

Passionate about People



Our Staff



Cym D'Souza
Chief Executive



Janice Ashworth
Maintenance Technician



Kola Akande
Finance Assistant



Chris Page
Operations Director



Bindu Pandya
PA to Chief Executive



David Williams
Senior Customer Advisor
(Maternity cover)



Darren Watmough
Finance Director



Yemi Babalola
IT/Finance Officer



Maria Passman
Assistant Receptionist



Natalie Rowen
Business Support Manager



Lily Hardman
Housing Officer



Jermain Thomas
Trainee Admin Assistant



Sam Chen
Asset Manager



Maynette Francis
Housing Officer



Joan Bennett
Customer Advisor



Liam Matthews
Business Support Assistant



Millicent Finlayson
Scheme Manager



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



Lisa Jowery
Housing Officer

Our Board



Chair
Ms Jayne Gouldthorpe
BSc Hons, CCIH
Energy Assessments,
Crystal Home Inspections
Length of Service: 10 years



Mr Andrei Szatkowski
Deputy Chair (and Chair of
Remuneration & Selection
Committee)
Executive Director of Customer
Services – Equity Housing Group
Length of Service: 4 years



Mr Tony Gordon
Management Consultant in
Equality & Diversity and HR
Length of Service: 2 years



Mr Sylvester During
BSc (hons), MSc, DMS, MCMI
Director of IT and Facilities –
Accrington College
Length of Service: 13 years



Mr Mike Cartwright
Tenant Board Member
Length of service: 1 Year



Ms Lorri Holding
Supported and Independent Living
Service Manager – City West
Housing Trust
Length of Service: 4 years



Ms Gill Darling
Honorary Secretary (and Chair
of Finance & Risk Committee)
ACA, AMCT
Head of Finance – City South
Manchester Housing Trust
Length of Service: 7 years



Ms Shirley Lawrence
Tenant Board Member
Length of service: 2 years



Ms Mandy Powell
Project Manager
Length of service: 1 year



Mr Yasar Kaushal
Solicitor
Length of service: 1 year



Arawak Walton Housing Association
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Ardwick, Manchester M12 6HE
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Stories in this Report

Month

Event

January

Customer Service Excellence Standard
Opening of Louise DaCocodia Court

February

Bougainvillea Gardens celebrates 25th birthday
Royal Wedding Celebration

March

Staff and Board Conference
Tenants Quality Panel

April

Stock acquisition transfer and refurbishment news

May

Estate Inspections

June

Communal Garden makeover at Morborne Close

July

Welfare Reform update
Refreshed website

August

Millennium Green Fun Day

September

Annual General Meeting
Barry Walsh's story – from Piccadilly Gardens
to Daisy Bank

October

Arawak Walton 25th Anniversary Celebrations
Launch of Louise DaCocodia Cup

November

Staff News

December

Complaints, compliments and suggestions

Welcome to our Annual Report 2011 - 2012

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

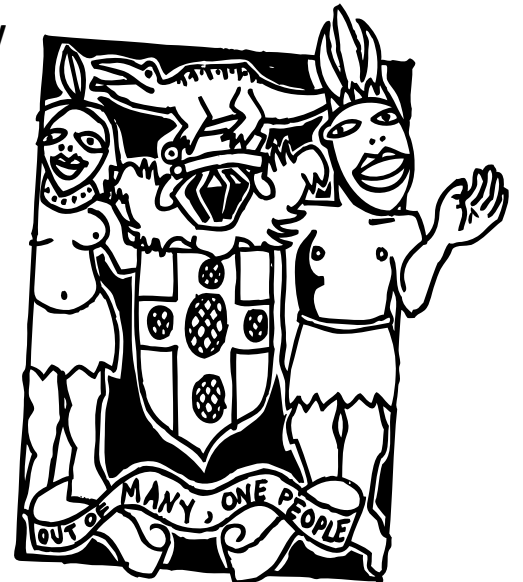
With its roots in the African Caribbean community, Arawak Walton Housing Association champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods.



Miss Cym D'Souza - Chief Executive

COAT OF ARMS

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.



Margaret House, Ardwick

Chairperson's Statement 2012

I am delighted as Chair of Arawak Walton Housing Association to present our latest Annual Report to you. It confirms that we continue to grow in terms of financial strength, performance and property numbers. Therefore, we remain a strong force to act as a voice for our community and address the needs of the customers we house.

In line with our Business Plan objectives, we have seen a steady growth in our stock over the years, through stock transfer and development. During 2011/12 we took 26 homes into management and transferred/sold through Right to Acquire 6 homes. This brings our homes in management to 947 from 927 in 2011.

Of our total facilities of £17m - £13.5m have been used to support new acquisitions, refurbishment and remodelling works. The remainder gives us the opportunity to acquire new homes, some of which are already in the identified pipeline. With an asset

base now in excess of £51m and a rental stream of over £4m, we are in an excellent position to pursue more growth opportunities as they arise.

This year we are particularly proud of the work we have done to bring a recently transferred sheltered scheme, Birch Court, to 21st Century standards. Residents can now access Sky, a free internet café in the lounge and check who's buzzing them at the front entrance, through their TV!

This year saw us retaining the quality standard, Customer Service Excellence with a much higher scoring achievement. The much stricter criteria requires staff to constantly consider how best to improve and involve our customers in the provision of quality services, within a Value for Money framework.

With the implications of welfare reform now becoming clearer, this year we have extended our work on customer profiling to include areas which will assist our tenants to make rent payments in a streamlined and cost effective way by investigating banking options and access to the internet for future on-line claims. In addition, we are already offering support to our tenants who are looking to downsize.

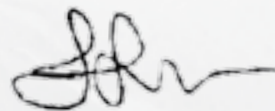
Sadly the government's Future Jobs Funds ended this year. However, we have actively been involved in work initiatives e.g. Northwards, Local Employment Action Project (LEAP) and Cheetham Hill Environmental Team (CHET) Project which continue to facilitate work opportunities for local people.

In 2011, we formally celebrated our 25th Anniversary at the Zion Centre in Hulme, Manchester. Over 100 guests joined us including tenants, Local Authority and housing association partners and shareholders past and present. It was humbling to see the level of commitment and goodwill that has supported us throughout our history, to be the financially strong and successful organisation we are today.

Finally, I must recognise the dedication of the staff and the Tenants Quality Panel. 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 lenders who enable us to provide homes in areas where

demand for our properties and services remains extremely high.

We are ready to address the challenges welfare reform will give us and more importantly are working to support our customers, through difficult times in the years to come. We will continue to aim high and grow in the years ahead. Please read the rest of this report to find out more about our work.



Jayne Gouldthorpe
Chair
Arawak Walton HA



JANUARY 2013

- 1 TuesdayNEW YEAR'S DAY
- 2 Wednesday
- 3 Thursday
- 4 FridayWORLD BRAILLE DAY
- 5 SaturdayBIRTHDAY OF GURU GOBIND SINGH
- 6 SundayEPIPHANY
- 7 Monday
- 8 Tuesday
- 9 Wednesday
- 10 Thursday
- 11 Friday
- 12 Saturday
- 13 Sunday
- 14 MondayMAKAR SANKRANTI
- 15 Tuesday
- 16 Wednesday
- 17 Thursday
- 18 Friday
- 19 Saturday
- 20 Sunday
- 21 MondayMARTIN LUTHER KING DAY
- 22 Tuesday
- 23 Wednesday
- 24 ThursdayMILAD UN NABI (BIRTHDAY OF THE PROPHET MUHAMMAD)
- 25 Friday
- 26 SaturdayTU B'SHEVAT
- 27 SundayMAHAYANA NEW YEAR
- 28 Monday
- 29 TuesdayMILAD UN NABI
- 30 Wednesday
- 31 ThursdayBIRTHDAY OF GURU HAR RAI

Customer Service Excellence Standard - we did it again!

Arawak Walton is delighted to announce that the association has been awarded the Customer Service Excellence Award for another year. The assessors visited the association in February 2012 and concluded that not only did the association meet the standard but it did so with fewer partial compliances than the previous year (down to 1 from 3).

The assessor spoke to lots of people including staff members, tenants and others who work with the association. The assessor was particularly impressed with the work done by the association to communicate with all tenants affected by the new welfare changes. Also the involvement of the Tenant Board member Shirley Lawrence who, amongst other things, checks tenants satisfaction after repair works have been undertaken.

The Customer Service Excellence award was set up by the government to encourage organisations to meet the highest standards to deliver customer satisfaction.

The Board's thanks, as always, must go to the staff, tenants and our partners who all played their part to show Arawak Walton's many special qualities when it comes to excellent customer service.

We are delighted that we have earned the right to wear the Customer service Excellence Logo for another year and hope that you will feel the benefit.



Lettings in the year April 2010 to March 2012 (total)

Sources of Applicant	No	%
Nominated by local authority	18	31.6%
Direct application to the association	34	59.6%
Transfers within stock	3	5.2%
Referrals from a specialist agency	1	1.8%
Other	1	1.8%
Total	57	100%



Economic status of new tenants

	No	%
Working Full Time	10	17.6%
Working Part Time	9	15.8%
Retired	6	10.5%
Job Seeker	6	10.5%
Not seeking work	11	19.3%
Full Time Student	1	1.8%
Long Term Sick	10	17.5%
Other	4	7.0%
Total	57	100%



Opening of Louise Dacocodia court

In October 2011, the Association named one of its latest developments after founder member and first chair Mrs Louise DaCocodia, who sadly passed away in 2008.

Louise was a passionate fighter for fairness and was awarded an MBE for services to the community. She moved to Britain from Jamaica in the 1950's spending most of her life in Manchester.

Louise achieved so much in her lifetime, alongside her work with us. She helped kick start a number of voluntary organisations for inner city residents and worked tirelessly to help the community.

Louise is sadly missed by staff, Board members and tenants. The naming of this scheme is a tribute to Louise, for her hard work and dedication to Arawak Walton.

The scheme 'Louise DaCocodia Court' on City Road in Old Trafford was developed through our partners Adactus.

We worked closely with Trafford Council and Trafford Housing Trust and all apartments were let within the first week of the scheme being handed over.

The scheme was officially opened by Councillor Whit Stennett, Chair of the Association Mrs Jayne Gouldthorpe and Louise's children, Sarah and Richard.



www.arawakwalton.com 24 hour repair line: 0800 389 4616

FEBRUARY 2013

1	Friday	
2	Saturday	
3	Sunday	
4	Monday	WORLD CANCER DAY
5	Tuesday	
6	Wednesday	
7	Thursday	
8	Friday	PARINIRVANA - NIRVANA DAY
9	Saturday	
10	Sunday	CHINESE NEW YEAR / FAIR-TRADE FORTNIGHT
11	Monday	
12	Tuesday	SHROVE TUESDAY
13	Wednesday	ASH WEDNESDAY
14	Thursday	ST VALENTINE'S DAY
15	Friday	NIRVANA DAY / VASANT PANCHAMI
16	Saturday	
17	Sunday	
18	Monday	
19	Tuesday	
20	Wednesday	
21	Thursday	FAST OF ESTHER
22	Friday	
23	Saturday	
24	Sunday	PURIM
25	Monday	MAGHA PUJA / SHUSHAN PURIM
26	Tuesday	
27	Wednesday	
28	Thursday	

Bougainvillea Gardens celebrates its 25th birthday

In December 2011 the residents and friends of Bougainvillea Gardens got together to celebrate their 25th Anniversary.

At the formation of Arawak Walton the founding members made it their mission to address the need of the elders in their community.

To this end in 1987 they opened Bougainvillea Gardens. The scheme has 32 flats and glorious communal gardens and all the amenities for elderly people to enjoy from communal activities and events, to extra security and on site support.

From the start Bougainvillea Gardens opened its doors to welcome people from all races, creeds and colours. Arawak Walton grew out of the African Caribbean

community in Manchester and there has always been a strong presence from this community. However, Bougainvillea has ensured that all communities have been brought together under one roof which has added strength and vitality to the scheme.

Over the years Bougainvillea has welcomed members of the local community to join in with activities. In recent times these have included, exercise classes, trips around England, internet "Silver Surfers" clubs and sessions exploring memories.

On the night Eloise Edwards a founding member, said what had been achieved would have made the other founding members proud and wished everyone involved all the best for the future.

“I am very pleased with the service. Keep up the good work. Thank you.”

“Arawak Walton's repair service and time keeping is the best.”

Royal Wedding celebration



The tenants at Birch Court threw a party to celebrate the royal marriage of Prince William and Kate Middleton on the 29th April 2011.

The tenants at Birch Court were keen to create on going magical memories that they could cherish, as they had also celebrating the silver Jubilee in 1977 and Charles and Diana's wedding in 1981. Holding the party was a good reason to get families and friends together and enjoy the celebration. The tenants at Bougainvillea and Antilles Close were also invited to Birch Court to share in the celebration.

Red, white and blue balloons and bunting decorated the lounge. Arawak Walton made a contribution of funds to purchase selections of cakes, sandwiches, pizzas, hot Indian and Chinese food.

A few quotes from tenants.

“People come home and shut their doors and it isn't easy to get people to do things together. This celebration gave us a chance to get to know each other”

Another tenant said “Having a get together is where people sit down and they talk and that's what community is about – talking to each other and finding out about each other, it's that sort of spirit that this country has lost. It's got lost in the technology. Now we can hopefully have more of these events”

“The food was amazing, I was expecting just sandwiches and a few cakes but I was spoilt for choice and had the opportunity to try various foods from different cultures I would not normally try”

Ethnic Origin – Head of Household	No	%
Black / Black British: African	8	14.0%
Black / Black British: Caribbean	6	10.5%
Asian / Asian British: Pakistani	6	10.5%
Asian / Asian British: Indian	5	8.8%
Asian / Asian British: Other	2	3.5%
Black / Black British: Other	1	1.8%
Mixed: White and Black African	2	3.5%
Mixed: White and Asian	1	1.8%
Other Ethnic Group Arab	5	8.8%
Other Ethnic Group	2	3.5%
Total B&ME	38	66.7%
White British	18	31.5%
White Other	1	1.8%
Total Rehoused	57	100%



Ethnic Origins of applicants housed by Arawak Walton 2011-12

MARCH 2013

1	Friday.....	ST DAVID'S DAY
2	Saturday.....	
3	Sunday.....	
4	Monday.....	
5	Tuesday.....	ST PIRAN'S DAY
6	Wednesday.....	
7	Thursday.....	WORLD BOOK DAY
8	Friday.....	INTERNATIONAL WOMEN'S DAY
9	Saturday.....	
10	Sunday.....	MOTHERING SUNDAY / MAHA SHIVARATRI
11	Monday.....	COMMONWEALTH DAY
12	Tuesday.....	
13	Wednesday.....	NON SMOKING DAY
14	Thursday.....	
15	Friday.....	COMIC RELIEF – RED NOSE DAY
16	Saturday.....	
17	Sunday.....	ST PATRICK'S DAY
18	Monday.....	
19	Tuesday.....	
20	Wednesday.....	SPRING EQUINOX INTERNATIONAL DAY FOR THE ELIMINATION OF RACIAL DISCRIMINATION / WORLD POETRY DAY
21	Thursday.....	
22	Friday.....	
23	Saturday.....	
24	Sunday.....	PALM SUNDAY
25	Monday.....	FAST OF THE FIRSTBORN
26	Tuesday.....	PASSOVER (1ST DAY)
27	Wednesday.....	HOLI
28	Thursday.....	HOLA MOHALLA (LUNAR CALENDAR)
29	Friday.....	GOOD FRIDAY
30	Saturday.....	
31	Sunday.....	EASTER SUNDAY

Staff & Board Conference 2012

The association held its annual staff and Board conference in March 2012. For obvious reasons the key topics for the day centred on the implications of the Welfare Reform Bill and the challenges it raises both from a financial and staffing resource point of view. Stephen Jackson, Income & Charge Manager at Harvest Housing Group came to talk to us about Harvest's approach to the many challenges facing them and their customers.

In addition, some of our Board members put themselves in the spotlight for a Q&A session on how the Board views the association's future. We also looked at the many successes the association has achieved over the previous year which was a nice antidote to the potential bleak view of the future caused by the challenges of Welfare Reform!

As in past years, it was a great opportunity for staff and Board members to touch base and renew their commitment to the association's mission and objectives.



Tenants quality panel

The Arawak Walton Tenants Quality Panel has been running for two and a half years and considers a range of issues that affect tenants' relationships with the association.

Items discussed at meetings create real changes in the way the association works. Members discussed the Tenancy Strategy and the Home standard of the Local Offer. They agreed to include a commitment to achieving 95% customer satisfaction with the repairs service. Members also received feedback from our four postal surveys sent out every year.

In addition, the Tenants Quality Panel considered repairs access arrangements, sheltered housing and Welfare Reform implications. The panel were very concerned that the association was being charged when tenants missed pre-arranged appointments. It was recognised that this was a complicated area and the Panel felt that tenants could only be charged when an appointment was clearly agreed but that a focus should be on repeat offenders and those abusing the system.

The government's new regulatory framework provides the opportunity for greater local accountability and allows tenant panels to act as a "Democratic Filter". That means that when people complain, rather than it being dealt with by officers and board members with a final appeal to the Housing Ombudsman, tenants could play a role in the process. As the association has a very active Tenants Quality Panel they discussed the matter and agreed that some members would be willing to play this role. The group will decide who sits on the complaints review body and training will be given to ensure the members are well prepared for their new role.



"Very pleased with the staff at Arawak Walton who are also very polite and friendly."



The Government Standard

www.arawakwalton.com 24 hour repair line: 0800 389 4616

APRIL 2013

- 1 Monday.....
- 2 Tuesday.....PASSEVER (FINAL DAY) / WORLD AUTISM DAY
- 3 Wednesday.....
- 4 Thursday.....
- 5 Friday.....
- 6 Saturday.....
- 7 Sunday.....YOM HASHOAH / WORLD HEALTH DAY
- 8 Monday.....
- 9 Tuesday.....
- 10 Wednesday.....
- 11 Thursday.....UGADI (YUGADI)
- 12 Friday.....
- 13 Saturday.....VAISAKHI
- 14 Sunday.....BIRTHDAY OF GURU NANAK / HOLA MOHALLA / YOM HAZIKARON
- 15 Monday.....YOM HA'ATZMAUT
- 16 Tuesday.....
- 17 Wednesday.....
- 18 Thursday.....BIRTHDAY OF GURU TEGH BAHADUR
BIRTHDAY OF GURU ANGAD DEV
- 19 Friday.....SWAMINARAYAN JAYANTI
- 20 Saturday.....RAMANAVAMI
- 21 Sunday.....ANNIVERSARY OF HAILE SELASSIE'S VISIT TO JAMAICA
- 22 Monday.....
- 23 Tuesday.....ST GEORGE'S DAY
- 24 Wednesday.....
- 25 Thursday.....HUNUMAN JAYANTI / THERAVADA NEW YEAR
- 26 Friday.....
- 27 Saturday.....
- 28 Sunday.....LAG B'OMER
- 29 Monday.....
- 30 Tuesday.....

Stock acquisition transfer and refurbishment news

Following the completion of Phase I of the remodelling of Birch Court, a 21 unit sheltered, Category II scheme in Longsight, all the apartments have been let. We have made good progress with Phase II of our planned remodelling works which will see the communal areas brought into the 21st century!

Following the transfer of Daisy Bank Court from Anchor in November 2011, we started doing the remedial works to replace fire alarm and warden call systems. Next the heating system will be replaced. Works on remodelling the bedsits and the communal areas will follow.

Manchester City Council miscellaneous stock transfer. Arawak Walton was pleased to be invited to be part of a consortium of housing associations to take transfer of the City's remaining miscellaneous stock. The transfer will mean that the association will get 2/3 apartments in Cheetham Hill which will help to diversify its stock base in that area. Currently we only offer large family homes in the Cheetham Hill area. We must thank our partners Mosscafe for taking the lead in the negotiations with Manchester – partnership working at its best!

“Very quick to come to the property and do the job - very impressed.”

“Quick reliable service from Arawak Walton”



“Very efficient and polite, thank you for providing an excellent service.”

Growth since 2007

2012	947	Including 8 Shared Ownership
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



MAY 2013

- 1

Wednesday.....
- 2

Thursday.....

BIRTHDAY OF GURU ARJAN DEV
- 3

Friday.....
- 4

Saturday.....
- 5

Sunday.....
- 6

Monday.....
- 7

Tuesday.....

WORLD ASTHMA DAY
- 8

Wednesday.....

YOM YERUSHALAYIM
- 9

Thursday.....
- 10

Friday.....
- 11

Saturday.....
- 12

Sunday.....
- 13

Monday.....
- 14

Tuesday.....
- 15

Wednesday.....

SHAVUOT (1ST DAY)
- 16

Thursday.....
- 17

Friday.....
- 18

Saturday.....
- 19

Sunday.....

PENTECOST - WHITSUN
- 20

Monday.....

CHILDREN'S HOSPICE WEEK
- 21

Tuesday.....
- 22

Wednesday.....
- 23

Thursday.....

BIRTHDAY OF GURU AMAR DAS
- 24

Friday.....
- 25

Saturday.....

WESAK OR BUDDHA DAY / WORLD AFRICA DAY
- 26

Sunday.....
- 27

Monday.....
- 28

Tuesday.....
- 29

Wednesday.....
- 30

Thursday.....
- 31

Friday.....

Estate Inspections

Officers of the association visit the areas in which our customers live regularly throughout the year and once a year they carry out a comprehensive inspection to record particular problems and draw up an action plan of solutions. This may be repairing the outside of some properties but it may also be encouraging people to tidy up their garden or working with partners to make a play area fit for use. We encourage our customers to join us on our inspections or get in touch and let us know what to look out for.

As a result we ensure our homes are properly maintained internally and externally and more importantly our customers are happy with their homes.



“Overall
pleased with the work
honoured so quickly
and the excellent
service of all.
Thank you.”

“Appointment was
kept and the job was
done very satisfactory
indeed.”

Location of Stock

District	Flats	Houses	Elderly	Adapted for Disability	Others	Total for District
Manchester						
Ardwick	27	127				154
Cheetham Hill		58				58
Chorlton Cum Hardy		1				1
Fallowfield	4	6		1		11
Hulme	17	37		3		57
Levenshulme		43				43
Longsight		34	72	1		107
Moss Side	38	93	3	1		135
Newton Heath	5	2				7
Rusholme		90		1		91
Victoria Park			26			26
Whalley Range	93	58	4	2		157
Withington		3				3
Total	184	552	105	9	0	850
Trafford						
Altrincham	6	6				12
Lostock		3				3
Old Trafford	20	40				60
Stretford		6				6
Total	26	55	0	0	0	81
Stockport						
Reddish		6				6
Edgeley Stockport		1				1
Total		7		0	0	7
Leasehold		8				8
Staff Unit		1				1
Grand Total	210	623	105	9	0	947

JUNE 2013

- 1

Saturday

WORLD CHILDREN'S DAY
- 2

Sunday

CORPUS CHRISTI (CATHOLIC CHURCH IN ENGLAND AND WALES)
- 3

Monday
- 4

Tuesday
- 5

Wednesday
- 6

Thursday
- 7

Friday
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Saturday
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Sunday
- 10

Monday
- 11

Tuesday
- 12

Wednesday
- 13

Thursday
- 14

Friday
- 15

Saturday

FATHERS DAY / MARTYRDOM OF GURU ARJAN DEV (NANAKSHAHI CALENDAR)
- 16

Sunday
- 17

Monday
- 18

Tuesday
- 19

Wednesday
- 20

Thursday
- 21

Friday
- 22

Saturday
- 23

Sunday
- 24

Monday

NISF SHABAAN
- 25

Tuesday
- 26

Wednesday
- 27

Thursday
- 28

Friday
- 29

Saturday

ST PETER AND ST PAUL'S DAY
- 30

Sunday

Communal Garden makeover at Morborne Close

Arawak Walton is keen to encourage tenants to engage with their neighbourhoods and communities.

One of Arawak Walton’s tenants, Alan Dunaway, was named a ‘Local Hero’ recently after completing a landscape gardening project at Morborne Close. He turned an area of overgrown land opposite his home into a communal garden for the benefit of all in the cul-de-sac.



Alan consulted his neighbours for their thoughts on possible improvements to the close and created designs for a low maintenance, multi-purpose space.

Alan then applied for a ‘Manchester in Bloom’ community grant from Manchester City Council. He was awarded grant of £700, and Arawak Walton added an additional £300 to bring the total available to spend to £1000.

Thanks to Alan’s time, effort, hard work and dedication to the project, the garden was completed in time for the summer and is now regularly enjoyed by friends and neighbours.

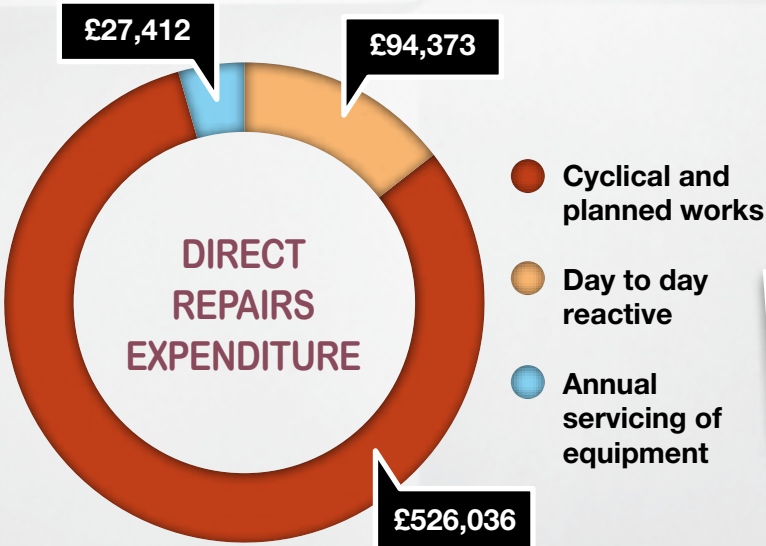
“A really good job done by Arawak Walton. Thank you for my lovely new fire.”

Homes in management as at March 2012

	No
Homes to rent managed on behalf of others	57
Homes to rent owned by the association	873
Shared ownership	8
Total	938

Leasehold Units	8
Staff Unit	1

Grand Total	947
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JULY 2013

- 1

Monday
- 2

Tuesday
- 3

Wednesday
- 4

Thursday
- 5

Friday

BIRTHDAY OF GURU HARGOBIND
- 6

Saturday
- 7

Sunday
- 8

Monday
- 9

Tuesday

RAMADAN (START)
- 10

Wednesday
- 11

Thursday
- 12

Friday
- 13

Saturday
- 14

Sunday
- 15

Monday

ST SWITHIN'S DAY
- 16

Tuesday

TISHA B'AV (JEWISH)
- 17

Wednesday
- 18

Thursday
- 19

Friday
- 20

Saturday
- 21

Sunday
- 22

Monday

ASALA - DHARMA DAY (BUDDHIST)

BIRTHDAY OF GURU HAR KRISHEN (NANAKSHAHI CALENDAR)
- 23

Tuesday

/ BIRTHDAY OF HAILE SELASSIE I
- 24

Wednesday
- 25

Thursday
- 26

Friday
- 27

Saturday
- 28

Sunday
- 29

Monday
- 30

Tuesday
- 31

Wednesday

Welfare Reform update

The association has started to survey its customers to establish the impact of welfare reform. It revealed that only about half of the respondents were aware of the up and coming changes in the welfare benefits system and many were concerned about the impact on them and others.

The Tenants Quality Panel debated the association's response to the changes earlier in the year and asked the association to come up with a plan to ensure that tenants know what's coming, what their options are and that the association changes its policies so that people don't get further into problems.

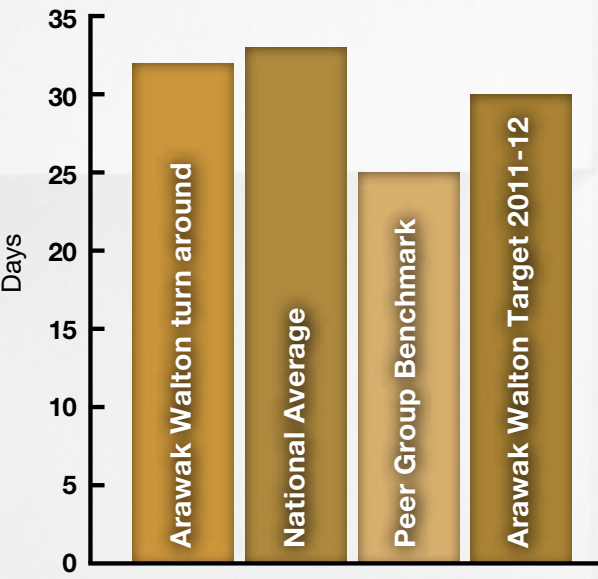
The association will be spending some money to complete the project and the proposals will be put to a Board Meeting in the new financial year.



Empty properties 31st March 2012

	No	%
Vacant and available for letting	5	0.54%
Vacant and unavailable for letting	10	1.09%
All empty properties	15	1.63%

Average void period (days)



Overall satisfaction with repairs service

	%
2011/12	95%
2010/11	93.54%
2009/10	93%
Target	95%

Repairs performance

	Response target in days	Repairs completed within target %	Peer Group Benchmark %
Emergency	1	99%	99%
Urgent	7	99%	97%
Routine	21	98%	97%

Refreshed website

Our website was re-designed this year by our website developer Foveo Consultants Limited.

The aim was to make the site more user friendly and now includes a search engine and easy to read drop down menus. Take a look at our refreshed site at www.arawakwalton.com



AUGUST 2013

1	Thursday	
2	Friday	
3	Saturday	LAILAT AL QADR
4	Sunday	
5	Monday	
6	Tuesday	
7	Wednesday	
8	Thursday	EID-UL-FITR
9	Friday	
10	Saturday	
11	Sunday	
12	Monday	
13	Tuesday	
14	Wednesday	
15	Thursday	OBON
16	Friday	
17	Saturday	BIRTHDAY OF MARCUS GARVEY
18	Sunday	
19	Monday	
20	Tuesday	
21	Wednesday	RAKSHA BANDHAN / ULAMBANA
22	Thursday	
23	Friday	MANCHESTER PRIDE BIG WEEKEND
24	Saturday	MANCHESTER PRIDE BIG WEEKEND
25	Sunday	MANCHESTER PRIDE BIG WEEKEND
26	Monday	MANCHESTER PRIDE BIG WEEKEND
27	Tuesday	
28	Wednesday	JANMASHTAMI – KRISHNA JAYANTI
29	Thursday	
30	Friday	
31	Saturday	

Millennium Green FUN DAY

On Saturday 4th June 2011 in partnership with other Social Landlords, Manchester City Council and the Police there was a Fun Day held on Millennium Green in Moss Side.

The sun shone all day and there was a huge turn-out of local residents who participated in and enjoyed the many and varied events. Arawak Walton sponsored the table football game and in partnership with Mosscafe conducted a colouring competition.



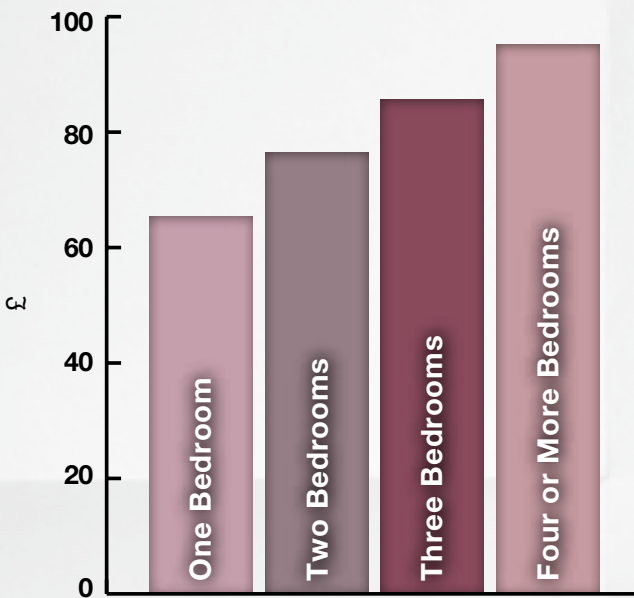
“Thank you all for the wonderful work you are doing.”

How we spent every £1 our tenants paid us



	2011	2012
Management	23.5p	25.7p
Services	6.1p	9.3p
Maintenance	43.5p	30.1p
Property Depreciation	6.5p	12.4p
Loan Interest	20.4p	22.5p
Total	£1	£1

Average assured rents



Rent collection

	%
The proportion of rent due collected for the year was:	98.41%
Peergroup benchmark:	97.76%
Current Tenant Arrears at the end of March 2012 was:	5.44%
National Median:	4.40%

Rent increases

	Arawak Walton	R.P.I. Inflation
April 2012	2.9%	5.6%
April 2011	3.9%	4.6%
April 2010	-0.9%	-1.40%
April 2009	3.28%	5.0%
April 2008	2.29%	3.9%
April 2007	2.73%	3.6%



SEPTEMBER 2013

- 1 Sunday.....
- 2 Monday.....
- 3 Tuesday.....
- 4 Wednesday.....
- 5 Thursday.....

ROSH HASHANAH (1ST DAY)
- 6 Friday.....
- 7 Saturday.....

FAST OF GEDALLIAH
- 8 Sunday.....

INTERNATIONAL LITERACY DAY
- 9 Monday.....

GANESH CHATURTHI
- 10 Tuesday.....
- 11 Wednesday.....

ETHIOPIAN NEW YEAR
- 12 Thursday.....
- 13 Friday.....
- 14 Saturday.....

YOM KIPPUR
- 15 Sunday.....
- 16 Monday.....
- 17 Tuesday.....
- 18 Wednesday.....
- 19 Thursday.....

SUKKOT
- 20 Friday.....

PITR PAKSHA
- 21 Saturday.....

INTERNATIONAL DAY OF PEACE /
WORLD ALZHEIMER'S DAY
- 22 Sunday.....
- 23 Monday.....
- 24 Tuesday.....
- 25 Wednesday.....

HOSHANAH RABBAH
- 26 Thursday.....

SHEMINI ATZERET
- 27 Friday.....

SIMCHAT TORAH
- 28 Saturday.....
- 29 Sunday.....
- 30 Monday.....

Annual General Meeting 2011

The Annual General Meeting was held in September 2011 and was attended by Board members and shareholders.

The Chair of the Board, Jayne Gouldthorpe, launched the Annual Report 2010-11. She reported that the Association has made an excellent transition to the CSE award, and noted the successes through the Future Jobs Fund of young people finding permanent employment.

She reported that the Association has grown and now had 927 homes in ownership.

The Chair also highlighted the work of the Tenants Quality Panel and thanked Ms Lawrence as Chair.

Ethnic Origin – Board Members as at 31st March 2012

Black/Black British: Caribbean	3
Black/Black British: Other	1
White: British	3
White: Other	1
Asian/Asian British: Pakistani	2
Mixed: White and Black Caribbean	1
Total number of Board member	11



From Piccadilly Gardens to Daisy Bank...

Arawak Walton strives to provide an excellent customer service to all its tenants. Here's one story....

In March this year the association helped Barry Walsh, aged 67, move into one of our properties with the help of our dedicated staff and tenants.

Barry was a homeless person sleeping rough in Manchester. He returned to the UK after living in Thailand for 10 years. Whilst in Thailand, Barry contracted gangrene and had to have his leg amputated. He had then come back to the UK to have further medical treatment.

On returning to the UK, Barry discovered his money had been taken and that he was now bankrupt without a single penny to his name.

Barry went to the Homelessness Service in Manchester. They tried to find Barry suitable accommodation but had no luck. Barry resorted to sleeping rough on Piccadilly Gardens asking for money from the public.

"I was penniless and surviving on Piccadilly Gardens, until Arawak Walton put me up here"

Manchester City Council rang our customer advice team to see whether Arawak Walton had anything suitable for Barry.

The association thankfully had a suitable property which had just been recently refurbished with adaptations for a wheelchair user and Barry was immediately housed in one of the flats at Daisy Bank Court.

Barry was in the flat within two days of Arawak Walton being contacted. As he had nothing, staff

contributed what they could to Barry to help set him up. They gave generously - everything from a bed, bedding, furniture, clothes, toaster, kettle and money to buy food. The tenants at Daisy Bank also contributed a TV, pots and pans to help Barry settle in.

"I like my surroundings, am close to the hospital and I like the view from my window, the atmosphere is nice"

Barry came to us with nothing but with the help and efforts of our staff and tenants, he is now happily living his life...

"Arawak Walton, the staff and tenants have been very, very good with me and the apartment that they have provided for me is great. I am very grateful and would like to thank everyone who helped me get sorted again"

Barry would like everything to get back on track and he eventually wants to go back Thailand once he is better again.



" I am very grateful and really appreciate that I have been placed here."

OCTOBER 2013

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

Arawak Walton 25th Anniversary Celebrations



Arawak Walton was delighted to celebrate 25 years of serving its community in October 2011.

We were also delighted to see so many guests from Arawak Walton's past and present, including one of its founder members Eloise Edwards and its first Chief Executive, Barbara Quarless.

Formed in 1986 Arawak went on to merge with Walton Housing Association in 1994, a Black and minority ethnic housing association that had been established in 1978. Walton Housing Association had operated predominantly in Whalley Range, whilst Arawak had aspirations to work across the City wherever African and Caribbean communities faced deprivation and discrimination. Working together, the two Boards of Arawak and Walton became one to form a fiercely independent and successful organisation now working in Manchester, Trafford and Stockport.

The event, held at the Zion Arts Centre in Hulme, saw two tenants recognised for outstanding contributions to their local neighborhoods.

Shirley Lawrence, Board member and elected Chair of Arawak Walton's Tenants' Quality Panel, holds a regular tenants' surgery assisting residents with queries, while Alan Dunaway turned an area of overgrown land in Ardwick into a communal garden, securing funding and undertaking much of the landscaping work himself.

The turnout was fabulous. Tenants, partners and friends came together to celebrate. It showed how much support there is for the association.

"We have schemes that are models of community cohesion. That's been our legacy. We can prove that different people from different cultures and religions can live, work and enjoy life together."



We launch the Louise DaCocodia Cup

As part of the 25th Anniversary celebrations the association has established an annual football competition. We can proudly announce that Arawak Walton won the first Louise DaCocodia Cup. The cup was presented to captain Liam Matthews at the 25th anniversary celebrations.

The tournament was organised by Arawak Walton's Asset Manager Sam Chen. Teams taking part were from:

- » Arawak Walton
- » The Mustard Tree
- » Symphony Housing Group
- » Trafford Housing Trust and
- » ISNW Electrical Contractors.



NOVEMBER 2013

- 1

Friday

ALL SAINTS' DAY (HALLOWMAS, ALL HALLOWS')
- 2

Saturday

CORONATION OF EMPEROR HAILE SELASSIE I
- 3

Sunday

DIWALI
- 4

Monday

HINDU NEW YEAR / AL-HIJRA
- 5

Tuesday
- 6

Wednesday
- 7

Thursday
- 8

Friday
- 9

Saturday
- 10

Sunday

REMEMBRANCE SUNDAY
- 11

Monday

ARMISTICE DAY
- 12

Tuesday
- 13

Wednesday

ASHURA
- 14

Thursday
- 15

Friday
- 16

Saturday
- 17

Sunday

BIRTHDAY OF GURU NANAK
- 18

Monday
- 19

Tuesday
- 20

Wednesday
- 21

Thursday
- 22

Friday
- 23

Saturday
- 24

Sunday

MARTYRDOM OF GURU TEGH BAHADUR
- 25

Monday
- 26

Tuesday
- 27

Wednesday
- 28

Thursday

HANUKKAH
- 29

Friday
- 30

Saturday

ST ANDREW'S DAY

Staff News

Sadly one of our housing officer's, Dora Blake left us at Christmas to join City West Housing Association to follow a more neighbourhood management focussed career in housing. This gave us the opportunity to offer our housing officer, Lily Hardman a 3 day/week position in line with her future aspirations.

Following a successful recruitment process we recruited Lisa Jowrey to take over Lily's patch. Lisa joined us from Merlin Housing Society.



Lisa Jowrey – Housing Officer

Ethnic Origin of Staff as at 31st March 2012

Black/Black British: Caribbean	7
Black/Black British: African	3
Black/Black British: Other	1
White: British	11
Asian/Asian British: Indian	2
Mixed: White and Black African	1
Mixed: Other	1
Total paid staff	26

Staff Salaries

	Male	Female
£0 - £10,000	1	2
£10,001 - £15,000		2
£15,001 - £20,000	2	5
£20,001 - £25,000	2	1
£25,001 - £30,000	1	5
£30,001 - £35,000	1	1
£35,001 - £40,000	1	
£45,001 - £50,000	1	
£70,001 - £80,000		1

Staff per 100 dwellings

2012	2.43
2011	2.75
2010	2.89
2009	2.56
2008	2.48
2007	2.18

Staff Gender

Male	10
Female	16
Total	26
Total FTE	23

“Always happy with the works Arawak Walton does.”

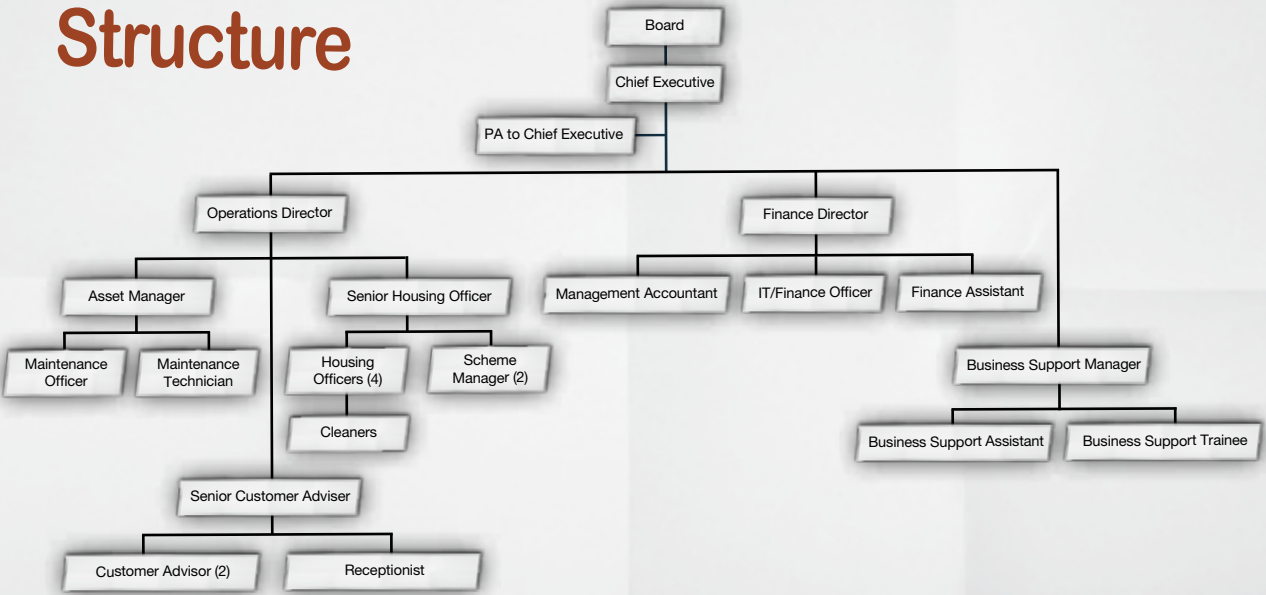


Yemi Babalola – IT/Finance Officer



Darren Watmough – Finance Director

Staff Structure



DECEMBER 2013

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

Complaints, compliments and suggestions

The association strives to get it right first time all the time. Alas this does not always happen and when things go wrong we try to respond appropriately and make things right. In 2011 26 formal complaints were received and acknowledged within 5 days and responded to formally within 21 days. We report these details anonymously to protect the privacy of those concerned.

Analysis of the complaints received shows that:

- » 11 cases relate to disrepair/condition of the property (44%)
- » 3 case relate to rehousing/waiting list issues (12%)
- » 3 cases relates to staff conduct (12%)
- » 2 cases relate to sheltered housing (8%)
- » 2 cases relate to Anti Social Behaviour (8%)
- » 1 case related to property insurance (4 %)
- » 1 case related to theft from property (4%)
- » 1 case related to tenancy management issue (4%)
- » 1 case related to a communication issue (4%)
- » 1 case related to the state of the tenants own back garden (4%)

Here are some of the 26 formal complaints we have had over the last year and what action we have taken.



You Said, We Said and Did

You Said	We Said and Did
"Tenant was worried that they would be forced out of their home when their joint tenant left"	In joint tenancies both tenants do have an interest in the tenancy and we had discussions with the other joint tenant to end their part of the tenancy and reassured the first tenant that they would not be forced out if the other did not relinquish their tenancy.
"A tree on our land was growing too large and it was blocking out the light into the tenant's property"	Conducted a full assessment and as the tree was inappropriate for a domestic setting we had it removed.
"A letter was sent regarding the gas servicing that a tenant thought was unnecessarily "threatening"	The Association has a legal responsibility to check gas safety every year and the letter was a final warning that is sent after a number of other methods had been used. Unfortunately it was sent in error to the wrong address and the association apologised unreservedly for the upset it had caused.
"An applicant complained that they had been removed from the waiting list as their file had been mislaid"	The applicant had applied and not been accepted on to the waiting list as the expected wait for rehousing would have been more than 5 years. They had been written to and informed of this.

Anti Social Behaviour / Neighbour Nuisance Complaints

Year	Complaints
2011/12	10
2010/11	11
2009/10	37
2008/09	5
2007/08	10
2006/07	16

Anti Social Behaviour Cases Analysis	
Number of new cases in 2011/12	10
Number of Active Cases	11
Number of Inactive Cases	58
Summary of Broad Issues	
1) Noise	1
2) Aggressive Behaviour	1
3) Children Youths	3
4) Harassment	4
5) Dispute	1
Action Taken	
1) Diary Notes	7
2) Tenancy Warning	2
3) Injunction Secured	1

Complaints

Year	Units	Complaints	Complaints %
2011/12	947	26	2.8%
2010/11	927	18	1.9%
2009/10	866	68	7.8%
2008/09	858	38	4.4%
2007/08	854	29	3.4%
2006/07	833	28	3.4%

We received 119 informal compliments through the repairs satisfaction survey and these (compared with 115 last year) are fed back to staff at team meetings and contractors over the phone. No suggestions were submitted.