



Passionate About People

Every Face has a different Story

**Annual Report
2012-13**

Welcome to our Annual Report 2012 - 2013

About us

Arawak Walton Housing Association provides good quality affordable housing in Manchester, Trafford and Stockport; in particular 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, and our professionally qualified staff are dedicated to maintaining this goal.

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



Our Values

We value people;

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

We aim high;

We shall 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.

Chairperson's Statement 2013

Welcome to our Annual Report for 2013. The aim of the report is to provide you, our stakeholders, with information about the Association and how we performed during the year and what we have achieved.

I am writing this statement in my capacity as Acting Chair of the Board as our previous Chair, Jayne Gouldthorpe unfortunately had to step down in December due to workload commitments. She will, however, remain on the Board, so that we will retain her skills and experience in the future with such challenging times ahead. I am delighted to announce also that following an intensive recruitment process, Evelyn Asante-Mensah will take up the post of Chairperson in October 2013.

With the implications of Welfare Reform now becoming clearer, the impact it will have on some of our customers and the organisation presents a challenging time for us all in the future. However, it is good that our latest Annual Report confirms a very positive year. 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 order to address the implications of welfare reform, we have altered our staff structure to provide more frontline support to our customers. We have carried out improvements that will assist our tenants to make rent payments in a streamlined and cost effective way and have provided greater access to the internet for future on-line claims. In addition, we offer additional support to our tenants who are looking to downsize.

We have actively been involved in work initiatives e.g. Northwards, Local Employment Action Project (LEAP) and Cheetham Hill Environmental Team (CHET) Project which continues to facilitate work opportunities for local people. This year sees us employing our first apprentice, in partnership with Stockport College.

One of our aims for this coming year is to come up with new innovative ideas that will benefit our tenants and we welcome all input from all our stakeholders on this or any other matter, where you feel that we should be doing something better or different. We know there are challenging times ahead for us all. By positively working in partnership with our customers and other stakeholders we know we can address the challenges we face.

Finally, I must thank Board members, the staff and the Tenants Quality Panel (who we are very grateful to for their contribution

In line with our Business Plan objectives, we continue to grow through stock transfer opportunities. We took 6 homes into management, increasing to 953 from 947 homes in 2012/13.

Of our total loan facilities of £17m - £14.5m have been used to support new acquisitions, refurbishment and remodelling works. With an asset base now in excess of £51m and a rental stream of over £4.3m, we are in an excellent position to pursue more growth opportunities as they arise.

This year our annual report tells the stories of many of our residents who we have housed over the past year. Their stories confirm what it means to become a tenant of Arawak Walton. We are so proud of the work our staff do and how it changes peoples' lives for the better.

I am pleased to confirm that we retained the quality standard, Customer Service Excellence and can now confirm we are in the top 2% in the country in terms of the level of attainment. The strict 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.

Ms Evelyn Asante-Mensah
Chair Designate



in supporting our work) for supporting me over this period. I could not have stepped into this role without them. Their commitment to providing an excellent service to our tenants shows through very clearly in this Annual Report. 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.

Please take time to read the rest of this report to find out more about our work.

A handwritten signature in dark ink, reading 'Tony Gordon'.

Tony Gordon
Acting Chair
Arawak Walton HA



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

Staff News

Kirsty Monksfield joined Arawak Walton in January 2013 as our new Business Support Manager. Kirsty joins us from the Manchester Mental Health NHS care trust.

We are also pleased to announce that we have successfully recruited a part time Business Support Assistant. Pauline Flowers joined the Business Support Team in October 2013 and is doing a great job.

Adrian Morris was also appointed as our new in-house Gardner in January 2013. Adrian maintains, in particular our Sheltered Scheme gardens and ensures they are looking good all year round.

We were sad to announce that Lily Hardman, Housing Officer, retired in April 2013. Lily has been a hard working, dedicated employee of Arawak Walton for the last 11 and a half years and we were sorry to see her go. It has been a pleasure having Lily work for the Association and on behalf of all the Staff and Board at Arawak Walton Housing Association; we wish her all the best for her future.

Following Lily Hardman's retirement, Dee Williams is on a 12 month secondment from the Customer Services Team, as a Housing Officer. Dee has taken to the role very well and is enjoying his new responsibilities.

We were also sad to see Trevor Benjamin, Finance Manager and Kevin Opara, Finance Officer, who both elected to take voluntary redundancy following the Finance Team restructure. We wish them both well in their new ventures.



**Kirsty
Monksfield**



**Pauline
Flowers**

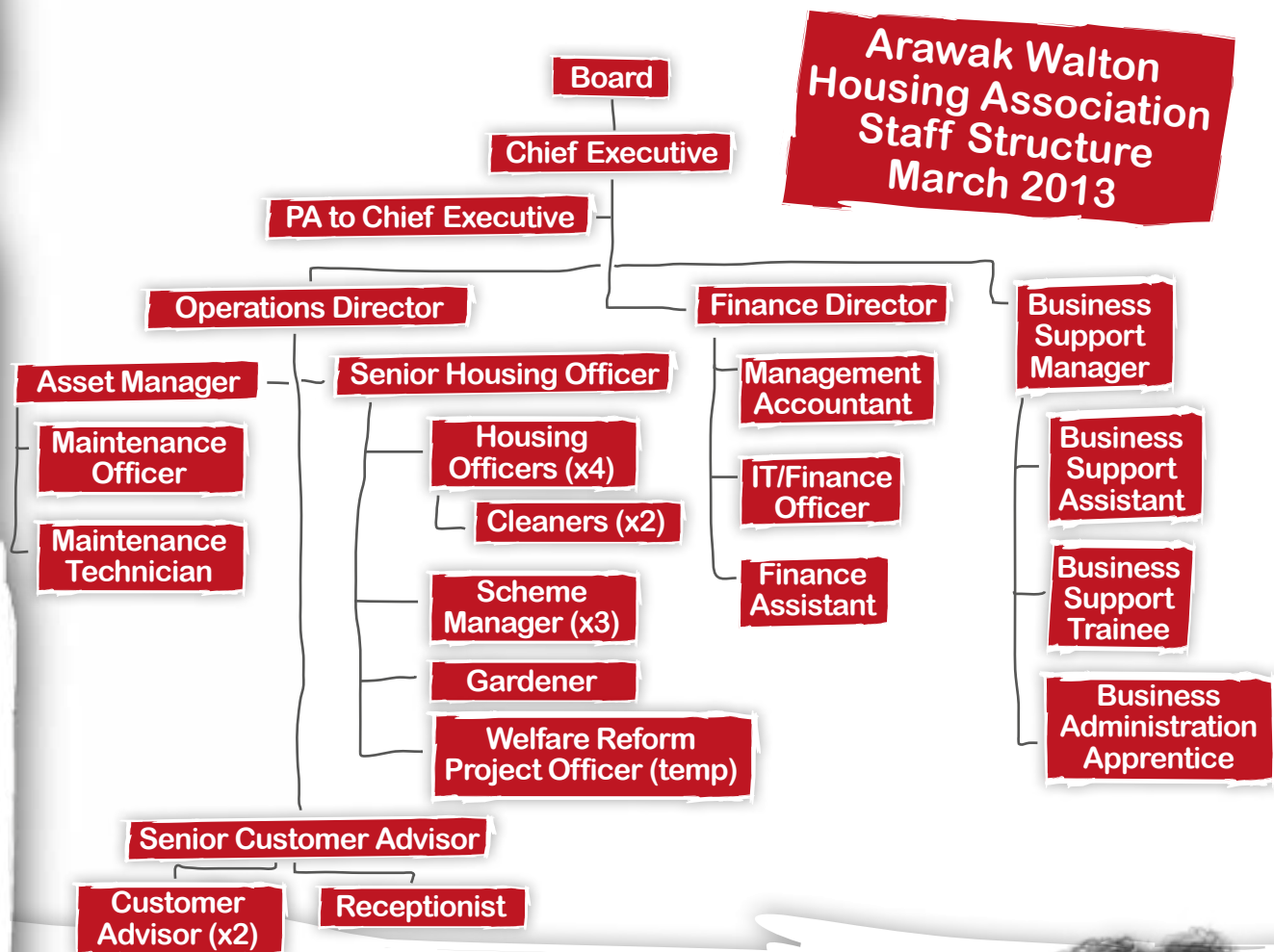


**Lily
Hardman**



**Adrian
Morris**

- 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



A face with a different Story

Ludie

Ludie was homeless after having to return from Jamaica due to being robbed in her home. She was referred by the homeless team. She is very happy at Daisy Bank Court. Ludie says that;

“staff are very kind and helpful, everyone has made me feel settled here. Daisy Bank Court is a safe place”.



www.arawakwalton.com

24 hour repair line: 0800 389 4616



JANUARY 2014

1 Wednesday NEW YEAR'S DAY

2 Thursday

3 Friday

4 Saturday WORLD BRAILLE DAY

5 Sunday BIRTHDAY OF GURU GOBIND SINGH

6 Monday EPIPHANY

7 Tuesday

8 Wednesday

9 Thursday

10 Friday

11 Saturday

12 Sunday

13 Monday MILAD UN NABI (BIRTHDAY OF THE PROPHET MUHAMMAD)

14 Tuesday MAKAR SANKRANTI

15 Wednesday

16 Thursday TU B'SHEVAT

Lettings in the Year April 2010 to March 2013

Sources of Applicant	No.	%
Nominated by local authority	14	21.2%
Direct application to the association	39	59.1%
Transfers within stock	9	13.6%
Referrals from a specialist agency	1	1.5%
Other	3	4.6%
Total	66	100%

Economic Status Of New Tenants

	No.	%
Working Full Time	9	13.6%
Working Part Time	17	25.8%
Retired	8	12.1%
Job Seeker	8	12.1%
Not seeking work	15	22.8%
Full Time Student	1	1.5%
Long Term Sick	7	10.6%
Other	1	1.5%
Total	66	100%

A face with a different Story

Shanaz

Shanaz was in a difficult relationship. Her husband decided one day that she had to leave the property and kicked her out with just the clothes on her back. Her daughter and son brought her to Arawak Walton and she has been rehoused in Bougainvillea Gardens.



17 Friday	MILAD UN NABI (SHIA)
18 Saturday	
19 Sunday	
20 Monday	MARTIN LUTHER KING DAY
21 Tuesday	
22 Wednesday	
23 Thursday	
24 Friday	
25 Saturday	ST PAUL'S DAY
26 Sunday	
27 Monday	
28 Tuesday	
29 Wednesday	
30 Thursday	
31 Friday	CHINESE NEW YEAR BIRTHDAY OF GURU HAR RAI

Annual Report Winners

Every year we ask our tenants and stakeholders to complete an Annual Report Questionnaire to feedback to us on your thoughts about the annual report.

Four lucky tenants were chosen at random and won £25.00 each in vouchers.

We appreciate the time given in all your responses as this enables us at Arawak Walton to ensure we continue producing Annual Reports that our tenants approve of and are more suited to their needs.

Please do complete your annual report questionnaires this year as we value your comments and feedback.



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FEBRUARY 2014

1 Saturday

2 Sunday

3 Monday

4 Tuesday

WORLD CANCER DAY

5 Wednesday

6 Thursday

7 Friday

8 Saturday

PARINIRVANA – NIRVANA DAY

9 Sunday

10 Monday

11 Tuesday

12 Wednesday

13 Thursday

14 Friday

ST VALENTINE'S DAY

15 Saturday

NIRVANA DAY

A face with a different Story

Robert

Robert is disabled and felt the need to leave his home due to been burgled by youths in his home. He was living in a bungalow on his own and the incident happened after having his leg operation. He felt very vulnerable and was not sleeping well, which lead to further health problems.

Robert is now living happily living at Birch Court. He has been there a year now and is happy. He said **“I feel secure and I am sleeping well. The staff at Arawak Walton are very helpful and always polite.”**

Ethnic Origin of Applicants Housed by Arawak Walton 2012-13

	No.	%
Black/Black British: African	13	19.7%
Black/Black British: Caribbean	11	16.7%
Asian/Asian British: Pakistani	3	4.5%
Asian/Asian British: Indian	1	1.5%
Asian/Asian British: Other	1	1.5%
Black/Black British: Other	2	3.0%
Mixed: White and Black African	2	3.0%
Mixed: White and Black Caribbean	4	6.1%
Arab	5	7.6%
Other Ethnic Group	1	1.5%
Total B&ME	43	65.1%
White British	17	25.8%
White Other	5	7.6%
Proffered not to say	1	1.5%
Total Rehoused	66	100%



16 Sunday

17 Monday

18 Tuesday

19 Wednesday

20 Thursday

21 Friday

22 Saturday

23 Sunday

24 Monday

25 Tuesday

26 Wednesday

27 Thursday

28 Friday

RARE DISEASE DAY

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CUSTOMER
SERVICE
EXCELLENCE

The Government Standard



Customer Service Excellence Standard

Hooray... We
are in the
top 2% in the
Country!

Arawak Walton was delighted to announce that we have passed the Customer Service Excellence Standard with flying colours. The assessor visited the association in February 2013. He confirmed we still had one partial compliance from last year, but there was even an improvement on that element with 2/3 of the requirements now passed.

The assessor also confirmed that we are now in the top 2% in the country in terms of our evidence. He spoke to lots of people including staff members, tenants and other stakeholders

who work with the association. The assessor was particularly impressed with the work done by the association to communicate with all the tenants affected by the new welfare reform changes.

The Customer Service Excellence standard was set up by the government to encourage organisations to meet the highest standards to deliver customer satisfaction. The Board's thanks, as always, 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 were delighted that we had earned the right to hold the Customer Service Excellence Standard for another year and were sure that all associated with Arawak Walton will feel the benefit.



CUSTOMER
SERVICE
EXCELLENCE



The Government Standard

MARCH 2014

1 Saturday

ST DAVID'S DAY
FAST OF ESTHER

2 Sunday

3 Monday

CLEAN MONDAY – BEGINNING OF LENT

4 Tuesday

SHROVE TUESDAY

5 Wednesday

ASH WEDNESDAY

6 Thursday

WORLD BOOK DAY

7 Friday

8 Saturday

INTERNATIONAL WOMEN'S DAY

9 Sunday

10 Monday

COMMONWEALTH DAY

11 Tuesday

12 Wednesday

NO SMOKING DAY

13 Thursday

14 Friday

15 Saturday

PASSOVER

16 Sunday

PURIM

A face with a different Story

Sophie

Sophie was living at her mum's house in Moss side. It was a downstairs box room which was very small and damp.

Sophie's baby, Ashayah was born and she was living with her in the box room with no room to move around in. She struggled bathing her baby and using basic amenities as the house was overcrowded – a 4 bed house with 8 people living there.

Sophie's cousin got her an application form for housing with Arawak Walton and she had an interview within a week.

Sophie was asked to view a 2 bed house in Moss side and she was moved in before she knew it.

“The house is lovely, it's just right for me and Ashayah and I am very happy here.”

The street is quiet and there is an area where the kids can play out together.

“Arawak Walton gets my repairs done on time and I am very pleased with the service. The staff are very friendly and I have been made to feel comfortable to approach the organisation with any issues! Thank you for housing me.”



17 Monday	ST PATRICK'S DAY HOLA MOHALLA (LUNAR CALENDAR)
18 Tuesday	
19 Wednesday	
20 Thursday	
21 Friday	
22 Saturday	
23 Sunday	
24 Monday	
25 Tuesday	
26 Wednesday	RARE DISEASE DAY
27 Thursday	
28 Friday	
29 Saturday	
30 Sunday	MOTHERING SUNDAY
31 Monday	UGADI (YUGADI)

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Meet our New Chair Elect of the Board

We are delighted to confirm that we had successfully appointed a new Chair of the Board for Arawak Walton.

Ms Evelyn Asante-Mensah was successful in her application for the role of Chairperson and will officially start in October 2013.

Evelyn has already met with Staff and Board at the Staff and Board Conference held in April and she said, "Meeting the staff and board members was really enjoyable and the day was clearly a great success."

Evelyn said after being offered the role "It's a real privilege to have been the successful candidate for the role as Chair of Arawak Walton. To be chairing one of the few

remaining independent BME associations is a great honour. Everyone is so welcoming and I look forward to officially taking up the role in October 2013."

She went on to say, "although we are dealing with difficult times and are facing issues like Welfare Reform, I am confident that Arawak Walton has the wellbeing of its tenants at heart."

We look forward to working with Evelyn in the future and are confident the association will continue to exceed expectations, given the skills and experience she brings with her.



APRIL 2014

1 Tuesday

2 Wednesday

3 Thursday

4 Friday

5 Saturday

6 Sunday

7 Monday

8 Tuesday

SWAMINARAYAN JAYANTI

9 Wednesday

10 Thursday

11 Friday

12 Saturday

13 Sunday

VAISAKHI
PALM SUNDAY

14 Monday

BIRTHDAY OF GURU NANAK

15 Tuesday

PASSOVER (1ST DAY)

16 Wednesday

Staff and Board Conference

The Association held it's annual Staff and Board conference in April 2013. Inevitably, the focus was on the impact of Welfare Reform and although it was very early days, Darren, our Finance Director was able to confirm the weekly deficits in rental income due to bedroom tax cuts and the anticipated cumulative effect if they remained at those levels.

Sessions were held to look at our risk management framework in light of more clarity regarding the challenges that face us. In addition, the aims and the objectives of the association came under more intensive scrutiny to ensure we were being realistic about our business plan targets.

However, it was also a day for celebration. The housing services team had put together a DVD telling some of the heart warming stories of the difference having good quality housing has had for many of our tenants. We then looked at what was good about Arawak Walton and the work we do. Thankfully, there were more flip chart papers on these subjects than there were on the impact of Welfare Reform!

We ended on a bitter-sweet note by saying goodbye to long time colleague Lily Hardman, Housing Officer who after 11 ½ years is now retiring to lead the good life. She definitely will be missed.



17 Thursday	MAUNDY THURSDAY
18 Friday	GOOD FRIDAY
19 Saturday	
20 Sunday	EASTER SUNDAY
21 Monday	ANNIVERSARY OF HAILE SELASSIE'S VISIT TO JAMAICA
22 Tuesday	
23 Wednesday	PASSOVER (FINAL DAY) ST GEORGE'S DAY
24 Thursday	WORLD BOOK DAY
25 Friday	WORLD MALARIA DAY
26 Saturday	
27 Sunday	YOM HASHOAH
28 Monday	
29 Tuesday	
30 Wednesday	

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CUSTOMER
SERVICE
EXCELLENCE



The Government Standard

Growth since 2008

	No.	%
2013	953	Including 8 Shared Ownership
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

A face with a different Story



Colin

I took over the tenancy of this flat in Lymefield on 18 February 2013. I was sitting

on the bus recently and thinking about where I used to live to where I am now. I lived in an area in Clayton which was very run down with houses boarded up. Whalley Range is not like that at all. It is so much nicer. I am in a much happier place.



My new home is specially adapted because of my disabilities. This has increased my quality of life immensely; especially the bathroom. In my previous property I had just a bog standard shower cubicle where the water pressure was not good and I had difficulty getting into it and using it because of its size. As a result I suffered hygienically. Now I have a wet room that I can get into easily with my wheelchair.

I am eating a lot better and feeling much better within myself.

I also have the best Housing Officer ever. Firstly she put up with me for a start! She's down to earth, friendly and has bent over backwards to help me when my previous Housing Officers wouldn't have. In particular in relation to a Council Tax Bill I received. My Housing Officer fought for me and with me to get this matter resolved whereas because of my learning difficulties I would have given up and just paid the bill. We got the result we wanted because I was recently told that my bill is much less than originally stated. I am now in a much better and happier place in my life.

MAY 2014

1 Thursday

2 Friday

BIRTHDAY OF GURU ARJAN DEV

3 Saturday

4 Sunday

YOM HAZIKARON

5 Monday

YOM HA'ATZMAUT

6 Tuesday

INTERNATIONAL NO DIET DAY
WORLD ASTHMA DAY

7 Wednesday

8 Thursday

9 Friday

10 Saturday

11 Sunday

12 Monday

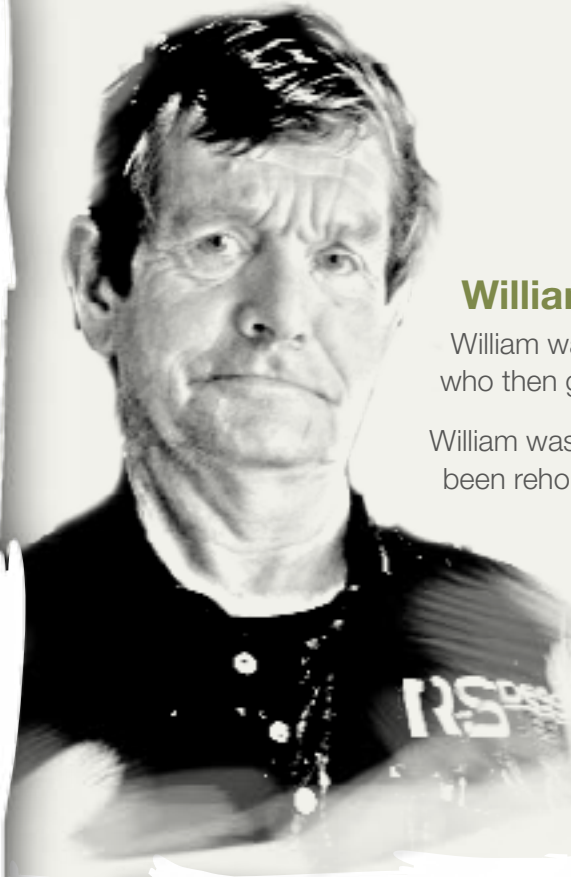
13 Tuesday

14 Wednesday

WESAK OR BUDDHA DAY

15 Thursday

16 Friday



A face with a different Story

William

William was previously living in Levenshulme with his youngest son who then got into arrears with his rent and was therefore evicted.

William was referred to Arawak Walton as a homeless person. He has been rehoused at Birch Court.

William states that **"I received a very quick service. I was housed within 2 months of applying. I am very happy here and everything is great."**

Birch Court is suitable for William as he has a bad leg condition as it is accessible.



- 17 Saturday LAG B'OMER
- 18 Sunday LAG B'OMER
- 19 Monday
- 20 Tuesday
- 21 Wednesday
- 22 Thursday
- 23 Friday BIRTHDAY OF GURU AMAR DEV
- 24 Saturday
- 25 Sunday WORLD AFRICA DAY
- 26 Monday
- 27 Tuesday
- 28 Wednesday YOM YERUSHALAYIM
- 29 Thursday ASCENSION DAY
- 30 Friday
- 31 Saturday

Millennium Green Fun Day Event

In May 2013 Arawak Walton staff attended the Millennium Green Family Fun day event in partnership with Moss Care and City South. The day was glorious and well attended by members of the local community of all ages.

Attractions included a large climbing wall, information stall, a large bouncy castle, healthy eating stall and face painters which the crowds loved. The Wilmslow Dog Training Club entertained the crowds to raptures of cheers with their amazing dogs which were entered in Crufts 2012.



Arawak Walton contributed to the event by paying for the climbing wall. We also had a stall with plenty of freebies and information relating to the Bedroom Tax and had plenty of interested people wanting to sign up to Arawak Walton for re-housing. Councillor Roy Walters gladly posed for photos with the team, as well as Rob Ferguson, Chief Executive from MossCare and his staff. The Arawak Walton stall was a hive of activity and very popular with all the visitors. We're looking forward to doing it again next year.



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JUNE 2014

1 Sunday

2 Monday

3 Tuesday

4 Wednesday

SHAVUOT (1ST DAY)

5 Thursday

6 Friday

7 Saturday

8 Sunday

WORLD CHILDREN'S DAY
PENTECOST – WHITSUN

9 Monday

10 Tuesday

11 Wednesday

12 Thursday

FIFA WORLD CUP (STARTS)

13 Friday

14 Saturday

15 Sunday

ALL SAINTS DAY
FATHERS DAY

16 Monday

MARTYRDOM OF GURU ARJAN DEV

Homes in Management as at March 2013

	No
Homes to rent managed on behalf of others	42
Homes to rent owned by the association	894
Shared ownership	8
Total	944
Leasehold Units	8
Staff Unit	1
Grand Total	953



Direct Repairs Expenditure

	£
Cyclical and planned works	87,680
Day to day reactive	519,188



Repairs Performance

	Response target in days	Repairs completed within target %	Peer Group Benchmark %
Emergency	98	100%	99%
Urgent	98	98.6%	98%
Routine	98	99.02%	98%

- 17 Tuesday
- 18 Wednesday
- 19 Thursday
- 20 Friday
- 21 Saturday SUMMER SOLSTICE
- 22 Sunday
- 23 Monday
- 24 Tuesday
- 25 Wednesday
- 26 Thursday
- 27 Friday
- 28 Saturday RAMADAN (START)
- 29 Sunday ST PETER AND ST PAUL'S DAY
- 30 Monday



Brian: (Goldy)

Brian was living between his friend's homes as he was homeless and could not find somewhere to live. Had Arawak Walton not found somewhere for him to live he would have been on the streets. He is now a tenant at Daisy Bank Court.

Following an amicable divorce from his wife, Brian has lived in various sheltered schemes and hostels.

He was unhappy in those schemes as they had other residents who abused drugs and alcohol. This made Brian very unhappy, his health deteriorated, and he "fell off the wagon" after 27 years.

A face with a different Story

He then approached Arawak Walton for housing and was immediately impressed by the friendliness and expertise of the staff at Arawak Walton as they "bend over backwards" for him and the other residents. He said "you can have a good laugh in here."

This is Brian's 4th sheltered housing apartment and he states that **"it is the best".**

There is no violence here, its quiet 24/7, the staff are helpful and have great personalities."

Brian has settled at Daisy Bank Court and enjoys socialising with his "friends" in the common room and also goes on the organised trips with the other residents, as taxis are laid on and there are usually refreshments of some kind available for the tenants.

Brian also enjoys the evening entertainment sessions with the other residents as they do Irish/Scottish dances and tell jokes and share stories with each other into the early hours.

Brian, or Goldy to his friends said he loves it at Daisy Bank Court.

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CUSTOMER
SERVICE
EXCELLENCE



The Government Standard

JULY 2014

1 Tuesday

2 Wednesday

3 Thursday

4 Friday

INDEPENDENCE DAY

5 Saturday

BIRTHDAY OF GURU HARGOBIND

6 Sunday

7 Monday

8 Tuesday

9 Wednesday

10 Thursday

11 Friday

12 Saturday

ASALA – DHARMA DAY

13 Sunday

FIFA WORLD CUP (ENDS)

14 Monday

15 Tuesday

ST SWITHIN'S DAY

16 Wednesday

A face with a different Story

Eulalie

Eulalie was living temporarily at her sister's house in London until her sister decided she had to leave. She came to Moss Side with a friend and then found that she was homeless until she came to Arawak Walton.

Eulalie says that it was a big relief for her to finally have a place she can call "home". She was not happy moving from place to place. She states **"Arawak Walton is a good association that will help people. I am glad that I am here and the tenants and staff are very helpful and friendly."**

She is now living happily at Birch Court.



Value for Money

Arawak Walton prides itself in offering a value for money service for its tenants. We strive to provide an excellent service for our tenants and to increase the number of properties we are able to offer in the communities in which we work.

In 2012 our management cost per property was £839 compared to £908 for the average of all housing associations. Our maintenance cost per property was £1,029 compared to the average of £1,211.

When we decide whether or not to invest in a new property we make sure the rent we will get for the property at least matches the

long term running costs of managing and maintaining the property as well as covering the mortgage.

During the last year we continued our programme of boiler replacements which have the double benefit of reducing gas bills for our tenants and also reducing the harmful carbon dioxide emissions which contribute to global warming.

We have a value for money plan for the coming year and will continue to work hard to get the most from the limited resources we have.

17 Thursday

18 Friday

19 Saturday

20 Sunday

21 Monday

22 Tuesday

23 Wednesday

BIRTHDAY OF GURU HAR KRISHEN
BIRTHDAY OF HAILE SELASSIE I

24 Thursday

LAILAT AL QADR

25 Friday

26 Saturday

27 Sunday

28 Monday

EID-UL-FITR (END OF RAMADAN)

29 Tuesday

30 Wednesday

31 Thursday

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CUSTOMER
SERVICE
EXCELLENCE



UK



The Government Standard

Empty Properties 31st March 2013

	No	%
Vacant and available for letting	9	0.9%
Vacant and unavailable for letting	2	0.1%
All empty properties	11	1.0%

Average Void Period (days)

Arawak Walton turn around	32
National Average - figure from CORE for owned general needs 2011/12	29
Peer Group Benchmark	25
Arawak Walton Target 2012-13	25

Overall Satisfaction with repairs service

	%
2012/13	94.68%
2011/12	95%
2010/11	93.54%
2009/10	93%
Target	95%

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

	2012	2013
Management	25.7p	24.7
Services	9.3p	10.0
Maintenance	30.1p	30.1
Property Depreciation	12.4p	13.5
Loan Interest	22.5p	21.7
Total	£1	£1

AUGUST 2014

1 Friday

2 Saturday

3 Sunday

4 Monday

5 Tuesday

TISHA B'AV

6 Wednesday

7 Thursday

8 Friday

9 Saturday

10 Sunday

11 Monday

12 Tuesday

13 Wednesday

14 Thursday

15 Friday

ASSUMPTION OF THE BLESSED VIRGIN MARY

16 Saturday

Moss Side Carnival

The Moss Side Carnival took place in August 2012. The "Our Moss Side" stand was open all day. There were staff from Mosscafe, Adactus, Arawak Walton, Great Places, City South and Manchester City Council working on the day. Hundreds of cups of fruit were given out, details of home ownership schemes were given out, leaflets on benefits changes were also given out. Here are some pictures of the day...



17 Sunday BIRTHDAY OF MARCUS GARVEY

18 Monday

19 Tuesday

20 Wednesday

21 Thursday

22 Friday 25 - MANCHESTER PRIDE BIG WEEKEND

23 Saturday

24 Sunday

25 Monday

26 Tuesday

27 Wednesday

28 Thursday

29 Friday

30 Saturday

31 Sunday

Rent Collection

The proportion of rent due collected for the year was:	98.0%
Peergroup benchmark	99.58%
Current Tenant Arrears at the end of March 2013 was:	£248,000



Rent Increases

Year	Arawak Walton	R.P.I. inflation
April 2013	2.5%	2.6%
April 2012	2.9%	5.6%
April 2011	3.9%	4.6%
April 2010	-0.9%	-1.4%
April 2009	3.28%	5.0%
April 2008	2.29%	3.9%

Average Assured Rents

Property Type	£
One bedroom	67.04
Two bedrooms	78.65
Three bedrooms	88.04
Four or more bedrooms	98.95

A face with a different Story



An elderly Chinese tenant who was occupying a 3 bed property and incurred 25% under occupancy charge on his housing benefit, was signposted to a vacancy at Bougainvillea Gardens. This has resulted in relieving his income problems and also provided him with company of other Chinese tenants.

This has also had the added bonus of freeing up a 3 bed home for a family.

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24 hour repair line: 0800 389 4616



SEPTEMBER 2014

1 Monday

2 Tuesday

3 Wednesday

4 Thursday

5 Friday

6 Saturday

7 Sunday

8 Monday

BIRTHDAY OF BLESSED VIRGIN MARY
INTERNATIONAL LITERACY DAY

9 Tuesday

10 Wednesday

WORLD SUICIDE PREVENTION DAY

11 Thursday

ETHIOPIAN NEW YEAR

12 Friday

13 Saturday

14 Sunday

THE TRIUMPH OF THE CROSS

15 Monday

16 Tuesday

A face with a different Story

Juriji

Juriji was living with his friend in a rented home. His friend got evicted and Juriji ended up sleeping rough. He was referred to us by the homeless team. We signed him up in the last week before Christmas otherwise he would have been on the street. Juriji is now living at Daisy Bank.

Juriji states that **“Arawak Walton have been very supportive, helpful and found a very nice home for me. I am very happy here”**.



Ethnic Origin Board Members as at 31st March 2013

Black/Black British: Caribbean	3
White: British	4
Asian/Asian British: Pakistani	1
Mixed: White and Black Caribbean	2
Total number of Board member	10



Black History month

17 Wednesday	
18 Thursday	
19 Friday	
20 Saturday	
21 Sunday	WORLD ALZHEIMER'S DAY
22 Monday	
23 Tuesday	
24 Wednesday	ROSH HASHANAH (JEWISH NEW YEAR) NAVARATRI (START) ROSH HASHANAH
25 Thursday	AGM & ANNUAL CELEBRATION
26 Friday	
27 Saturday	FAST OF GEDALLIAH
28 Sunday	
29 Monday	ST MICHAEL, ST GABRIEL AND ST RAPHAEL'S DAY
30 Tuesday	

Location of Stock

District	Flats	Houses	Elderly	Adapted for Disability	Total for District
Manchester					
Ardwick	26	129			155
Cheetham Hill		59			59
Chorlton Cum Hardy		1			1
Fallowfield	7	3		1	11
Hulme	17	37		3	57
Levenshulme		43			43
Longsight	3	34	73	1	111
Moss Side	38	93	4		135
Newton Heath	5	2			7
Rusholme		90		1	91
Victoria Park			26		26
Whalley Range	94	57	4	2	157
Withington		3			3
Total	190	551	107	8	856
Trafford					
Altrincham	6	6			12
Lostock		3			3
Old Trafford	20	37			57
Stretford		9			9
Total	26	55			81
Stockport					
Reddish		6			6
Edgeley		1			1
Total		7		0	7
Leasehold		8			8
Staff Unit		1			1
Grand Total	216	622	107	8	953

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OCTOBER 2014

1 Wednesday BLACK HISTORY MONTH (FULL MONTH)

2 Thursday

3 Friday

4 Saturday YOM KIPPUR (DAY OF ATONEMENT)
DUSSERA

5 Sunday EID AL-ADHA

6 Monday

7 Tuesday

8 Wednesday

9 Thursday SUKKOT

10 Friday

11 Saturday

12 Sunday

13 Monday ST EDWARD'S DAY

14 Tuesday

15 Wednesday HOSHANAH RABBAH
AL HIJIRA

16 Thursday SHMINI ATZERET

Birch Court Open Day

Arawak Walton held its annual celebration in October 2012 with the official opening of its newly refurbished sheltered scheme in Longsight called Birch Court.

The scheme was officially opened up by The Right Worshipful the Lord Mayor of the City of Manchester, Councillor Elaine Boyes.

Our scheme at Birch Court is a transferred sheltered scheme representing our diverse and multicultural tenants. We believe that the scheme will come to represent a flagship of how older people's housing should be designed be in the future.

The event was a great success and we welcomed over 100 guests who had come to see the 'hotel like' ambiance and enjoy the steel pan band playing upbeat Caribbean music, enjoy the Caribbean food and were entertained by the "Arawak Queen" who amazed the guests with her outstanding costume and dance moves!

We were delighted that founder members also attended our celebration, including Mrs Elouise Edwards and Mr Fred Fredricks. A plaque was presented to our founder members on the day to mark our respects to all the founder members, who have helped to make Arawak Walton the successful organisation it is today.

We would like to thank all our tenants, partners and staff who have been involved in making this refurbishment a great success and one that has received excellent feedback. We hope we can provide more homes like Birch Court in the near future!



17 Friday SIMCHAT TORAH

18 Saturday

19 Sunday

20 Monday

21 Tuesday

22 Wednesday

23 Thursday DIWALI

24 Friday HINDU NEW YEARS DAY

25 Saturday

26 Sunday

27 Monday

28 Tuesday

29 Wednesday

30 Thursday

31 Friday HALLOWEEN

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The Government Standard



A face with a different Story

Barry

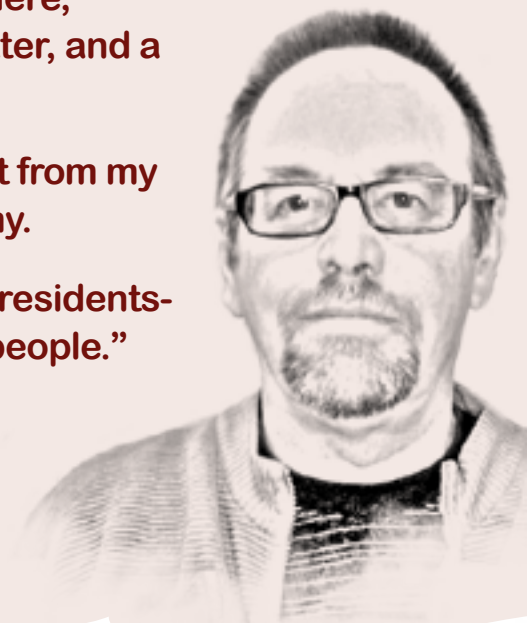
Barry used to live on a narrow boat until youths burnt it out - which made Barry have to live in his lock up for 18 months until he came to Arawak Walton. He is now extremely happy at Daisy Bank Court.

Barry stated that **“Daisy Bank Court it’s a palace here, everything I didn’t have, I’ve got a shower, water, and a toilet, all I had was electric in the lockup.”**

“I didn’t have any friends, no one visited apart from my son when he was home on leave from the army.

“Now I enjoy the companionship of the other residents- we have a good laugh interacting with other people.”

“I find that Arawak Walton staff are really friendly and helpful, I love it here.”



NOVEMBER 2014

1 Saturday ALL SAINTS DAY

2 Sunday BIRTHDAY OF EMPEROR HAILE SELASSIE I

3 Monday ASHURA

4 Tuesday

5 Wednesday

6 Thursday BIRTHDAY OF GURU NANAK

7 Friday

8 Saturday

9 Sunday REMEMBRANCE SUNDAY

10 Monday HUMAN RIGHTS DAY

11 Tuesday ARMISTICE DAY
VETERAN'S DAY

12 Wednesday

13 Thursday

14 Friday WORLD DIABETES DAY

15 Saturday

16 Sunday

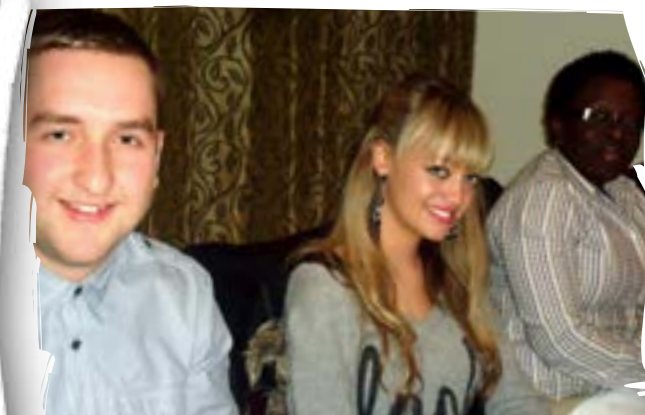
Staff Gender

Male	9
Female	22
Total	31
Total FTE	25.43



Ethnic Origin of Staff as at 31st March 2013

Black/Black British: Caribbean	7
Black/Black British: African	2
Black/Black British: Other	2
White: British	12
Asian/Asian British: Indian	2
Asian/Asian British: Bangladeshi	1
Mixed: White and Black African	1
Preferred not to say	2
Did not respond	2
Total paid staff	31



- 17 Monday
- 18 Tuesday
- 19 Wednesday
- 20 Thursday
- 21 Friday
- 22 Saturday
- 23 Sunday
- 24 Monday MARTYRDOM OF GURU TEGH BAHADUR
- 25 Tuesday
- 26 Wednesday DAY OF THE COVENANT
- 27 Thursday THANKSGIVING DAY
- 28 Friday
- 29 Saturday
- 30 Sunday ST ANDREWS DAY
ADVENT SUNDAY

Staff Salaries

	Male	Female
£0 - £10,000	2	4
£10,001 - £15,000		2
£15,001 - £20,000	1	4
£20,001 - £25,000	3	5
£25,001 - £30,000		5
£30,001 - £35,000	1	1
£35,001 - £40,000		
£45,001 - £50,000	2	
£70,001 - £80,000		1

Staff per 100 Dwellings

2013	2.67
2012	2.43
2011	2.75
2010	2.89
2009	2.56
2008	2.48



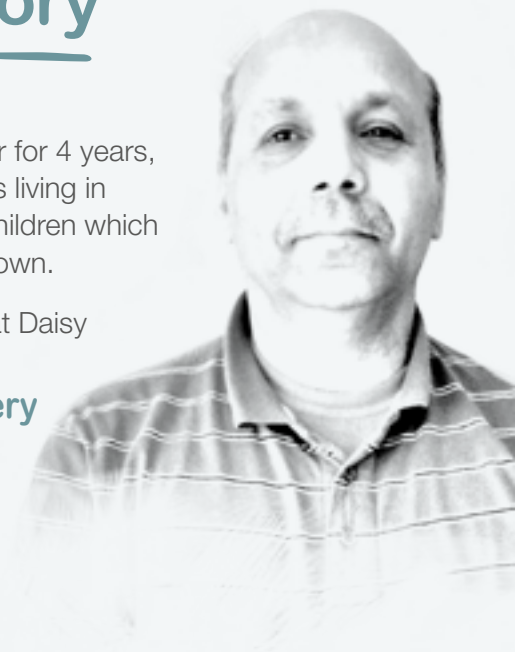
A face with a different Story

Jan

Jan is from the Czech Republic and he has been in Manchester for 4 years, living with family in London. After moving to Manchester he was living in Openshaw with friends but the house was overcrowded with children which caused him health problems and needed to find a place of his own.

Jan applied for housing with Arawak Walton and he has been at Daisy Bank Court for 5 months now. Jan is very happy here and says

“I get a very good service with Arawak Walton, very happy here as I am close to the doctors, the job centre and the local people are very nice.”



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DECEMBER 2014

1 Monday WORLD AIDS DAY

2 Tuesday

3 Wednesday INTERNATIONAL DAY OF PERSONS WITH DISABILITIES

4 Thursday

5 Friday

6 Saturday

7 Sunday

8 Monday BODHI DAY

9 Tuesday

10 Wednesday

11 Thursday

12 Friday

13 Saturday

14 Sunday

15 Monday

16 Tuesday

Complaints, Compliments and Suggestions

We continue to receive feedback, both positive and negative, about our services. These include minor complaints/comments that we may not have received previously unless the situation escalated. During 2012/13 we received 34 formal complaints. We aim to acknowledge all formal complaints within 7 days and respond to them within 14 working days of the acknowledgement. We report these details anonymously to protect the privacy of those concerned.

Analysis of the complaints received shows that:

15 cases relate to disrepair/condition of the property (44%)

5 cases relates to staff conduct (15%)

4 case relate to rehousing/waiting list issues (12%)

3 cases relate to Anti Social Behaviour (9%)

2 cases relate to disputed water bills (6%)

2 cases relate to damp in the property (6%)

1 case related to disabled access (4%)

1 complaint related to a Mutual Exchange (2%)

1 case related to overcrowding (2%)

We received 124 informal compliments and 128 informal complaints through the repairs satisfaction survey and these (compared with 119 last year) are fed back to staff at team meetings and contractors over the phone. No suggestions were submitted.

Complaints

Year	Units	Complaints	Complaints %
2012/13	953	34	3.6%
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%

Anti Social Behaviour / Neighbour Nuisance Complaints

Year	Complaints
2012/13	34
2011/12	10
2010/11	11
2009/10	37
2008/09	5
2007/08	10

17 Wednesday HANUKKAH (CHANUKAH)

18 Thursday

19 Friday

20 Saturday

21 Sunday WINTER SOLSTICE

22 Monday

23 Tuesday

24 Wednesday CHRISTMAS EVE

25 Thursday CHRISTMAS DAY

26 Friday BOXING DAY

27 Saturday

28 Sunday

29 Monday

30 Tuesday

31 Wednesday NEW YEARS EVE

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Anti Social Behaviour Complaints

Anti Social Behaviour Cases Analysis

Number of new cases in 2012/13	34
Number of Active Cases	8
Number of Inactive Cases	26

Summary of Broad Issues

Noise	16
Threats of Violence	2
Children Youths	8
Verbal Abuse	4
Pet Management	2
Parking Dispute	1
Actual Violence	1



Action Taken

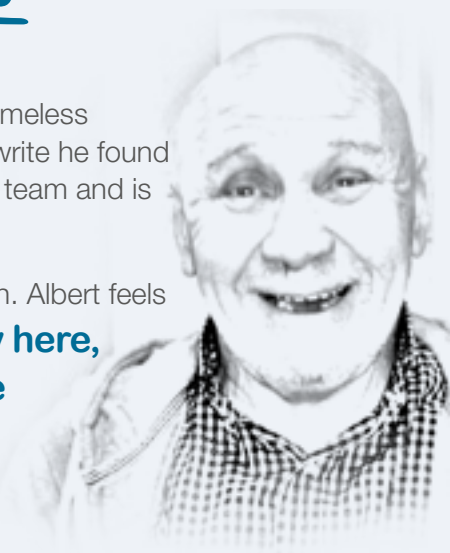
Diary Notes	8
Warning Interview	7
Tenancy Warning	2
Legal Action	1
Multi Agency Intervention	1
Mediation	1
Negotiation	2
Held on File	12

A face with a different Story

Albert

Albert separated from his partner after 50 years, he then became homeless “ducking and diving” sleeping on friends floors. Unable to read and write he found it impossible to get housing - he was referred to us by the homeless team and is now at Daisy Bank Court.

He went to the Homeless shelter and was directed to Arawak Walton. Albert feels that Daisy Bank Court is a good place to live, **“I am very happy here, there is a great crowd of people living here and we all lookout for each other. It feels like home.”**



Our Staff



Cym D'Souza
Chief Executive



Barbara Lawrence
Welfare Reform
Project Officer



Maynette Francis
Housing
Officer



Joan Bennett
Customer
Advisor



Chris Page
Operations
Director



Janice Ashworth
Maintenance
Technician



Jackie Graham
Scheme
Manager



Millicent Finlayson
Scheme
Manager



Darren Watmough
Finance Director



Bindu Pandya
PA to Chief
Executive



Susan Forbes
Management
Accountant



Andrew Tyczynski
Maintenance
Officer



Kirsty Monksfield
Business
Support
Manager



Foozya Shakir
PA to Chief
Executive
(Maternity Cover)



Pauline Flowers
Business
Support
Assistant



Lisa Jowrey
Housing
Officer



Sam Chen
Asset Manager



Yemi Babalola
IT/Finance
Officer



Kola Akande
Finance
Assistant



Donna Morris
Scheme
Manager



Sandra McKenzie
Senior Housing
Officer



Lily Hardman
Housing Officer
retired April 2013



David Williams
Housing
Officer



Monika Rahman
Business
Support
Apprentice



Natalie Rowen
Housing
Officer



Adelle Abdul
Cleaner



Maria Passman
Assistant
Receptionist



Adrian Morris
In House
Gardener



Jo Moon
Senior
Customer
Advisor



Marcia Brown
Cleaner



Jermain Thomas
Business
Support
Trainee

Our Board



Acting Chair
Mr Tony Gordon
Management Consultant in
Equality & Diversity and HR
Length of Service: 3 years



Deputy Chair
Mr Sylvester During
BSc (hons), MSc, DMS, MCM
Director of IT and Facilities –
Accrington College
Length of Service: 14 years



Mr Andrei Szatkowski
(Chair of Remuneration
and Selection Committee)
Executive Director of
Customer Services,
Equity Housing Group
Length of Service: 5 years



**Honorary Secretary (and Chair
of Finance and Risk Committee)**
Ms Gill Darling, ACA, AMCT
Head of Finance – City South
Housing Manchester
Housing Trust.
Length of Service: 8 years



Ms Jayne Gouldthorpe
BSc Hons, CCIH
Energy Assessor,
Crystal Home Inspections
Length of Service: 11 years



Ms Shirley Lawrence
Tenant Board Member
Length of service: 3 years



Mr Andrew Simpkin
(co-optee)
Solicitor,
Pannone & Partners
Length of Service: 14 years
Resigned May 2013



Ms Mandy Powell
Project Manager
Length of service: 2 years



Ms Lorri Holding
Supported and Independent
Living Service Manager –
City West Housing Trust
Length of Service: 5 years



Mr Yasar Kaushal
Solicitor
Length of service: 2 years



Mr Mike Cartwright
Tenant Board Member
Length of service: 2 years



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www.arawakwalton.com