



Together We Are **STRONGER**

Annual Report
2016



Together we are stronger...

Chair's Statement 2016

Welcome to our annual report for 2015-16. I am delighted to provide our customers and stakeholders with an overview of our achievements over the last year. It's amazing how quickly a year can go by!

It's worth remembering that Arawak and Walton merged in 1994 to create the organisation we see now. In challenging times that continue today, we are justly proud of providing quality housing to multi-cultural communities living in Manchester, Trafford and Stockport. Times may have changed but the ethos of the association remains true to the values of its founder members. In these years of austerity our services are needed more than ever by those who are suffering most through financial hardship.

We continued to manage in excess of 1,000 homes during 2015/16. We spent almost half a million pounds on extensively modernising and refurbishing

17 new properties and on the completion of 40 units at Sycamore Court, which we had bought into management during the year.

Taking advantage of stock rationalisation opportunities via our partners, we have extended our ownership of homes in Moston and Gorton where many of our tenants are now aspiring to live.

As a result, our net asset base has increased to £30m (2015: £29m) (new style accounts) which represents a gross cost of circa £57m and our rental turnover has increased to £4.8m (2015: £4.7m). This gives us a sound financial base to continue to deliver our business plan objectives for future years.

We continue to work towards the CIH presidential commission's "Diversity in Leadership" 10/20 challenge. As a result, you will see comparative information on our equality and diversity performance over the last three years for our Board and staff members.

This year has been a year of challenge. The 1% rent cuts announced by Government in 2015 has resulted in us having to revise our business plan objectives. It still assumes current excellent service levels will continue to be delivered. In addition, we plan to grow our homes in management. We will continue to take opportunities offered via our housing partners' stock rationalisation plans and also acquire from the open market. We will acquire more homes in those new areas where this delivers our business plan targets. Although challenging in the current economic environment, we believe it is important to try to meet our customers' housing aspirations now and in the future.

Addressing the impact of Welfare Reform continues to be a top priority for us. We have kept our tenants informed of changes, including the introduction of universal credit. We have worked with those affected to alleviate potential hardship. Contrary to what is portrayed in the media, many of our tenants already work full or part time, so we have assisted by helping them improve budgeting skills or finding better paid employment. Demand for our homes remains strong and we had only 2 empty homes at the end of the year, i.e. 0.19% of our total homes in management which is great news from a financial perspective.

Our commitment to customer service was reflected in our retention of the Customer Service Excellence Standard where we remain in the top 2% of organisations in the country.

I must as always thank everyone who has worked so hard this year to make Arawak Walton the respected and successful organisation it is today. From the founder members who remain actively interested in our work, current and past Board members, staff, partner organisations and finally our great tenants who make our work so worthwhile. There are many challenges facing us, not least in relation to the Government's ongoing welfare reform announcements and the uncertainty of the impact of the vote to leave the EU. I am confident about our future plans and welcome the opportunity to work with our Board, staff, tenants and supporters to deliver them.

Please take the time to look through the following pages and I hope you find the information provided interesting and enjoy the many stories you will read. The Report also doubles up as a calendar for 2017 so enjoy looking at it over the next 12 months.



Evelyn Asante-Mensah OBE
Chair
Arawak Walton HA

The world of social housing is facing some tough challenges, with the need to balance government requirements for cost savings with delivering the best possible service we can to our customers.

We are very proud that despite those challenges we continue to be recognised for our commitment to excellence by external assessors and, perhaps even more importantly, by our own tenants.

Throughout its long history Arawak Walton has always sought to retain close ties with the individuals we are here to serve. It is only with constant communication, seeking advice, opinions and suggestions from those who live in our communities, that we can continue to deliver a great service and aim for even higher achievements.

It is for this reason that our latest annual report is themed

“Together we are stronger”

Our Board...



Ms Evelyn Asante-Mensah
OBE, DLtt, MA
Chair
Commissioner for the Equality and Human Rights Commission
Board member Manchester Mental Health and Social Care Trust
Board member Lankelly Chase Foundation
Length of Service: Since 2013



Mr David Brown
MCIH
Deputy Chair
Director of Operations, Pine Court Housing Association
Length of Service: Since 2014



Ms Hilda Kaponda
FCCA, MBA, BEng,
Chair of Audit Committee
Executive Director of Finance, Equity Housing Group, Director, Hilko
Length of Service: Since 2015



Ms Lorri Holding
Chair of Remuneration and Selection Committee
Group Older Persons Services Lead, ForViva
Length of Service: Since 2008



Mr Mike Cartwright
Chair of Tenant Quality Panel
Retired
Tenant Board Member.
Length of Service: Since 2010



Ms Anita Patel
MCIH
Specialist Clubs Manager, HouseMark
Length of Service: Since 2014



Ms Nadia Fortune-Nesbit
Operations Manager, Cariocca Enterprises Ltd
Length of Service: Since 2015



Mr Charles Jarvis
PG Researcher for the University of Manchester
(Previously, Director at the Homes and Communities Agency)
Length of Service: Since 2014



Ms Susan Taylor
MSc
Assistant Director Infrastructure and Quality, The Big Life Group
Length of Service: Since 2014



Rob Wakefield
BSc CPFA
Member of Audit Committee
Director of Resources, Community Gateway Association
Length of Service: Since 2014

Board Resignations:

Ms Gill Darling

Together we are stronger...

In the Community



We don't just provide houses,
we create homes and communities.

A roof over your head is a basic human need. One which we as a housing association take very seriously. But our work isn't just about houses. It also extends to helping our diverse communities come together and thrive. As well as actively encouraging cultural interaction in our communities we also lay the foundations for cross generational relationships to develop.

As part of our mission to support and promote the communities we work in, we have formed a partnership with local community group Youth on Solid Ground (YSG), an organisation committed to

improving the life opportunities, personal development, health and wellbeing of children, young people and our wider community. A team from YSG has been working with some of our sheltered housing tenants at Bougainvillea Gardens. The young people have been helping the more mature residents get to grips with IT, via a 12 week programme delivered according to the needs of each participating tenant.

We are also closely involved in events that bring whole communities together. Last December the Hulme Winter Friendship Festival returned to Hulme Park with a host of special guests and activities for all the family. Friendship was the main theme for this year's event, which was organised through the Arawak Walton's partnership in the 'Our Moss Side' group. The event provided free arts and crafts activities,

with a special appearance from the Snow Queen to switch on the Christmas lights. We also donated a Hamper towards making the event a success.

All proceeds were donated to Christie's Hospital in a great example of how with teamwork, those who feel supported go on to help and support others.

As well as working in the local community, staff from Arawak Walton also enjoy getting involved in social events. Some of them formed a quiz team to take part in the annual quiz to raise funds for Mustard Tree, which runs a range of projects, all with the aim of providing support and working towards long term solutions for the homeless and marginalised in Greater Manchester.



January

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1 New Year's Day
2	3	4 World Braille Day	5 Birthday of Guru Gobind Singh	6 Epiphany	7	8
9 Seijin Shiki (Coming of Age Day)	10	11	12	13 Maghi	14 Makar Sankranti	15
16 Martin Luther King Day Birth of Guru Har Rai Religious Freedom Day	17 World Religion Day	18	19	20	21	22
23	24	25	26	27	28 Chinese New Year	29
30	31					

Together we are stronger...

Keeping your home in good order

Providing safe, comfortable homes which are properly maintained and updated regularly is a core objective. Our work involves providing the best standards of housing possible within our budgets.

In the 2015 / 16 financial year we spent £105,000 on new kitchens, £235,000 on new boilers, £118,000 on new bathrooms and £103,000 on 3 new lifts to the sheltered schemes. In total we have replaced 46 kitchens, 148 boilers and 94 bathrooms.

We work closely with our Tenants Quality Panel to ensure that our plans meet our residents' requirements. This year we have been focusing on the subject of Planned Maintenance, which is a programme of improvements and upgrades over and above reactive maintenance carried out on a day to day basis. The programme addresses issues such as leaking roofs or obsolete boilers.

The Tenants Quality Panel has come up with some great suggestions for improving this programme, including:

- Clearer communication about how frequently components, such as boilers and kitchens are replaced.
- Better communication to make it easier to find out when components will be replaced, who to contact, and better notice of when the work will be carried out.
- Producing an information sheet which details the range of choice on offer.
- Getting more tenants involved in selecting the options to be offered.
- Closer involvement with tenants, getting more feedback and increasing the number of jobs inspected to ensure all work has been completed well.

February

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1 Vasant Panchami	2 Candlemas (Feast of the Purification)	3 Setsubun	4 World Cancer Day	5
6	7	8	9	10	11 Tu B'Shvat	12
13	14 Valentine's Day	15 Paranirvana (Nirvana Day)	16	17	18	19
20	21	22	23	24	25 Maha Shivaratri	26
27	28 Shrove Tuesday (Pancake Day) Rare Disease Day					

Together we are stronger...

Value For Money

We constantly scrutinise our practices to ensure that we are working smartly and efficiently, delivering value for money in everything we do.

By monitoring our internal systems and practices and by keeping up with recognised best practice and learning from others, we strive to save money in all our activities. This enables us to maximise the investments we can make in our properties and to continue

to deliver the best possible service for our tenants. Delivering a personal service is a very important part of our values, and we believe we still manage to do this at a lower cost than many bigger housing associations.

Over the year we have undertaken a wide range of activities which have helped us save money and continue funding services. For example, we buy boilers direct from suppliers, which has the added bonus of saving our tenants money because they are more efficient so their gas bills are lower.

We have also started a trial with a large partner housing association, where they undertake some of our day to day repairs.

We increasingly email and text our tenants because this is more speedy and efficient, and less expensive than posting letters. Where we produce a

big mail-out which cannot be emailed to tenants, we use a distribution company, which is much more cost effective than the postal service.

Housing associations across the UK are facing tough challenges in meeting government calls for making more efficient use of services. We introduced a 4 year wage freeze to help manage our costs and also maintain some job security for our staff. Our ethos is to work smarter and do things differently rather than make cuts to services.



March

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1 Ash Wednesday St David's Day Nineteen-Day Fast (start)	2 World Book Day	3	4	5
6	7	8 International Women's Day	9 Ta'anit Esther	10	11	12 Purim
13 Commonwealth Day Holi	14	15	16	17 Saint Patrick's Day	18	19 Nineteen-Day Fast (end)
20	21 Naw Ruz World Down Syndrome Day	22	23	24	25	26 Mother's Day
27 Clean Monday – beginning on lent	28	29	30	31 Hanuman Jayanti		

* International Day for the Elimination of Racial Discrimination

Together we are stronger...

Keeping things local

Wherever possible we harness local talent to help us deliver services for our tenants. We choose local trades people over national firms to ensure a sense of community and pride in a job well done.

Many of our tenants and stakeholders will have tasted some of the delicious Caribbean food served at our annual celebrations. This is supplied by a local caterer, Ritz, which is run by Retel. Much of Retel's business comes from word of mouth, and many of her business and

private customers have come as a result of her working with us, ensuring her continued business success as well as helping us to celebrate our diversity.

We've also fostered positive relationships with contractors who we know our tenants can trust. Working in the heart of our community for the last 7 years, Mustak Diveli of Gasco Ltd is a great example of one of our strong working partnerships. He understands that tenants have busy lives with jobs, school runs and responsibilities and he and his team do their best to react quickly and fit visits around timings that work.

Explains Mustak: "Our statistics report for 2015/2016 showed an impressive 99.9% customer satisfaction, which mirrors the reports for previous years. The previous year our out of hours call out and attendance was 100% in all seasons. We respond 24/7, no excuses."

Our tenants also appreciate the reliability of the Gasco team, as these comments demonstrate:

“ I have known the guys from Gasco for many years now. They are always really helpful and friendly. ”

“ Work was covered well and in good time, keep up the good work. ”



April

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1 April Fools Day	2 World Autism Awareness Day
3	4	5 Ram Navami	6	7 World Health Day	8 Hanamatsuri	9 Palm Sunday
10	11 Passover (starts)	12	13	14 Good Friday Vaisakhi	15 Holy Saturday Ram Navami	16 Easter Sunday
17 Easter Monday	18 Passover (ends) Birth of Guru Tegh Bahadur & Guru Angad Dev	19 Mahavir Jayanti	20	21	22	23 St George's Day Yom HaShoah
24 Isra and Miraj	25 World Malaria Day	26	27	28 Ugadi/Yugadi Akshaya Tritiya	29	30 St James the Great Day

Together we are stronger...

Our Partners

Arawak Walton works closely with a number of national, regional and local organisations to ensure that, although small, our voice is heard just as strongly as the larger associations.

Arawak Walton is a member of BME National, the body that sits within the umbrella of the National Housing Federation. BME National ensures that national policies reflect and address the needs of Black Minority Ethnic communities and our Chief Executive, Miss Cym D'Souza, has been its Chair since 2014.

The Association is also a member of the North West Housing Forum and the Greater Manchester Providers Forum, which lobby government for funds to address the Northern regions housing and regeneration needs.

Locally, we belong to the Manchester Strategic Housing Partnership, Trafford's Joint Commissioning Partnership, and are lead BME partner for Stockport. This enables us to raise issues that affect the communities we serve. These close relationships also confirm that our stakeholders see us as having a key role to play in achieving their objectives.

We are also members of the North West Community Housing Associations (NWCCHA) with other community based housing associations which operate in the North of England, where we play a major role in influencing housing strategy.

Such partnerships support opportunities for us to increase our housing stock. Virtually all our recent stock increases have come through negotiations to transfer homes to us as part of our partners' stock rationalisation plans. Often this means that we can acquire properties at below market value rates.



May

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1 Early May Bank Holiday Yom Ha'Atzmaut	2	3	4	5	6	7
8	9	10	11	12	13	14 Lag B'Omer
15 Feast of the Body of Christ	16	17 International Day against Homophobia	18	19 Vesak (Buddha Day)	20	21 World Day for Cultural Diversity for Dialogue and Development
22	23 Birth of Guru Amar Das	24	25 Ascension Day World Africa Day	26	27 Ramadan (Starts)	28 Ascension of Baha'u'llah
29 Spring Bank Holiday	30	31 World No-Tobacco Day Shavuot				

Together we are stronger...

Influencing Central Policy

Our pioneering approach to sheltered housing is just one of the projects that has led to regional and national policy changes.

Our close relationships with our tenants and the valuable feedback they provide enable us to acquire new housing and to modernise our current housing stock in accordance with their wishes, which in turn achieves positive social outcomes. By sharing these outcomes at regional and national level, the association's work has been directly responsible for influencing future policies.

For example, our success in establishing popular multi-cultural sheltered accommodation (for those aged 55 years and older) has resulted in significant support from Manchester City Council for transfers of accommodation for older people to Arawak Walton, enabling us to increase our reach into wider geographical areas and extend our multi-cultural approach into traditionally white areas.

Our work has fed directly into the establishment of Manchester's Age Friendly policies and these are now being taken up at national level.



June

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2	3	4 Pentecost
5	6	7	8	9	10	11 Trinity Sunday Race Unity Day
12	13	14 World Blood Donor Day	15	16 Martyrdom of Guru Arjan Dev	17	18 Father's Day
19	20	21 Summer Solstice Laila Ad-Qadr (Night of Power)	22	23	24	25 Eid Al-Fitr
26	27	28	29	30		

Together we are stronger...

Responding to our tenants' needs

The welfare of our tenants is at the heart of everything we do. We maintain close contact with them, to ensure we are always providing them with a great service.

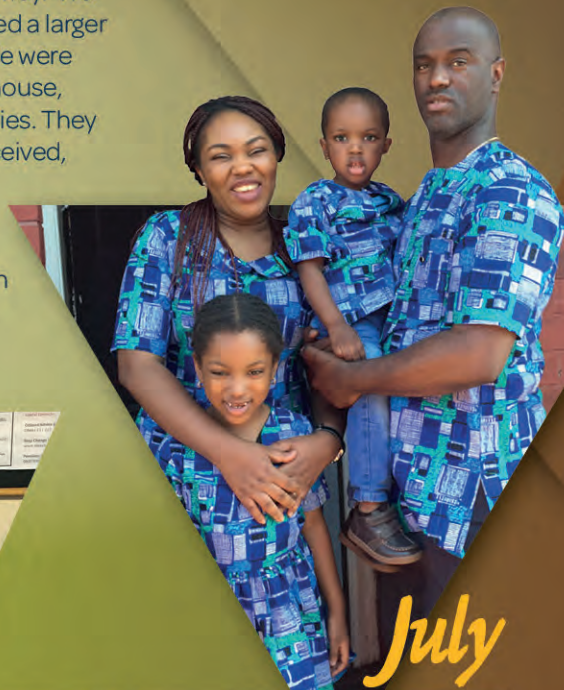
Many of our newer tenants come to us at a time in their lives when they may be especially vulnerable. We work sensitively to address their individual issues and we do our utmost to respond to their particular requirements.

A recent case involved us looking outside our normal catchment area to accommodate an extended family from Nigeria which had been forced to live in a two up, two down property that was

clearly unsuitable for their needs. They had been forced to share a house with complete strangers and mother, father and daughter were existing in one bedroom, with another baby on the way. We liaised with Adactus Housing and acquired a larger property in Moston, a new area for us. We were able to offer the family a two-bedroom house, close to the local school and other facilities. They were delighted with the support they received, with Arawak Walton giving them the opportunity to start a new life in a place they can really call home, in an area with easy access to work opportunities in Manchester city centre.

“We absolutely love this house and the area. It's so close to the schools and all the local facilities.”

Alahaji Ojbeide



July

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1	2
3	4	5 Birth of Guru Hargobind	6	7	8	9
10	11 All Saint's Day	12	13	14	15	16
17	18	19 Asalha Puja (Dharma Day)	20	21	22	23 Birth of Guru Har Krishen Birth of Haile Selassie
24 Pioneer Day	25	26	27	28	29	30
31						

Together we are stronger...

Innovative Working

We constantly strive to 'think outside the box' and introduce new working practices that will make life easier for our tenants and our staff.

This year, we have reorganised our Housing Services teams to provide dedicated services to general let tenants and for tenants in properties where we provide communal services, including our sheltered accommodation. This ensures the teams are structured in a way that maximises service and assistance for all our tenants.

As well as regular Tenants Newsletters and Inside Story newsletters which are distributed to a wider audience, we have also embraced social media to help keep our IT savvy customers up to date. We can now be found on both Twitter and Facebook.

Additionally, we have also introduced more flexible payment methods. We now take rent and other payments by debit or credit card and tenants can also pay online in addition to the more traditional methods of paying at a post office or payzone outlet.



August

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1 Tisha B'Av Lammas	2	3	4	5	6
7 Raksha Banhan	8	9 International Day of the World's Indigenous Peoples	10	11	12	13
14	15 Krishna Janmashtami	16	17 Birthday of Marcus Garvey	18	19	20
21	22	23	24	25 Manchester Pride Big Weekend (start) Ganesh Chaturthi	26	27
28 Manchester Pride Big Weekend (end) Summer Bank Holiday	29	30	31			

Together we are stronger...

Staying true to our values

In challenging times it is all too easy to move away from the values that give Arawak Walton its unique identity. We are proud that we have managed to stay true to our core values yet still implemented necessary changes to meet Government policy objectives.



We are delighted that these efforts have been recognised in our continued high scores in our Customer Service Excellence Standard (CSE). Our assessor this year noted that once a high standard has been achieved, it is difficult to demonstrate significant steps forward, but he recognised that we are continuously making progress and he made particular mention of how we are listening to customers and working in line with our mission and not just making cutbacks in these challenging times.

Very much in line with our mission is our recently formed association with the Boaz Trust, a Manchester charity that works with refugees and asylum seekers with the aim of settling them permanently into the local community or helping them return to their home countries.

Boaz has been a specialist in this area for many years and provides support and accommodation for many asylum seekers and refugees, either by placing them with host families and/or directly renting properties for them to live in. The Trust asked us for help in providing reactive maintenance support and some basic housing management. We have worked with them to set up systems to support their tenants, with the service being launched in April.



September

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				1	2 Manchester Pride Big Weekend (start) Ganesh Chaturthi	3
4	5	6	7	8 International Literacy Day	9	10
11	12	13	14	15	16	17
18	19	20	21 World Alzheimer's Day Rosh Hashanah Navaratri (Starts)	22	23	24
25	26	27	28 Teacher's Day	29 Navaratri (Ends)	30 Yom Kippur Dussehra	

Together we are stronger...

Encouraging teamwork

We believe collaborative working reaps rewards for our customers and our staff.

We work with smaller, community based associations to investigate how collaboratively procuring components, for example, boilers, can deliver savings and also share good practice in terms of service delivery and facilitation.

Joint training events where staff from different organisations can learn from each other is another key factor in our success.

Internally, too, we support our own staff in their personal development goals. We were sad, but very proud to say goodbye recently to a young man who was given the chance to join us as a trainee. Troy Tull joined us straight after leaving college in 2014 on a temporary contract to gain work experience. Initially he worked as an administration assistant, before being offered a contract extension as a project assistant, working on data analysis to serve the needs of all areas of the association. In September 2015 he changed roles again, working as a finance and data assistant where he was responsible for identifying service efficiencies. The extensive experience he gained at Arawak Walton was instrumental in helping him to secure the role of

corporate recovery trainee with award winning accountancy firm Beevers and Struthers and he attributes his success to the opportunities provided to him by Arawak Walton.

During my time at Arawak Walton I was provided with a wide range of training opportunities tailored to my job role. When I first started at Arawak Walton I was a basic excel user but with the training provided by Arawak Walton I am now an advanced level user. Arawak Walton also provided my accounting studies which has contributed greatly to my career progression and set me in the right direction for the future.

Troy Tull



October

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1 Black History Month (full month) Ashura
2 Feast of Guardian Angels International Day of Non-Violence	3	4	5 First Day of Sukkot Fast of Gedaliah	6	7	8
9 Birth of Guru Ram Das	10 World Mental Health Day Last Day of Sukkot	11	12 Shemini Atzeret (Eighth Day of Assembly)	13 Simchat Torah	14	15
16	17	18	19 Diwali	20 Hindu New Year	21	22
23	24	25	26	27	28	29
30	31 Halloween					

Together we are stronger...

Empowering Families

Family units matter. The most precious asset any human being has is the love, support and encouragement from close family members.

We recognise the importance of family life and we also acknowledge the diversity of family life, demonstrated in the way it is lived out among the many families of different cultures we support.

Our tenants can be sole occupants, a couple, a nuclear family, all of whom will have different needs and aspirations. As well as offering practical support in terms of providing secure, comfortable properties for them to create homes, we also support many external enterprises that enable those various families to create lifestyles that complement their needs.

Our support can be given in a number of different ways:

- We provide access to our premises for community activities.
- We donate money for refreshments at local events, such as Medlock Primary School's twitter edchat session, #PrimaryRocks.
- We support campaigning groups, such as Fathers Against Violence, which supports young men in Moss Side to stay away from gangs and choose more positive opportunities in terms of education and work.
- We have continued to support the Whiz Project in Whalley Range. The funding has meant that the youth

project is able to continue holding Thai boxing sessions for girls aged 11-25 years.

- We regularly sponsor local football tournaments, including Fathers Against Violence and Youth on Solid Ground.
- We are proud to support the Louise Da-Cocodia Education Trust's Saturday schools.
- We supported the work of a local art group in Old Trafford, which has transformed a fly-tipping hot spot into a colourful walkway for all.

We receive regular feedback on how these activities increase confidence and widen aspirations.

November

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2	3	4	5
		All Saint's Day	All Souls' Day Coronation of Haile Selassie	Birth of Guru Nanak		Guy Fawkes Day
6	7	8	9	10	11	12
						Birth of Baha'u'llah Remembrance Sunday
13	14	15	16	17	18	19
	World Diabetes Day		International Day for Tolerance			
20	21	22	23	24	25	26
			Niiname Festival	Martyrdom of Guru Tegh Bahadur		
27	28	29	30			
			St. Andrew's Day			

Together we are stronger...

A Bright Future

Our heritage is built on overcoming the seemingly impossible. The vision of our founders is a constant beacon and strength, helping us to focus on continuous improvement and feeding our desire to be the best we can possibly be.

In times of austerity it is a sad fact that people look for scapegoats for their troubles. Prejudice and discrimination are things that many of our tenants have faced on a daily basis and seem to be becoming more overt than ever.

It is worth remembering that our founding members set up this association following the Moss Side riots of 1986, when unrest had spilled over into actual violence. In their wake, a pioneering group of local people got together with the aim of providing good quality, affordable housing via an organisation that would also be a role model for facilitating community cohesion.

We are very proud of the fact that today we continue to provide homes in areas where multicultural communities, including the indigenous population, can live in peace and security. We nurture a culture of tolerance where people from many different backgrounds learn to value and respect each other.

Those values will continue to be the bedrock of our work, and we believe they will contribute to a bright future for us all, despite the many challenges we are likely to face.



December

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				1 Milad Al-Nabi World AIDS Day 2016	2	3 Beginning of Advent
4	5	6	7	8 Bodhi Day	9	10 Human Rights Day
11	12	13 First day of Hanukkah	14	15	16	17
18	19	20 Last day of Hanukkah	21 Yule (Winter Solstice)	22	23	24 Christmas Eve
25 Christmas Day	26 Boxing Day	27	28	29	30	31

Together we are stronger...

Our family...



**We are open
and accountable;**

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



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 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 move with
the times;**

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

**We are
proud of our roots;**

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

Mission Statement:

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



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

T: 0161 272 6094 F: 0161 273 4080

www.arawakwalton.com

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hour repair line: **0800 389 4616**