

Annual Report 2008–2009



Promoting Diversity
Supporting Communities



OCTOBER 2009

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

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Welcome to our Annual Report & Calendar 2009!



Statement of Values

1. We value people

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

2. We aim high

We shall improve the quality of our services.

3. We are proud of our roots

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

4. We move with the times

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

5. We rely on teamwork

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

6. 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.

7. We are open and accountable

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



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Mission Statement

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



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.





NOVEMBER 2009

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

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Arawak Walton Chairperson's Statement



Sadly we saw the departure of our Chair of four years, Andy Forbes, who resigned from the Association in March this year. This follows his successful appointment as Chief Executive of Hertford College resulting in his relocation to the South of England earlier this year. We will miss Andy's humour, wisdom and experienced stewardship in steering Arawak Walton to become the successful organisation it so clearly is. In the interim, I have taken up the post as Acting Chair. So a big welcome goes out from me to all our customers and stakeholders, especially because 2008/09 has been another good year for the Association with stable stock levels and turnover.

I am delighted to report that we have new Board Members, Andrei Szatkowski from Regenda and Lorri Holding from St Vincent's Housing Association, who bring a wealth of housing experience to the Board. Also we are pleased that our Tenant Board observer Shirley Whitley is actively involved on our Tenants' Quality Panel on a voluntary basis.

widely across Manchester, Trafford and Stockport. We continue to meet our targets in terms of arrears, voids, maintenance response times and ethnic make up of our tenants.

I am very pleased that we remained in the top 10% of the holders of the Government's Charter Mark award for excellent customer service. Our four customer service postal surveys this year will contribute significantly to the Association's continuous improvement plans. I am also proud of the Association's contribution to the Business Plus project led by Places for People, which has seen a significant number of our tenants take up education and work opportunities.

As our business plan confirms, our access to long standing loan facilities means that we can further our plans to grow through development and acquisitions and invest in our communities in every way we can, as a landlord, an employer and a partner in community development.



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We remain the only independent Housing Association in the North West specialising in housing for Black and Minority Ethnic communities. This brings great challenges as we strive, with limited resources, to promote community cohesion. Working in partnership with local authorities and other housing association partners our key task remains one of creating healthy and thriving multi-cultural neighbourhoods, where people of all backgrounds can live in harmony. Our tenant population remains widely diverse with 80% of heads of household being of minority ethnic descent. We are proud that we continue to be driven by the housing and related needs of our original tenant group; black African and Caribbean.

We continue to look for growth opportunities with new developments and ongoing discussions in relation to stock transfer in Cheetham Hill, Ardwick, Reddish, Old Trafford and Altrincham. In addition, stock transfers in Moss Side enabled us to refurbish homes in a high demand area for the Association giving a total of 849 homes in management, spread

In achieving our successes thanks to the many partners who enable us to do this – local authorities, The Homes and Communities Agency, housing associations, banks and building societies – and of course, our tenants.

Please take time to read this latest chapter in the story of Arawak Walton, because it is your story as well as ours.

WR

***Winsome Richbell-Brown
Acting Chair,
Arawak Walton HA Board***





DECEMBER 2009

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

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Improving Performance

The Association is stepping up on quality

Arawak Walton, like all housing associations, is tasked to meet the Government's standards of performance. These standards are outlined in the Audit Commission's Key Lines of Enquiry (KLOE's). In 2008–09 the Association launched into a series of Continuous Improvement reviews that are transforming the way we deliver our services.

The reviews seek the views of residents through postal surveys and through membership of the groups that drive the review work forward. To get a broad range of views, staff from across the Association also serve on these groups as well as board members. The reviews also consider evidence from other associations and from outside the housing sector.



Above: Kenwood Road, Stretford.

Outcomes so far include:

Repairs and Maintenance

- We introduced a new policy and procedure
- Introduced a new Asset Management strategy that tenants input into through an annual wish list exercise
- Completed a stock condition survey
- Recruited a new maintenance team to replace the out-sourced arrangement

Anti Social Behaviour

- We use the whole range of options in law to prosecute anti social behaviour
- Use informal agreements and contracts to define outcomes and encourage good behaviour
- Agree and deliver on action plans with complainants within 5 days
- Interview complainants in serious cases within 1 day
- Offer mediation and guarantee to abide by the outcome

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Estate Management

- We inspect the areas around where tenants live at least annually
- Invite all tenants to accompany staff members on the inspection
- Provide a follow up report straight after the visit
- State what we will do about the problems we find
- Highlight where tenants need to take action either as an individual or as a group of residents

Allocations and Lettings

- We introduced a new policy and procedure around this service area
- Limited the number of transfers between properties each year
- Collect and monitor information on applicants and tenants against the seven strands of diversity
- Set up links with local and national mobility schemes to allow tenants more flexibility on where they live
- Introduced a choice-based fast track system to allow properties to be let quickly on a first-come first-served basis

All these reviews meet and exceed the Government's expectations and meet the aspirations of our tenants and applicants. The reviews were also discussed with the newly formed Tenants' Quality Panel that started meeting in July.

Facts & Figures

Lettings (total) April 08–March 09

Sources of Applicant	No.	%
Nominated by Local Authority	24	36.4%
Direct application to the Association	33	50%
Transfers within Stock	5	7.6%
Referrals from a specialist agency	2	3.0%
Other	2	3.0%
Total	66	100%
No. of formerly homeless (included above)	14	



JANUARY 2010

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

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Growth

Scheme Development News

We continue to increase our stock year on year. This year we developed six 4 bed, 8 person family homes in Cheetham Hill. We took one further stock transfer property from Guinness Northern Counties. This allowed us to take all three, 3 bed, 5 person family homes in Stockport into our ownership. Finally, we brought a one bed flat back into use in our William Coates Court scheme in Whalley Range. This had previously been used as an office base.

Of the fifteen empty houses that we acquired in Moss Side through stock transfer in the previous financial year, eight were refurbished during the year and the remaining were completed shortly after the year end. Our development pipeline will bring another eleven homes into management over the course of 2009/10. They will give us large family units that are vital for the needs of our client group.

None of this would be possible without the partnership approach we use to grow the organisation.

Right:
Blackbrook
Road,
Reddish,
Stockport.



We did lose four homes through right to acquire. Although reducing our stock management base, it has given our tenants the opportunity to achieve their aspirations in relation to home ownership. The proceeds from these sales also give us the opportunity to acquire more stock in the future.

25 Tyldesley Street

Before



After



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We have a close working relationship with our local authority partners; Manchester, Stockport, and Trafford – that means they think of us first when stock transfer opportunities arise. In addition, we work well with a number of partner organisations; Adactus, Arcon, Equity, Guinness Northern Counties, Harvest and more recently, Trafford Housing Trust. This ensures our growth objectives are achieved.



Above: Kenwood Road, Stretford.

Facts & Figures

Homes in Management as at March 2009	No.
Homes to rent managed on behalf of others	53
Homes to rent owned by the Association	788
Shared Ownership	8

Growth since 1999

1999	603	
2000	620	
2001	664	Including 4 Shared Ownership
2002	745	Including 4 Shared Ownership
2003	770	Including 4 Shared Ownership
2004	804	Including 4 Shared Ownership
2005	817	Including 3 Shared Ownership
2006	816	Including 2 Shared Ownership
2007	826	Including 2 Shared Ownership
2008	845	Including 8 Shared Ownership
2009	849	Including 8 Shared Ownership



FEBRUARY 2010

Some touched the air, these became birds.

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Community News

Tenants' Quality Panel

The Association delights in bringing tenants to the heart of what the Association is striving to achieve.

In July the Tenants' Quality Panel was launched to discuss the Association's performance and to review some of the key decisions that it makes. The Panel will convene 3 times a year to look at the performance and service review information. The first meeting agreed that they intended to seek out the key issues and work with the Association to deliver improvements for all the Association's tenants.



Above: Tenants' Quality Panel



Right: Tenant Volunteer: Shirley Whitley with staff member Kelly Birrell



Fun Day!

There was a Summer Event on 23 July 2009 at Broadfield Park, Moss Side, held by Moss Care Housing with Arawak Walton, GMP and other housing providers. Highlights for the children included Circus Tricks, Face Painting, Bouncy Castle, DJ, and police horses, which attracted a lot of attention. There were also many information stalls and refreshments. The sun came out and everyone had a great afternoon!



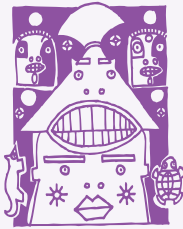
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Ethnic Origin of Applicants housed by Arawak Walton

Ethnic Origin – Head of Household	No.	%.
Black/Black British: African	17	24.6
Black/Black British: Caribbean	10	15.4
Asian/Asian British: Pakistani	2	3.1
Asian/Asian British: Indian	2	3.1
Asian/Asian British: Bangladeshi	1	1.5
Asian/Asian British: Other	0	0.0
Black/Black British: Other	5	7.7
Chinese/Other: Other	5	7.7
Mixed: White & Black Caribbean	5	7.7
Mixed: White & Black African	2	3.1
White Irish	2	3.1
Mixed: White and Asian	1	1.5
Mixed: Other	1	1.5
Total B&ME	53	80.0
White British	11	16.9
White Other	2	3.1
Total Rehoused	66	100

Location of Stock District

	Flats	Houses	Elderly	Adapted for Disability	Others	Total for District
Manchester						
Ardwick	26	107				133
Cheetham Hill		59				59
Fallowfield	4	7		1		12
Hulme	14	39		4	1	58
Levenshulme		43				43
Longsight	3	34	50	2		89
Moss Side	38	93	3	1		135
Newton Heath	5	2				7
Rusholme		90		1		91
Whalley Range	93	58	4	2		157
Withington		3				3
Total	183	535	57	11	1	787
Trafford						
Altrincham	6	6				12
Old Trafford	6	40				46
Total	12	46				58
Stockport						
Reddish		4				4
Grand Total	195	585	57	11	1	849



MARCH 2010

*Some touched the earth, these
became men and animals.*

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Celebrations!

Alderford Parade

Alderford Parade was previously a row of derelict shops that Manchester City Council acquired through a Compulsory Purchase Order and they were then sold onwards to Adactus Housing Association to facilitate a new development, which we were approached to manage.

The new development boasts six new houses, suitable for larger families. They are three storeys high and each has four bedrooms and is able to accommodate up to 8 people. In addition to these attributes, the ground floor toilet is large enough to be converted into an accessible shower if needed, and there is off-road parking and gardens to the front and rear of each property.



The properties are designed to achieve low maintenance and cost effective energy efficiency and sustainability and won the City Council's award for 'Built-in Quality' (their award for recognition of high quality construction) in January 2009.

The Scheme Opening took place in March 2009, with local councillors attending the event. Our Tenant, Mrs Annie Oyekanmi (pictured below) was pleased to help us officially open the scheme on the day. Congratulations to all who were involved in this project.

Facts & Figures

Empty Properties 31st March 2009	No.	%
Vacant & available for letting	10	1.16%
Vacant & unavailable for letting	7	0.8%
All empty properties	17	1.96%
Housing Corporation Target		Under 3%
Peer Group Benchmark		1.7%

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New Scheme in Old Trafford!

Arawak Walton worked in partnership with Adactus Housing to build 6 new 2 bedroom flats at **Ayres Road** in Old Trafford. This scheme has achieved the code for sustainable homes award level 6 and all the tenants are extremely happy in their new homes.

Louise Barry was the first resident to move into the properties with her son. She said:

"I moved away from Old Trafford a few years ago. I always wanted to move back to the area, and the new properties at Ayres Road enabled me to do this."



Above: Cym D'Souza – Chief Executive of Arawak Walton, Susan Taylor – Homes & Community Agency, Garnett Fazackerley – Adactus H/A, Cllr Matthew Colledge – Trafford MBC (Councillor for Ayres Road).

Average Void Period	No. of weeks
Arawak Walton	8.91
Housing Corporation Target	5.0
Peer Group Benchmark	6.2

Average Assured Rents	
Property Type	£
One bedroom	71.67
Two bedrooms	73.50
Three bedrooms	79.98
Four or more bedrooms	88.51



APRIL 2010

Some touched the water, these became fish.

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Margaret House makeover!

Head Office gets a face lift...

Having made the decision to continue to use Manor Street as our Head Office, the Board approved a programme of works to bring the offices into the 21st Century.

Improvements included providing two interview rooms on the ground floor and facilities for customers to use the Internet to search online for accommodation, jobs, and other information to help them sustain their home.

In addition, staff workspace and equipment was upgraded. However, we maintained our green ethos, with all our old furniture and equipment being donated to the Mustard Tree Charity for recycling.

The new look Customer reception includes:

- Internet access for people looking for support with housing and welfare issues
- Private consultation rooms with WiFi access
- Low level DDA compliant reception desk
- Refreshments and toys to keep the kids entertained
- CCTV monitoring for personal safety



Facts & Figures

Rent collection	%
The proportion of rent due collected for the year was:	98.58
Our average level of rent arrears for the year was:	7.41
Peer Group benchmark for arrears:	6.70

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Come and have
a look...



Above: WiFi access in the reception area



Above: Private consultation rooms with WiFi



Above: New look Customer reception

Rent Increases

Year	Arawak Walton	RPI Inflation
April 2009	3.28%	5.0%
April 2008	2.29%	3.9%
April 2007	2.73%	3.6%
April 2006	1.83%	2.7%
April 2005	2.1%	3.1%
April 2004	2.2%	2.2%
April 2003	2.0%	1.7%
April 2002	2.1%	1.3%
April 2001	3.8%	3.3%
April 2000	2.4%	2.6%
April 1999	2.8%	3.0%



MAY 2010

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

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Meet our new Board Members



Lorri Holding



Coming in as a new Board Member to an organisation that truly values people in every sense of the word has been a real delight. Spending time with an organisation that values its customers and staff and shows it, is not what we get to see very often.

I have come to Arawak Walton as an experienced supported housing manager working with young people from the Manchester area.

In my role I am able to help young people develop their independence and move forward in their lives.

I have only been a member of the Board for a short time but I have already been able to meet and spend some time with tenants as well as see some of the properties and homes Arawak Walton are responsible for. I have also been able

to get involved in developing some of the plans for the future!

It really heartens me that as one of the few BME Housing Associations left in the country, Arawak Walton continues to be a beacon of excellence in many areas and continues to strive towards a vision which I am proud to be part of.

I hope I will be able to make a real contribution to Arawak Walton Housing Association and I will try my hardest to work for the tenants and staff to make sure we offer the best possible service available.

**Ms Lorri Holding,
Foyer Manager,
The Manchester Foyer**



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Andrei Szatkowski



I have thoroughly enjoyed my first year as a Board Member of Arawak Walton. I have been very impressed with the services offered, and the approach and commitment of the whole Arawak Walton team.

The organisation, I believe, is making a real difference to the lives of its residents.

I particularly want to ensure that Arawak Walton continues to seek new and meaningful ways to involve and engage with its customers, to further improve the quality of its services.

I am really looking forward to working with my colleagues on the Board, the staff team, our residents and partners to ensure Arawak Walton goes from strength to strength.

Mr Andrei Szatkowski
Board Member,
Regional Director,
Regenda Group.





JUNE 2010

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

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Sustainable Ways to Work (Tenants into employment)

This new project is called 'Sustainable Ways to Work' and is for residents seeking training, employment and business support. The purpose of the project is to help tenants locate courses and training to help them into work. Assistance will be there to help them find job opportunities and fill in application forms, as well as accessing back-to-work benefits advice and giving them help once they have started their job. Essentially we will be there to help them with whatever they need, to move into employment and beyond.

The 'Sustainable Ways to Work' project started in February 2008 and 52 Arawak tenants have used the service so far. One tenant, Colin Deen, from Ardwick has received support from James Gilbert at 'Sustainable Ways to Work' to help him enter an 8 week pre-recruitment training programme for Tesco which enabled him to gain paid employment.

The programme is not simply about gaining employment, however, it is about ensuring that people stay in work.

Right:
Kenwood
Road,
Stretford.



To ensure Colin was in the best financial position possible he was also referred to the Citizens Advice Bureau to get help on benefit and financial matters. As the sustainable ways to work initiative is networked with a wide range of other agencies, he was also able to pursue his interest of working with young people through contacts with local theatre workshops.

Facts & Figures

Economic Status of New Tenants

	No.	%
Working Full Time	11	16.7%
Working Part Time	6	9.1%
Retired	6	9.1%
Job Seeker	2	3.0%
Not seeking work	28	42.4%
Full Time Student	2	3.0%
Long Term Sick	11	16.6%

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Colin Deen Case Study 2009

Colin Deen joined our 'Sustainable Ways to Work Scheme' in June 2008. Colin worked very closely with the scheme's Community Engagement Officer, James Gilbert, and gained employment with Tesco in 2008.

Colin has gained several awards for achievements as well as his position at Tesco helping to boost his confidence and getting back into the workplace.

Colin took a very brave step forward and took a chance on his career. He received financial advice and support from James and in addition to this he has built upon his confidence and self-esteem to get back into the workplace, after 20 years of unemployment.

Colin came across many hurdles along his path, however with the help and support of The Sustainable Ways to Work project, he was able to live his dreams. It was a very positive way forward for him.

Colin would like to thank everyone involved in this successful scheme for all their hard work.





JULY 2010

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

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The Figures

Balance sheet, income and expenditure

Balance Sheet As at 31st March 2009

	2009 £	2008 £
		Restated
Tangible fixed assets		
Housing properties at cost	45,723,000	43,908,257
Social Housing Grant	(28,588,594)	(27,808,358)
Depreciation	(1,294,903)	(1,126,472)
Net book value of housing properties	15,839,503	14,973,427
Other fixed assets	342,051	276,415
Total fixed assets	16,181,554	15,249,842
Investments		
Shares	100	100
	16,181,654	15,249,942
Current assets		
Debtors	354,315	200,229
Cash at bank and in hand	568,197	543,325
	922,512	743,554
Creditors: amounts falling due within one year	1,081,644	1,183,338
Net current liabilities	(159,132)	(439,784)
Total assets less current liabilities	16,022,522	14,810,158
Creditors: amounts falling due after more than one year	12,198,547	11,391,559
Capital and reserves		
Share capital	29	27
Designated reserves	2,011,314	1,780,723
Revenue reserves	1,812,632	1,637,849
	16,022,522	14,810,158



"In our opinion the Financial Statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the Association's affairs as at 31 March 2009 and of its surplus for the year then ended."

*Beever and Struthers
Chartered Accountants
and Registered Auditor*

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Income and Expenditure Account – For the year ended 31st March 2009

	2009 £	2008 £ Restated
Turnover	3,351,235	3,765,628
Cost of Sales	–	393,719
Operating costs	2,263,474	2,111,714
Operating surplus	1,087,761	1,260,195
Surplus/Deficit on sale of Fixed Assets	107,533	–
Interest receivable	11,868	23,677
Interest payable	(801,788)	(794,608)
Surplus on ordinary activities for the year	405,374	489,264

All amounts relate to continuing activities. The above surpluses are historical cost surpluses.

The financial statements were approved by the Board of Management on 26th August 2009.



Above: Longford Avenue, Stretford.





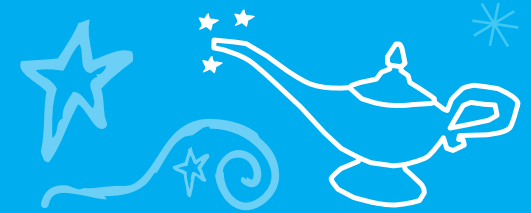
AUGUST 2010

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

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Tenant Wish List

Making their wishes come true



The wish list is part of an exercise to develop a long-term plan for the maintenance of our properties. We also recently completed a stock condition survey that estimates how long each part of each property will last, from the front door to the chimney pot!

We use this to help us estimate how long things are going to last and to plan for paying for them when they are worn out.

Thanks must go to all those residents who returned their wish lists from our newsletter. It was a great response and gave us a better understanding about what tenants want from their homes. But did they get results?

Direct Repairs Expenditure	£
Cyclical and planned works	468.531
Day to day reactive	433.733
Annual servicing of equipment	26.677

Repairs Performance	Response target in days	Response completed within target	Peer Group Benchmark
Emergency	1	97.74%	96%
Urgent	7	91.27%	94%
Routine	21	94.11%	95%

Yes. As part of our planning we listened to all the other things tenants told us and sent staff and contractors into many homes to check these out. We have compiled enough information about our homes and neighbourhoods to tell us where best to make improvements.



Above: Renovated kitchen, Tyldesley Street.

Monday	16
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Wednesday	18
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Sunday	29
Monday	30
Tuesday	31

Their Wishes

- ✓ New Bathroom
- ✓ Kitchen
- ✓ Central Heating
- ✓ Windows

- ✓ New energy efficient heating system
- ✓ Double glazing
- ✓ Improved draft insulation

- ✓ Installing Garden Sheds

- ✓ Digital Switchover

- ✓ Fit external water supply to the garden

- ✓ Tidy the garden & paint inside walls

Our Commands



We plan to replace all these items when they reach the end of their life cycle. The life cycles are as follows: Kitchens 20 years, Bathrooms 30 years, Central Heating 30 years, Windows 35 years.

The measurement of all the energy efficiency options included gives an overall SAP rating for a property. The Association's properties are in the top 25% of associations in the country with an average of 67. However some properties have ratings as low as 42. The Association has committed to raising this average to 70 by 2010 and the lowest rated properties will be dealt with first.

We do not install garden sheds as standard. We consider each request against the need to maintain a garden and having little storage space.

We have surveyed all our properties to see which ones will not be able to receive the new digital signal. These will have aerial upgrades next year.

This is not a repair and would be something that tenants would have to arrange and pay for themselves. We are happy to suggest a contractor who could undertake this on their behalf.

This is the tenants' responsibility.



SEPTEMBER 2010

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

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Wednesday	Arawak Walton AGM 2010 15

Annual General Meeting

All are welcome!



Arawak Walton held its Annual General Meeting on 10th September 2008 at the new Cedar Mount High School. As the school had literally only opened its doors the week before, we were all a little fraught!

However, we need not have worried.

In the impressive new theatre, guests heard that the Association had another good year with turnover at £3.2m and an asset base of £44million. There had been an increase in the numbers of homes in management which now stood at 845 homes (2007 = 826 homes).

The Association had made a healthy surplus before transfers of £296,000 (2007 = £219,000). However, the Chair reminded members that these surpluses needed to be used in future years to assist the Association in achieving the Government's target rents and to carry out major repairs.

The Chair, Mr Andy Forbes took the opportunity to launch the Association's annual report. It celebrated the Association's 21st birthday and also commemorated the life of Mrs Louise DaCocodia who sadly passed away earlier in the year. Father Gomersall and Councillor Roy Walters started and ended the meeting with their memories of Louise, a founder member and long time Chair of the Association.

Mohammed Athar, Board member, gave a vote of thanks to the Board members and staff for ensuring the Association had achieved another successful year. He noted that as the last remaining independent Black and minority ethnic Association in the North West, we had much to be proud of in providing excellent service to our customers.



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Resident Involvement



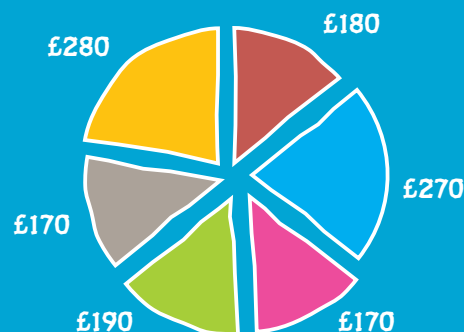
We incorporated an interactive Resident Involvement session into our AGM in 2008 and asked our tenants for their ideas and aspirations with regards to Estate Management, Allocations and Lettings.

We carried out an exercise whereby we asked our tenants to state what their 'spending priorities' would be.

Each participant was 'given £50' (sorry, only toy money!) to 'spend' on areas of their choice i.e. the green agenda, security, adaptations for cultural needs or disabilities, environmental improvements or programmed works.

The chart below shows how tenants wanted to spend their money.

Resident Spending Priorities





OCTOBER 2010

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

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Complaints and compliments

Complaints received 2008/09

We continue to receive feedback, both positive and negative, about our services. These include minor complaints and comments that we may not have received previously unless the situation escalated. Minor complaints are subject to a streamlined procedure and are often taken/noted over the telephone or during an interview with the customer. Wherever possible, staff members will resolve the complaint immediately.

All repair satisfaction slips which have a negative response from the customer are treated as informal complaints and the outcome is noted. During 2008/09, we received 38 formal complaints, which is 9 more than last year and 19 less than in 2005/06. A comparison of complaints received since 2000/01 to 2008/09 is shown in the table below right.



Performance Against Targets

We aim to acknowledge all formal complaints within 7 days and respond to them within 14 working days of the acknowledgement. In 2008/09 we acknowledged complaints within 7 days 100% of the time and responded fully within 14 days of this 92% of the time.

Of informal complaints 100% were acknowledged and 100% responded to within the target. Of the Anti Social Behaviour Complaints 100% of the action plans were drawn up within 5 days of the report. However 3 were not signed off by the tenants.

We continue to receive positive comments and compliments about our services, staff and contractors as well as the organisation generally.

"Job was well done, excellent. Very professional"

"Very efficient and very fast service, usual Arawak Walton Service. Good job"

"Excellent response from Arawak Walton, as always"

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Repairs and maintenance is a key area for tenants – they regard them as the most important of overall landlord services. With 55% of complaints relating to disrepair, this is an area in which we will continue to improve our service. Informal complaints are subject to streamlined procedure and are often resolved satisfactorily to prevent them escalating to formal complaints. During 2008/09, we received 9 informal complaints, which were 100% resolved satisfactorily. We also received 70 informal complaints through the repairs satisfaction survey that were dealt with immediately.

Anti Social Behaviour Figures

Year	Complaints	% Complaints
2008/9	5	13%
2007/8	10	34%
2006/7	16	57.1%
2005/6	15	26.3%
2004/5	9	15.7%
2003/4	2	5.4%

"The contractors were very good and did an excellent job. Very clean and very tidy. I am very pleased with the result"

The overall satisfaction rate for our repair service during the year was 93%, with the satisfaction rate of the Maintenance Technician services at 100%.

Facts & Figures

Complaints

Year	Units	Complaints	Complaints %	Acknowledged on time %	Response on time %
2008/9	849	38	4.4%	100%	92%
2007/8	845	29	3.4%	91%	89%
2006/7	826	28	3.4%		
2005/6	816	57	6.8%		
2004/5	817	57	6.9%		
2003/4	804	37	4.6%		
2002/3	770	36	4.7%		
2001/2	745	37	5%		
2000/1	664	33	4.9%		



NOVEMBER 2010

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

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New Staff Members

Meet our new members of staff...

Working for AWhA – Sam Chen

I started working for Arawak Walton Housing Association on 1st September 2008 as the Maintenance Manager, which was a newly created post in response to the growing of the Association, to help asset manage the Association's properties. Prior to joining Arawak Walton Housing Association I worked for the Salvation Army HA as a Regional Asset Manager in the Midlands. I have enjoyed my time here and it has been a good experience working with dedicated staff and quality contractors. My hope is to help steer the Association into the future by providing good asset management processes, policies and procedures are in place in order to ensure that AWhA continues to be a stable and viable provider of good quality housing in our prescribed area of work.

Samson Chen BSc (Hons) MRICS, Maintenance Manager



Working for AWhA – Dora Blake

When I first started working for Arawak Walton in October 2008, I was immediately struck by the organisation's emphasis on excellent customer service. The Customer Charter sets high standards for us as front line staff to achieve and this is publicised to all tenants. I find my colleagues to be friendly and helpful. I am looking forward to new opportunities ahead and contributing to the Association's future success by doing my job to the best of my ability.

Dora Blake, Housing Officer

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Gender and Ethnic Origin of Staff as of 31st March 2009



Staff	No.
Black/Black British: Caribbean	6
Black/Black British: African	4
White: British	11
White: Other	1
Asian/Asian British: Indian	2
Asian/Asian British: Pakistani	1
Asian/Asian British: Bangladeshi	0
Asian/Asian British: Other	0
Mixed: Other	2
Total Paid Staff	27

Staff Gender	
Male	10
Female	17
Total FTE 22	Total 27

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



	2009	2008
Management	25.1p	25.7p
Services	6.5p	5.2p
Maintenance	36.6p	36.0p
Property Depreciation	5.7p	5.8p
Loan Interest	26.1p	27.3p
TOTAL	£1	£1



DECEMBER 2010

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

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Staff Conference 2009

The Association held its staff conference a little later than normal this year due to the refurbishment of the office. With some new staff joining us, it was a good time to reflect on the work the Association had been doing and how we needed to move forward in light of the economic climate.

Quite fittingly, given the National Housing Federation's new awards 'What we are proud of...', we also took some time to look at what we were proud of achieving over 2008. The quantity was too numerous to list here, but in a nutshell we agreed that together and individually, "we were proud that we treated our customers as people. This showed that our policies and procedures reflected the flexible way in which we wanted to serve our customers."

We also discussed and agreed the ways in which we could work as an Association-wide team. Over the day we worked on a handbook that would promote respect and commitment within the Association. We want to ensure we treat each other as internal customers, that is, in just the same way as we treat our external customers!

Our thanks must go to Olive Strachan who, as usual, facilitated the day's programme excellently.

The Staff Conference was also an opportunity to show our appreciation of some of our brightest stars! This year the nominations reflected the hard work and dedication required to keep our refurbishment plans on track. Staff nominated and voted in a number of categories, with Trevor Benjamin being awarded Employee of the Year. Well done Trevor!



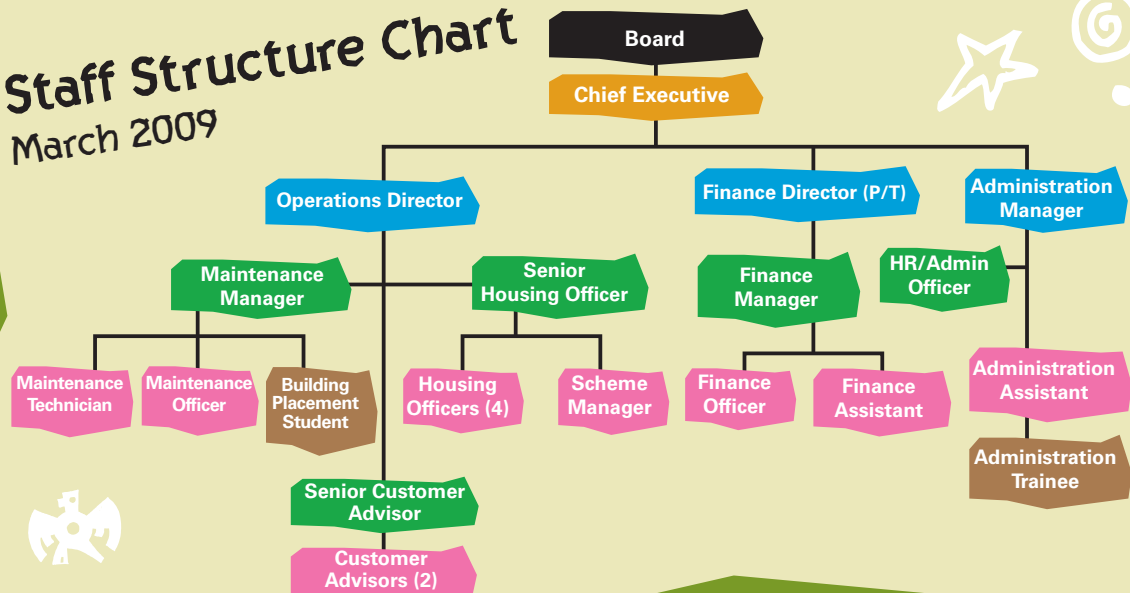
**Employee of the Year
– Trevor Benjamin!**



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Staff Structure Chart

March 2009



Staff per 100 Dwellings

Year	Staff per 100 Dwellings
2009	2.56
2008	2.48
2007	2.18
2006	2.32
2005	2.54
2004	2.31
2003	2.46
2002	2.56
2001	2.69
2000	2.77
1999	2.83

Staff Salaries	Male	Female
£0-£10,000	2	4
£10,001-£15,000	1	2
£15,001-£20,000	2	1
£20,001-£25,000	1	7
£25,001-£30,000		1
£30,001-£35,000	2	2
£35,001-£40,000		
£40,001-£45,000	1	
£45,001-£50,000		
£50,001-£55,000		
£55,001-£60,000		
£60,001-£65,000		1

Our Staff



Cym D'Souza
Chief Executive



Chris Page
Operations
Director



David Black
Finance Director



Elaine Taylor
Administration
Manager



Bindu Mistry
HR/Admin Officer



Kelly Birrell
Administration
Assistant



Jermain Thomas
Administration
Trainee



Dora Blake
Housing Officer



Sam Chen
Maintenance
Manager



Sandra McKenzie
Senior Housing
Officer



Lily Hardman
Housing Officer



Natalie Rowen
Housing Officer



Maynette Francis
Housing Officer



Jackie Graham
Scheme Manager



Trevor Benjamin
Finance / IT
Manager



Hassan Mahmood
Building Survey
and Placement
Student



Kola Akande
Finance Assistant



Kevin Opara
Finance Officer



Joanne Moon
Senior Customer
Advisor



Joan Bennett
Customer Advisor



Abdul Sharif
Customer Advisor



Janice Ashworth
Maintenance
Technician

The Board



Acting Chair
Mrs Winsome Richbell-Brown
FCIPD
HR Consultant, Richbell Brown
Associates Ltd
Length of Service: 11 years



Deputy Chair
*(and chair of Human
Resources Committee)*
Ms Jayne Gouldthorpe
BSc(Hons), CCIH
Energy Assessor,
Crystal Home Inspections
Length of Service: 7 years



Honorary Secretary
Ms Gill Darling ACA, AMCT
Finance Manager – City South
Housing Trust, Manchester
Length of Service: 4 years



Chair of Audit Committee
Mr Andrew Simpkin
Solicitor, Pannone & Partners
Length of Service: 10 years



Mr Sylvester During
BSc(Hons), MSc, DMS, MCMI
Board Member
Director of IT and Facilities –
Accrington College
Length of Service: 10 years



Mr Mohammed Athar
Board Member
Housing Consultant,
Housing & Diversity Services Ltd
Length of Service: 6 years



Ms Lorri Holding
Board Member
Foyer Manager – The Manchester Foyer
Length of Service: First year



Mr Andrei Szatkowski
Board Member
Regional Director, Regenda Group
Length of Service: First year



Ms Alicia Robertson
Tenant Board Member
Length of Service: First Year

Resignations during the year:

Ms Marlene West, resigned December 2008

Ms Susan Chieni-Cookson, resigned October 2008

Mr Andrew Forbes, MA (Cantab), PGCE, DMS resigned March 2009