 13

Tuesday
- 14

Wednesday
- 15

Thursday
- 16

Friday
- 17

Saturday

ST PATRICK'S DAY
- 18

Sunday

MOTHERING SUNDAY
- 19

Monday
- 20

Tuesday
- 21

Wednesday
- 22

Thursday
- 23

Friday
- 24

Saturday
- 25

Sunday
- 26

Monday
- 27

Tuesday
- 28

Wednesday
- 29

Thursday
- 30

Friday
- 31

Saturday

Local offer

A consultation and postal survey was undertaken last year to determine the local standards the organisation should meet under the TSA national framework. The Tenants Quality Panel considered the results of the consultation and the final Local Offer document was sent to all tenants in April 2011.

The aim of the local offer is to move associations towards 'co-regulation' where the expectations are set centrally and interpreted in more detail at association and tenant level. In reviewing and redesigning services over the last three years, offers



to tenants have consistently been made and included in the final document.

Arawak Walton's Local Offer document sets out a comprehensive service offer for our customers

and stakeholders. It focuses on the following areas; tenant involvement

What you said...

"Thank you for being a good housing association and keeping us informed of things happening."



and empowerment, homes, tenancy, neighbourhood and community, value for money, governance and financial viability.

The document sets high standards for the association to achieve, meets our regulatory requirements and reasserts our commitment to the equalities agenda.

Location of Stock

District	Flats	Houses	Elderly	Adapted for Disability	Others	Total for District
Manchester						
Ardwick	26	129				155
Cheetham Hill		59				59
Fallowfield	4	7		1		12
Hulme	14	39		4	1	58
Levenshulme		43				43
Longsight	3	34	71	2		110
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	557	78	11	1	830
Trafford						
Altrincham	6	6				12
Lostock		3				3
Old Trafford	20	46				66
Total	26	55				81
Stockport						
Edgeley		1				1
Reddish		6				6
Total		7				7
Leasehold		8				8
Staff Unit	1					1
Grand Total	210	627	78	11	1	927



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	Sunday	RAMA NAVAMI PALM SUNDAY
2	Monday	WORLD AUTISM AWARENESS DAY
3	Tuesday	
4	Wednesday	
5	Thursday	MAUNDY THURSDAY GOOD FRIDAY HANUMAN JAYANTI
6	Friday	THERAVADA NEW YEAR
7	Saturday	PASSOVER (1ST DAY)
8	Sunday	EASTER SUNDAY (WESTERN)
9	Monday	
10	Tuesday	
11	Wednesday	
12	Thursday	
13	Friday	VAISAKHI
14	Saturday	PASSOVER (FINAL DAY)
15	Sunday	
16	Monday	
17	Tuesday	
18	Wednesday	BIRTHDAY OF GURU ANGAD DEV BIRTHDAY OF GURU TEGH BAHADUR
19	Thursday	YOM HASHOAH
20	Friday	
21	Saturday	
22	Sunday	
23	Monday	ST GEORGE'S DAY
24	Tuesday	
25	Wednesday	
26	Thursday	
27	Friday	
28	Saturday	
29	Sunday	
30	Monday	

New Board Members

Yasar Kaushal was appointed to the Board in 2011 following a period as an observer. Yasar is a Solicitor and Head of the Real Estate department at Veritas Solicitors LLP, as well as being a volunteer business mentor to students at Xaverian College, Manchester.

Mandy Powell was appointed to the Board in 2010. Mandy is a Project Manager for a Manchester based advocacy service for people aged 55 and

“My aim is to help Arawak Walton continue to be an organisation which meets the specific needs of the multi-cultural communities it serves by ensuring that it is well managed and financially viable. I feel privileged to have been given the opportunity to help shape Arawak Walton’s future and to be part of its story of success.”



Yasar Kaushal
Board member

“Twenty five years ago, Arawak demonstrated its motivation to fully address the needs of BME communities, and go that one-step further by developing a sheltered scheme for BME older people. The development of Bougainvillea Gardens showed foresight, recognising that the older BME population in the UK is consistently rising, many of whom have complex needs.



Mandy Powell
Board member

My main aim in joining the board is to continue to support the progress of Arawak Walton in all areas of its business, whilst advocating on behalf of BME older people, signifying the value we all place on older people from our communities”.

over and their carers. Mandy has extensive experience supporting a wide range of people and has undertaken research in BME communities in North Manchester in a previous role.

As outlined in our Local Offer, there are up to three places for residents on our Board of Management. Currently we have two tenant Board members; Mike Cartwright and Shirley Lawrence.

Tenant Mike Cartwright joined the Board in 2010.



Mike Cartwright
Board member

“I decided to get more involved in my housing association by becoming a Board and Tenants Quality Panel member last year. After installing my own kitchen, through the Panel I proposed improvements to the kitchen replacement program for the benefit of all tenants. I believe Arawak Walton is a well run housing association and I hope to help improve things in the future for the association and all tenants”.

Staff per 100 Dwellings -

2011	2.75
2010	2.89
2009	2.56
2008	2.48
2007	2.18
2006	2.32

Staff & Board Ethnicity

Ethnic Origin of Board members as at 31st March 2011

Black/Black British: Caribbean	2
Black/Black British: African	1
Black/Black British: Other	0
White: British	4
White: Other	0
Asian/Asian British: Indian	0
Asian/Asian British: Pakistani	2
Asian/Asian British: Bangladeshi	0
Asian/Asian British Other	0
Mixed: White and Black Caribbean	2
Mixed: White and Black African	0
Mixed: Other	0

Total number of Board members responded: 11

Ethnic Origin of Staff as at 31st March 2011

Black/Black British: Caribbean	5
Black/Black British: African	4
Black/Black British: Other	1
White: British	15
White: Other	1
Asian/Asian British: Indian	2
Asian/Asian British: Pakistani	0
Asian/Asian British: Bangladeshi	0
Asian/Asian British Other	0
Chinese	1
Mixed: White and Black Caribbean	0
Mixed: White and Black African	1
Mixed: Other	0

Total paid staff 30



Some touched the air,
these became birds.

- 1 Tuesday.....
- 2 Wednesday..... BIRTHDAY OF GURU ARJAN DEV
- 3 Thursday.....
- 4 Friday.....
- 5 Saturday..... WESAK OR BUDDAH DAY
- 6 Sunday.....
- 7 Monday.....
- 8 Tuesday.....
- 9 Wednesday.....
- 10 Thursday.....
- 11 Friday.....
- 12 Saturday.....
- 13 Sunday.....
- 14 Monday.....
- 15 Tuesday.....
- 16 Wednesday.....
- 17 Thursday.....
- 18 Friday.....
- 19 Saturday.....
- 20 Sunday..... YOM YERUSHALAYIM
- 21 Monday.....
- 22 Tuesday.....
- 23 Wednesday..... BIRTHDAY OF GURU AMAR DAS
- 24 Thursday.....
- 25 Friday.....
- 26 Saturday.....
- 27 Sunday..... SHAVUOT (1ST DAY)
PENTECOST - WHITSUN
- 28 Monday.....
- 29 Tuesday.....
- 30 Wednesday.....
- 31 Thursday.....

Green Team Events

Arawak Walton joined forces with Johnnie Johnson, Tung Sing and Northwards Housing to hold a Green Team day in May 2010 at the Cheetwood Centre.

Local residents turned out in force to make their own hanging baskets to take home. Thanks go to the Groundwork Teams who assisted in making and delivering



the hanging baskets, and to Manchester City Council who provided seeds and advice to residents. Cheetham Hill police also attended to provide residents with information on crime and disorder.

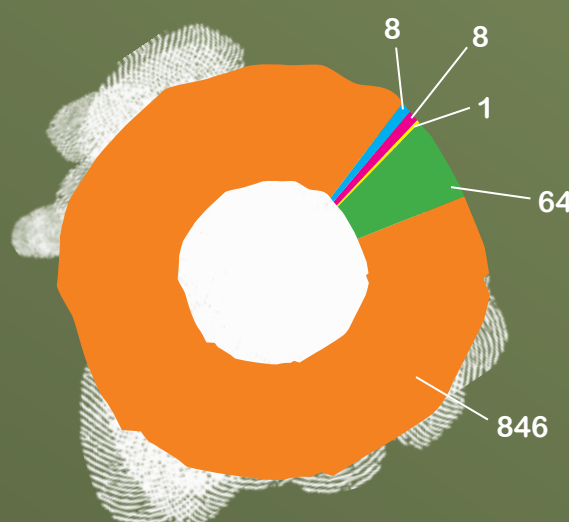
Entertainment was provided in the form of a 'mini Crafts' show as competitors showed residents how their dogs could sit, stay, give paw and dance. The crowd enjoyed the performances and cheered the dogs and their owners. There was also a quiz for dog owners and the children took part in a colouring competition. The day was a success and enjoyed by all.



What you said...

"I was very impressed with the fast and efficient service by the staff at Arawak Walton."

Homes in Management as at March 2011



- Homes to rent owned by the association
- Shared ownership
- Leasehold Units
- Staff Unit
- Homes to rent managed on behalf of others



Some touched the earth, these became men and animals.

- 1 Friday
- 2 Saturday
- 3 Sunday
- 4 Monday
- 5 Tuesday
- 6 Wednesday
- 7 Thursday
- 8 Friday
- 9 Saturday
- 10 Sunday
- 11 Monday
- 12 Tuesday
- 13 Wednesday
- 14 Thursday
- 15 Friday
- 16 Saturday
- 17 Sunday
- 18 Monday
- 19 Tuesday
- 20 Wednesday
- 21 Thursday
- 22 Friday
- 23 Saturday
- 24 Sunday
- 25 Monday
- 26 Tuesday
- 27 Wednesday
- 28 Thursday
- 29 Friday
- 30 Saturday

MARTYRDOM OF GURU ARJAN DEV

Local Offer: Home Quality of Accommodation, Repairs and Maintenance

Arawak Walton’s Local Offer determines that all properties meet an excellent re-let standard before new tenants see them.



The association exceeds the decent homes standard as set out by the Government, particularly by installing security alarms in all ground floor properties. To ensure that the aspirations of all tenants are met an annual wish list exercise is conducted. Tenants can highlight any aspect of their home or local environment that the association can address. All the information is considered with the Tenants Quality Panel and included in the planned programme of work for the following year.

The figures below also outline the 2010/11 repairs performance. Emergency repairs are carried out within 24 hours, urgent repairs within 7 days and routine repairs within 21 days. Performance in dealing with tenants requests for repairs is continually monitored and the results published in tenant newsletters.

In 2010/11 the association achieved a 93.54% satisfaction rate with the repairs service, which is very close to the target of 95%.

The association also ensures that all homes with gas heating have an annual gas safety check. In 2010/11, 98% of homes had a valid gas safety certificate, with a target of 100% for 2011/12. Arawak Walton strives to continually meet and, where possible exceed its targets.



Average Void Period 2010-11 (days)

Arawak Walton turn around	35
Housing Corporation Target	40
Peer Group Benchmark	32
Arawak Walton Target 2011-12	30

Empty Properties at 31st March 2011

	No	%
Vacant and available for letting	5	0.6%
Vacant and unavailable for letting	10	1.0%
All empty properties	15	1.6%

Repairs Performance

	Response target in days	Repairs completed within target %	Peer Group Benchmark %	Our target %
Emergency	1	98	98	98
Urgent	7	95	96	98
Routine	21	96	96	98

What you said...

“Thank you for dealing with my repair request so promptly.”

Overall Satisfaction with repairs service

2009/10	2010/11	Target
93%	93.54%	95%

An improvement from last year and very close to target.



Some touched the water,
these became fish.

1	Sunday	
2	Monday	
3	Tuesday	ASALA – DHARMA DAY
4	Wednesday	
5	Thursday	BIRTHDAY OF GURU HARGOBIND
6	Friday	
7	Saturday	
8	Sunday	17TH TAMMUZ
9	Monday	
10	Tuesday	
11	Wednesday	
12	Thursday	
13	Friday	
14	Saturday	
15	Sunday	ST SWITHIN'S DAY
16	Monday	
17	Tuesday	
18	Wednesday	
19	Thursday	
20	Friday	RAMADAN (START)
21	Saturday	
22	Sunday	
23	Monday	BIRTHDAY OF GURU HAR KRISHEN
24	Tuesday	
25	Wednesday	
26	Thursday	
27	Friday	OPENING CEREMONY OF THE LONDON 2012 OLYMPIC GAMES
28	Saturday	
29	Sunday	TISHA B'AV
30	Monday	
31	Tuesday	

Local Offer: Tenancy Allocations, Rents, Tenure

The association’s Local Offer includes a focus on allocations, rents and tenure issues. Tenants receive clear information regarding re-housing and the location, type and size of homes that the association can offer.



Cllr Eddie Newman opens
Golborne Avenue in 2008

Information is also provided on the availability of properties from other social landlords. The association lets applicants know within 28 days of application whether we will be able to help with re-housing. All applications are reviewed every six months.

To meet the housing needs of the city’s residents, the Local Offer also outlines that up to 50% of properties that become available will be offered to the local authority. In 2010/11, 39.1% of general needs lettings were nominated by the local housing authority.

Arawak Walton’s team of dedicated housing officers:

- consult tenants on how best to develop services,
- explain the tenancy agreement in detail,
- offer home visits where appropriate,
- check that all applicants can manage a tenancy and offer support for vulnerable applicants.

Average Assured Rents

Property Type	£
One bedroom	66.57
Two bedrooms	76.53
Three bedrooms	85.54
Four or more bedrooms	95.12

Rent Collection

	%
The proportion of rent due collected for the year was:	99.87
Peergroup benchmark	97.76
Current Tenant Arrears at the end of March 2011 was:	5.42
National Median:	4.30

Rent Increases

Year	Arawak Walton	R.P.I. inflation
April 2011	3.9%	4.6%
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%



Homes in Lostock



Mrs DaCocodia at tenants
open day in 2006

The sun and moon, wind and storms are our friends because we are the same as them, all of us have a body and a spirit.

- 1 Wednesday.....
- 2 Thursday..... RAKSHA BANDHAN
- 3 Friday.....
- 4 Saturday.....
- 5 Sunday.....
- 6 Monday.....
- 7 Tuesday.....
- 8 Wednesday.....
- 9 Thursday.....
- 10 Friday..... JANMASHTAMI – KRISHNA JAYANTI
- 11 Saturday.....
- 12 Sunday..... CLOSING CEREMONY OF THE LONDON 2012 OLYMPIC GAMES
- 13 Monday.....
- 14 Tuesday.....
- 15 Wednesday.....
- 16 Thursday.....
- 17 Friday.....
- 18 Saturday.....
- 19 Sunday..... EID-UL-FITR
- 20 Monday.....
- 21 Tuesday.....
- 22 Wednesday.....
- 23 Thursday.....
- 24 Friday..... MANCHESTER PRIDE BIG WEEKEND
- 25 Saturday..... MANCHESTER PRIDE BIG WEEKEND
- 26 Sunday..... MANCHESTER PRIDE BIG WEEKEND
- 27 Monday..... MANCHESTER PRIDE BIG WEEKEND
- 28 Tuesday.....
- 29 Wednesday.....
- 30 Thursday.....
- 31 Friday.....

Fun days

Arawak Walton was proud to support two fun days over the August holiday period in 2010.

Moss Side Carnival held at Alexandra Park saw the sun shine and members of the local community came out to join in the various activities. As part of the Moss Side social landlords forum, Arawak Walton took part in the 'Our Moss Side – a place to prosper'



campaign. There were many visitors to the stand, all offering to pledge their support to make Moss



Side a better place to live. Amongst them we were pleased to say hello to Tony Lloyd MP, Councillor Roy Walters and Manchester's Lord Mayor, Councillor Mark Hackett and Lady Mayoress, Sheila Saunders.

The following week, Longford Park in Trafford hosted its Jamaica Day celebrations. The event was well attended with visitors taking part in the fun activities. The team from Arawak Walton hosted a 5 a-side competition which proved to be very enjoyable. The event was a great success, with reggae music, authentic Jamaican food, careers fair, sporting competitions, educational health talks and many more activities for the community to enjoy.



Ethnic Origin of Applicants Housed by Arawak Walton 2010-11

What you said...
“Very happy with the service.”



Ethnic Origin – Head of Household

	No	%
Black/Black British: African	12	16.7%
Black/Black British: Caribbean	17	23.6%
Asian/Asian British: Pakistani	6	8.3%
Asian/Asian British: Indian	0	0%
Asian/Asian British: Bangladeshi	1	1.4%
Asian/Asian British: Other	4	5.6%
Black/Black British: Other	4	5.6%
Chinese/Other: Other	4	5.6%
Mixed: White and Black Caribbean	3	4.1%
Mixed: White and Black African	2	2.8%
White Irish	6	8.3%
Mixed: White and Asian	0	0%
Mixed: Other	1	1.4%
Total B&ME	60	83%
White British	7	9.7%
White Other	3	4.1%
Refused	2	2.8%
Total Rehoused	72	100%



In the daytime we learned, and ate seafood and fruits. In the evening, we sang and danced and played 'batos' – a ball game. We slept in hammocks in simple houses made from vines and palm leaves.

- 1 Saturday.....
- 2 Sunday.....
- 3 Monday.....
- 4 Tuesday.....
- 5 Wednesday.....
- 6 Thursday.....
- 7 Friday.....
- 8 Saturday..... INTERNATIONAL LITERACY DAY
- 9 Sunday.....
- 10 Monday.....
- 11 Tuesday.....
- 12 Wednesday.....
- 13 Thursday.....
- 14 Friday.....
- 15 Saturday.....
- 16 Sunday.....
- 17 Monday.....
- 18 Tuesday.....
- 19 Wednesday..... FAST OF GEDALLIAH
- 20 Thursday.....
- 21 Friday..... INTERNATIONAL DAY OF PEACE
WORLD ALZHEIMER'S DAY
- 22 Saturday.....
- 23 Sunday.....
- 24 Monday.....
- 25 Tuesday.....
- 26 Wednesday..... YOM KIPPUR
- 27 Thursday.....
- 28 Friday.....
- 29 Saturday.....
- 30 Sunday.....

Annual General Meeting 2010

The association held its annual general meeting on 15th September 2010 at Cedar Mount High School. Shareholders and guests heard that the association achieved a turnover of £3.6 million which had generated a surplus of £432k and had an asset base in excess of £46 million. The Chair confirmed that the majority of the surplus would be set aside for future major repairs to homes. It was positive to hear that the association is in a stable financial position given the uncertainty of the economy.

Guest speakers included the Lord Mayor, Councillor Mark Hackett and Eamonn Boylan, Chief Executive of Stockport Council. They gave their resounding support to the work of the organisation and noted the importance of maintaining a link to our roots and culture. Eamonn Boylan praised the organisation's work not just as a housing provider, but also as a facilitator of training, education and employment within the communities in which it works.

What you said...
"Thank you very much for providing us service so quickly and stress free."



Dancers



Guests at AGM



Eamonn Boylan



Cllr Mark Hackett

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

	2010	2011
Management	24.6p	23.5p
Services	5.7p	6.1p
Maintenance	38.6p	43.5p
Property Depreciation	5.8p	6.5p
Loan Interest	25.3p	20.4p
Total	£1	£1





We feared that one day the deluge would come, but we could escape by staying in caves.

- 1 Monday.....
- 2 Tuesday.....
- 3 Wednesday.....
- 4 Thursday.....
- 5 Friday.....
- 6 Saturday.....
- 7 Sunday.....
- 8 Monday.....
- 9 Tuesday.....
- 10 Wednesday.....
- 11 Thursday.....
- 12 Friday.....
- 13 Saturday.....
- 14 Sunday.....
- 15 Monday.....
- 16 Tuesday.....
- 17 Wednesday.....
- 18 Thursday.....
- 19 Friday.....
- 20 Saturday.....
- 21 Sunday.....
- 22 Monday.....
- 23 Tuesday.....
- 24 Wednesday.....
- 25 Thursday.....
- 26 Friday.....
- 27 Saturday.....
- 28 Sunday.....
- 29 Monday.....
- 30 Tuesday.....
- 31 Wednesday.....
- SUKKOT
BLACK HISTORY MONTH
- WORLD SMILE DAY
- HOSHANAH RABBAH
- SHEMINI ATZERET
- SIMCHAT TORAH
BIRTHDAY OF GURU RAM DAS (NANAKSHAHI CALENDAR)
- WORLD MENTAL HEALTH DAY
- WORLD SIGHT DAY
- NAVARATRI (START)
- CHILD POVERTY DAY
- INTERNATIONAL STAMMERING AWARENESS DAY
- DUSSERA
- EID-UL-ADHA
- HALLOWE'EN (ALL HALLOWS' EVE)

Local Offer: Tenant involvement and empowerment

The Local Offer also focuses on customer service, resident involvement and empowerment and ensuring the association understands and responds to the diverse needs of tenants. A 'Customer Service Charter' is in place which sets out the association's standards on responding to tenants by telephone, in written correspondence and dealing with visitors to the office.

Resident involvement is supported and encouraged, with a budget set aside to facilitate this. The association supports a



Tenants Quality Panel that scrutinizes all areas of the associations work.

Tenant newsletters are sent out four times during the year, and made available in different formats to ensure accessibility for all. The association also carried out four postal surveys in 2010/11, seeking tenant views on subjects as varied as tenancy fraud, sheltered housing, value for money and the Local Offer. The Chair of the Tenants Quality Panel assisted in this process by conducting telephone surveys and identifying and helping those who struggle to send back the surveys. A thank you voucher is sent to tenants that complete all four surveys which this year amounted to more than 10% of all tenants.



Tenants Quality Panel

The Tenants Quality Panel has been in operation since 2009 and has considered a wide range of issues that affect tenants' relationships with the association. In

January 2011 the panel unanimously elected Ms Shirley Lawrence as the Chair. The panel meets quarterly throughout the year and membership is open to all. Shirley's first action as Chair was to invite all tenants to join the Quality Panel.

Throughout 2010/11 the Tenants Quality Panel have discussed a number of topics including the asset management strategy, the Local Offer, sheltered housing review and the postal survey schedule. Concern has been expressed about the benefit reforms that are underway.



Shirley Lawrence, Chair

What you said...
"I would like to add an extra thank you to Arawak Walton's staff and workforce – you make it a joy to live here."



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	Thursday	ALL SAINTS' DAY (HALLOWMAS, ALL HALLOWS') NATIONAL ADOPTION WEEK
2	Friday	ALL SOULS' DAY
3	Saturday	
4	Sunday	
5	Monday	
6	Tuesday	
7	Wednesday	
8	Thursday	
9	Friday	
10	Saturday	
11	Sunday	REMEMBRANCE SUNDAY
12	Monday	
13	Tuesday	DIWALI
14	Wednesday	
15	Thursday	AL-HIJRA
16	Friday	
17	Saturday	
18	Sunday	
19	Monday	
20	Tuesday	
21	Wednesday	
22	Thursday	
23	Friday	MARTYRDOM OF GURU TEGH BAHADUR (NANAKSHAHI CALENDAR)
24	Saturday	ASHURA
25	Sunday	
26	Monday	
27	Tuesday	
28	Wednesday	BIRTHDAY OF GURU NANAK (LUNAR CALENDAR)
29	Thursday	
30	Friday	

Work experience

During the year we have helped several 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.

Future Jobs Fund placements

Following a successful 6 months with Arawak Walton, Matthew Sweeney joined the finance team for a couple of months to support the work of the team. This experience led to him securing a permanent post as a Junior Technical Analyst at another organisation.

2010/11 also saw the organisation employ Maria Passman and Zaki Mohammed as Future Jobs Fund trainees.

Maria took up the post of Assistant Receptionist and Zaki Mohammed gained some customer-based and administration experience before successfully securing an apprenticeship at a local housing association.

Ian Quinn joined the association for a year on a University placement.

We also provided work experience to Theo Heath who is studying for his A levels.



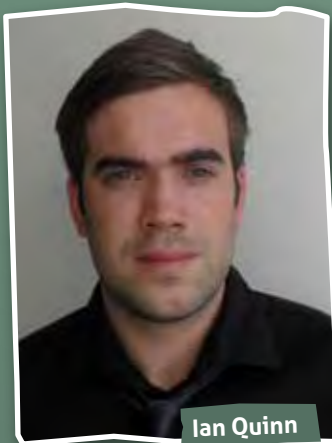
Zaki Mohammed



Maria Passman



Matthew Sweeney



Ian Quinn



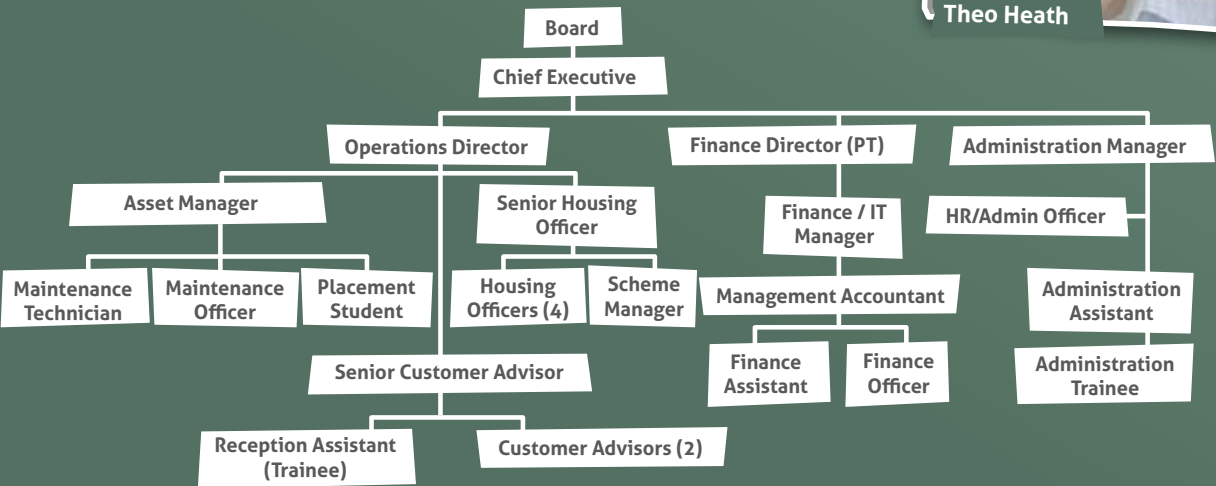
Theo Heath

Staff Salaries

	Male	Female
£0 - £10,000	2	4
£10,001 - £15,000	3	1
£15,001 - £20,000	1	5
£20,001 - £25,000	1	
£25,001 - £30,000	1	6
£30,001 - £35,000	1	2
£35,001 - £40,000	1	
£40,001 - £45,000		
£45,001 - £50,000	1	
£65,001 - £70,000		1

Staff Gender

Male	12
Female	18
Total	30
Total FTE	25.5





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

- 1 Saturday.....WORLD AIDS DAY
- 2 Sunday.....ADVENT SUNDAY
- 3 Monday.....INTERNATIONAL DAY OF PERSONS WITH DISABILITIES
- 4 Tuesday.....
- 5 Wednesday.....
- 6 Thursday.....
- 7 Friday.....
- 8 Saturday.....BODHI DAY
- 9 Sunday.....HANUKKAH
- 10 Monday.....HUMAN RIGHTS DAY
- 11 Tuesday.....
- 12 Wednesday.....
- 13 Thursday.....
- 14 Friday.....
- 15 Saturday.....
- 16 Sunday.....
- 17 Monday.....
- 18 Tuesday.....
- 19 Wednesday.....
- 20 Thursday.....
- 21 Friday.....
- 22 Saturday.....
- 23 Sunday.....
- 24 Monday.....CHRISTMAS EVE
- 25 Tuesday.....CHRISTMAS DAY
- 26 Wednesday.....ST STEPHEN'S DAY
- 27 Thursday.....
- 28 Friday.....
- 29 Saturday.....
- 30 Sunday.....
- 31 Monday.....NEW YEARS EVE

Complaints, compliments and suggestions

As part of our Customer Service Excellence approach, we actively encourage customer feedback through our complaints, compliments and comments procedures. This provides a valuable indicator of our performance and feeds in to our continuous improvement reviews.

During 2010/11, we received 18 formal complaints, which is 13 fewer than last year. Analysis of the complaints received shows that:

- 8 cases related to disrepair/
condition of the property (44%)
- 3 cases related to tenancy
management issues (17%)
- 2 cases related to rehousing/waiting
list issues (11%)
- 4 cases related to staffing issues
(22%)
- 1 case related to cold calling (6%)

Compliments and Suggestions

We received 115 informal compliments through the repairs satisfaction survey and these were fed back to staff at team meetings.



Anti Social Behaviour Complaints

The way anti-social behaviour complaints are managed changed after the policy review in December 2008. The way that anti-social behaviour cases are now handled involves the Housing Officer offering the complainants a range of options from logging the information to taking immediate legal action.

Performance against Targets

We aim to acknowledge all formal complaints within 7 days and respond to with a decision or explanation within 14 working days of the acknowledgement. In 2010/11 we acknowledged and responded to complaints within the target timescales 100% of the time.

Complaints / Compliments / Comments

Year	Units	Complaints	Complaints %
2010/11	927	18	1.9%
2009/10	866	31	3.6%
2008/09	858	38	4.4%
2007/08	854	29	3.4%
2006/07	833	28	3.4%
2005/06	825	57	6.9%

What you said...
“Very satisfied because the work was done before the date they gave me.”

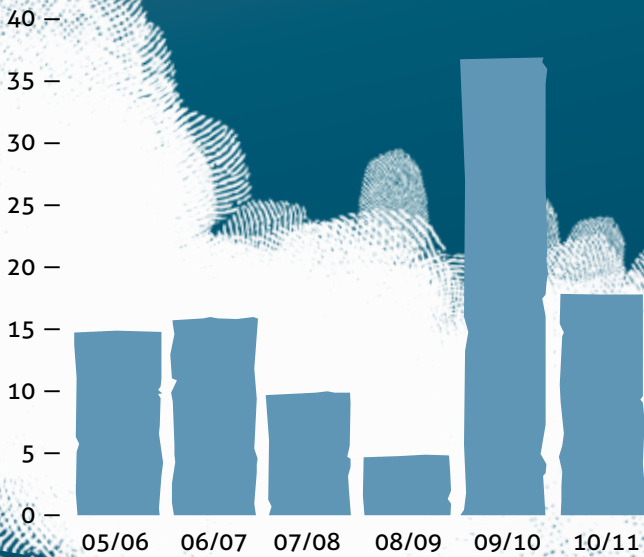


Birch Court



Antilles Close

Anti Social Behaviour / Neighbour Nuisance Complaints



Our Staff



Cym D'Souza
Chief Executive



Janice Ashworth
Maintenance Technician



Kola Akande
Finance Assistant



Chris Page
Operations Director



Bindu Pandya
HR / Admin Officer



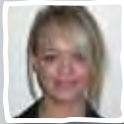
Kevin Opara
Finance Officer



David Black
Finance Director (part time)



Dora Blake
Housing Officer (part time)



Maria Passman
Assistant Receptionist (temp)



Elaine Taylor
Administration Manager



Lily Hardman
Housing Officer



Jermain Thomas
Trainee Admin Assistant



Sam Chen
Asset Manager



Maynette Francis
Housing Officer



Joan Bennett
Customer Advisor



Trevor Benjamin
Finance / IT Manager



Natalie Rowen
Housing Officer (part time)



Abdul Sharif
Customer Advisor



Sandra McKenzie
Senior Housing Officer



Jackie Graham
Scheme Manager



Andrew Tyczynski
Maintenance Officer



Jo Moon
Senior Customer Advisor



Susan Forbes
Management Accountant

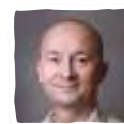


Zoë Goslyn
PA to Chief Executive (maternity cover)

Our Board



Chair
Ms Jayne Gouldthorpe
BSc Hons, CCIH
Energy Assessments,
Crystal Home Inspections
Length of Service: 9 years



Mr Andrei Szatkowski
(Deputy Chair)
Executive Director of Customer Services – Equity Housing Group
Length of Service: 3 years



Mr Mohammed Athar
Housing Consultant,
M. Athar & Associates
Length of Service: 8 years



Ms Lorri Holding
Foyer Manager, The Manchester Foyer
Length of Service: 3 years



Honorary Secretary (and Chair of Finance & Risk Committee)
Ms Gill Darling
ACA, AMCT
Head of Finance – City South Manchester Housing Trust
Length of Service: 6 years



Tony Gordon (Chair of Remuneration & Selection Committee)
Management Consultant in Equality & Diversity and HR
Length of Service: 1 year



Mr Andrew Simpkin
Solicitor, Pannone & Partners
Length of Service: 12 years



Ms Shirley Lawrence
Tenant Board Member
Length of service: 1 year



Mr Sylvester During
BSc (hons), MSc, DMS, MCMI
Director of IT and Facilities – Accrington College
Length of Service: 12 years



Ms Mandy Powell
Project Manager
Length of service: First year



Mr Mike Cartwright
Tenant Board Member
Length of service: First Year



Mr Yasar Kaushal
Solicitor
Length of service: First year



Arawak Walton Housing Association

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