



INVESTED IN KEEPING YOUR HOMES SAFE AND SECURE



**Arawak
Walton**
Housing Association

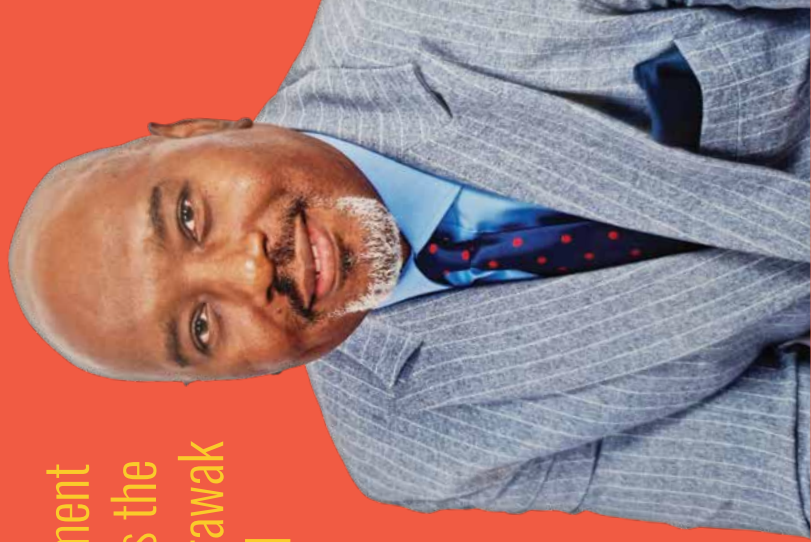
Passionate About People

**ARAWAK WALTON
ANNUAL REPORT 2023**

CHAIRPERSON'S STATEMENT 2022/23

WELCOME TO OUR ANNUAL REPORT FOR 2022-23

Following my appointment in September 2022 as the new Chairperson of Arawak Walton, I am delighted to provide our tenants and stakeholders with an overview of our achievements over the last year.



However, my first duty is to acknowledge the excellent job of my predecessor, Evelyn Asante-Mensah, who has led the association for the last nine years. Despite me only being in the post such a short time, I already have more of an understanding of Arawak Walton's challenges and successes over its thirty five year history, providing quality housing to multi-cultural communities living in Manchester, Trafford and Stockport. Times remain challenging, yet I am extremely proud to be involved in this fantastic organisation.

Therefore, it is with great pride that I would like to start my stewardship by reporting that **we are now managing 1,125 homes**, having taken a further seven properties into our ownership during the year. This has resulted in our **rental income increasing to £5.88m and our net asset base (net of grant) to £38.9m in 2022/23**.

The association is subject to the same regulation as much larger housing associations. In 2022, we went through our second In-depth assessment by the Regulator of Social Housing - RSH (our regulator) since we moved into mainstream regulation in 2016. I'm delighted to confirm that following the visit in March, we retained our G1/V1 grading, the highest standard achievable.

When I applied for this role, I knew that Arawak Walton had an established reputation as a trailblazer, highlighting best practice in providing services to diverse communities. Working in inner city areas require high levels of joint stakeholder working practices to create places where people want to live.

Arawak Walton's success in serving the needs of Black and ethnic minority families has been hard earned and is due, in no small part, to the close relationships we have built up with our tenants.

Their feedback and opinions drive our policies, particularly regarding home improvements and maintenance.

Since the tragedy caused by the fire at Grenfell Tower in 2017, we have seen a significant amount of negative media focussing on poor quality housing and service delivery in the Housing Sector. More recently, the coroner found that the poor condition of the family's home, in relation to damp and mould, had contributed to the tragic death of young Awaab Ishak. The Social Housing White Paper is currently progressing through parliament. It will enshrine, in law, expectations in relation to housing quality, especially safety, landlord performance, dealing with complaints, treating our tenants with respect and hearing our tenants' voices and finally having a good neighbourhood to live in.

Arawak Walton's mission, values and customer service charter mirror these expectations. We have already compared the Regulator's 22 Tenant Satisfaction Measures (TSM) against our own performance suite to ensure that we are operating within the new parameters, as well as meeting the high standards our residents have come to expect. It has become clear we must strive to engage more successfully to improve. We must place greater importance on feedback, whether it be positive through compliments or negative through complaints or concerns raised.

Therefore, our triannual STAR (Survey of Tenants and Residents) survey, which is the UK housing sector's best practice tenant satisfaction framework was particularly important this year, given the negative impact of COVID and the

lockdown on so many of the people we house. We are particularly proud of the results of the survey, which records an **overall satisfaction rate of 83.4%**, which puts us in the top quartile when compared with other housing associations. In addition, our net promoter score – a measure of how many tenants would recommend us to family and friends – was 55.6, placing us in the top quartile when compared to others.

During my initial months in post, it is clear that everyone involved has worked so hard 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.

It is only with consistent collaboration with our stakeholders, our staff and our residents that we can achieve – and hopefully exceed – their expectations. I am looking forward to being part of the journey during my time as Chairperson.

It is for this reason we have entitled this year's annual report "**Invested in keeping your homes safe and secure**". In it, we have highlighted the six policy measures in the Government's White Paper and

demonstrate how Arawak Walton is addressing those issues. As always, we have designed this document to double up as a calendar and we hope that you will find this useful during 2024.

Adrian Carridice-Davids
Chair

Arawak Walton Housing Association

1,125
homes we are
now managing

£5.88
million
rental income

OUR MISSION

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



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.

JANUARY

2024

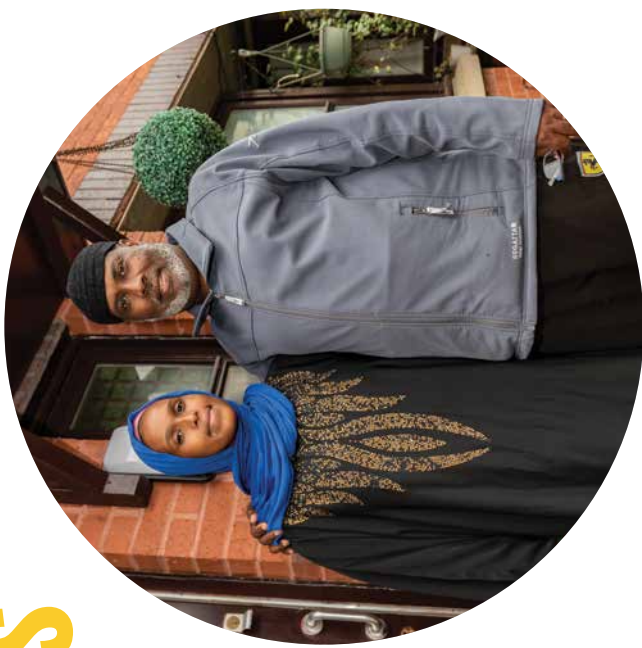
1 Mon	New Year's Day
2 Tue	
3 Wed	
4 Thur	World Braille Day
5 Fri	
6 Sat	Epiphany
7 Sun	
8 Mon	Seijin Shiki (Coming of Age Day)
9 Tue	
10 Wed	
11 Thur	Hanuman Jayanti
12 Fri	
13 Sat	
14 Sun	
15 Mon	Makar Sankranti/Martin Luther King Day

16 Tue	Religious Freedom Day
17 Wed	Birthday of Guru Gobind Singh
18 Thur	
19 Fri	
20 Sat	
21 Sun	World Religion Day
22 Mon	
23 Tue	
24 Wed	Tu B'Shvat
25 Thur	Burns Night/Thai Pusam
26 Fri	
27 Sat	
28 Sun	
29 Mon	
30 Tue	
31 Wed	



PROVIDING A SAFE HOME TO OUR TENANTS

To have a roof over your head and your own private space is fundamental to creating a place of safety and wellbeing and is the springboard from which a new life can be created.



A fixed address creates stability, enables people to find work, attend educational establishments and receive help from the state where necessary, as well as putting down roots in the local community.

The Government is now seeking to ensure homes are safe by reinforcing the Regulator of Social Housing's consumer regulation objective to include safety explicitly and legislating to place an obligation on landlords to identify a nominated person responsible for ensuring compliance with health and safety requirements.

The new Tenant Satisfaction measures include 6 health and safety measures which are already included in the association's performance suite.

“
I live on my own
and at first I
was terrified, but
I feel very
secure here.”



FEBRUARY

2024

1 Thur	World Hijab Day
2 Fri	Candlemas
3 Sat	Setsubun
4 Sun	World Cancer Day
5 Mon	
6 Tue	
7 Wed	
8 Thur	
9 Fri	
10 Sat	Chinese New Year
11 Sun	
12 Mon	
13 Tue	Shrove Tuesday
14 Wed	Ash Wednesday/ Vasant Panchami/Valentine's Day
15 Thur	Nirvana Day

16 Fri	
17 Sat	
18 Sun	
19 Mon	
20 Tue	
21 Wed	
22 Thur	
23 Fri	
24 Sat	
25 Sun	
26 Mon	
27 Tue	
28 Wed	
29 Thur	Rare Disease Day/Nineteen day fast starts

24 HR REPAIR LINE: 0800 389 4616

twitter.com/arawakwalton



HELPING YOU TO FEEL SAFE

Whilst Arawak Walton may be perceived as a smaller housing association, this does not stop us putting safety at the top of our agenda.

As a result, our staff are encouraged to 'work smarter' to cover the necessary areas to maintain high standards, and despite many of them having multiple duties, particularly in the areas of compliance, we are proud that our tenants are satisfied with the quality of maintenance and repairs, particularly for issues such as gas safety checks, electrical inspections, carbon monoxide checks and fire risk assessments.

“
They look
after their
tenants.”



“
If I have a complaint
or repair that needs
doing, there is always
someone to contact
who is willing
to listen.”

An engaged and committed workforce with clear lines of responsibility is therefore critical to the continued success of the association and its good reputation.

Our staff, some of whom are also our tenants, or tenants of other housing associations, are passionate about helping our tenants feel they have the support they require to feel safe and secure in their homes.



www.arawakwalton.com

MARCH

2024

1 Fri	St David's Day
2 Sat	
3 Sun	
4 Mon	
5 Tue	
6 Wed	
7 Thur	World Book Day
8 Fri	International Women's Day
9 Sat	
10 Sun	Mother's Day
11 Mon	Ramadan begins/Commonwealth Day
12 Tue	
13 Wed	
14 Thur	
15 Fri	

16 Sat	
17 Sun	St Patrick's Day
18 Mon	
19 Tue	Nineteen day fast ends
20 Wed	Spring Equinox/Naw Ruz/ International Day of Happiness
21 Thur	Feast of Esther Purim/ World Down Syndrome Day
22 Fri	
23 Sat	
24 Sun	Palm Sunday/Shushan Purim
25 Mon	Holi
26 Tue	
27 Wed	
28 Thur	Maundy Thursday
29 Fri	Good Friday
30 Sat	Holy Saturday
31 Sun	Easter Sunday/British Summer Time begins

24 HR REPAIR LINE: 0800 389 4616
twitter.com/arawakwalton



“
They do maintain the buildings and always keep them clean.”

A QUALITY HOME AND NEIGHBOURHOOD

The White Paper undertakes to review the Decent Homes Standard, supporting the quality of and access to green spaces, and tackling anti-social behaviour by enabling tenants to know who is

responsible for action and who can support and assist them. Investment in neighbourhood, place and decent homes will be encouraged.

With its focus on providing truly affordable homes for low income families, Arawak Walton operates in most of the inner city boroughs of Manchester and adjacent boroughs of Stockport and Trafford, which brings its own challenges. Many of our properties are older with specific maintenance challenges. We seek to tackle those challenges by working closely with our tenants to understand their lifestyles and offering them the facilities to help ensure their homes are maintained to a high standard. In particular, we aim to address Greater Manchester’s ambitious zero-carbon targets through our component replacement programme.

“
Good properties. They keep improving and are willing to repair and maintain high quality.”

Where possible, we also engage with the wider community, getting involved where we are able to help improve local neighbourhoods and contribute to local initiatives. We have donated to local ‘Warm Space’ initiatives to help with energy costs, hosted local International Day events, Eid, Black History and Chinese New Year celebrations, and participated in community events such as the Moss Side Carnival, which celebrated its 50th anniversary last year.

At our sheltered schemes a need was identified for more events to help residents to socialise more and learn new skills, as well as receiving important updates and advice. Recent activities have included a cookery club, where a weekly recipe is shared and afterwards enjoyed by tenants; day trips to the seaside and local markets; talks on scam alerts, facilitating barbecues, coffee mornings and fish and chip lunches.



MAYFIELD PARK

The new Mayfield Park is less than five minutes’ walk from Arawak Walton’s head office in Manor Street, Ardwick, and is a wonderful green space in the heart of the city.

APRIL

2024

1 Mon	Easter Monday/April Fool's Day
2 Tue	World Autism Awareness Day
3 Wed	
4 Thur	
5 Fri	
6 Sat	Laylat al-Qadr (Night of Power)
7 Sun	World Health Day
8 Mon	
9 Tue	Eid al-Fitr/Ugadi
10 Wed	
11 Thur	
12 Fri	
13 Sat	Vaisakhi
14 Sun	
15 Mon	

16 Tue	
17 Wed	Rama Navami
18 Thur	Guru Angad Dev
19 Fri	
20 Sat	
21 Sun	Mahavir Jayanthi
22 Mon	Earth Day/ Fast of the First Born/Passover
23 Tue	St George's Day
24 Wed	
25 Thur	World Malaria Day
26 Fri	
27 Sat	
28 Sun	
29 Mon	
30 Tue	Passover ends



ENCOURAGING BELONGING AND PRIDE

Decent homes and neighbourhoods are not all about money. Many areas flourish because of the strong sense of community and pride in the local area.



“The rent is good value. There is easy access to the centre and local transport. There are positives around the area.”

Arawak Walton is proud of its leading position in many areas where its homes and families have set the standard for others to follow. Touring areas such as Ardwick and Whalley Range, where many of our properties are located, it is easy to identify Arawak properties because they are well maintained and well-tended by their tenants. This is often reflected in the local vicinity where others follow the standards and work together to improve and take pride in their neighbourhood.

“Upping It” is a community initiative in Moss Side, which aims to restore community pride in the Edwardian properties in the area and encourages neighbours to work together to clean up alleyways to discourage fly tipping and neglect. Many of the alleys in the area have been transformed into vibrant green spaces where neighbours grow flowers and vegetables as well as meeting up socially.



“The upkeep of everything is dealt with quickly.”

Arawak Walton recently donated to allow neighbours on Rawcliffe and Seedley Streets to green their alley. They put lots of hard work into tidying the area and planting it up, but they were struggling to keep it watered with no outdoor water supply. An Arawak Walton tenant was heavily involved, so arrangements were made for an outside tap to be installed by the association in this home, so there was easier access to water. Flourishing displays demonstrate the success of this action.

MAY

2024

1 Wed	
2 Thur	
3 Fri	
4 Sat	
5 Sun	Yom HaShoah
6 Mon	Early May Bank Holiday/May Day
7 Tue	
8 Wed	
9 Thur	Ascension Day
10 Fri	Akshaya Tritiya
11 Sat	
12 Sun	
13 Mon	Yom Haatzmaut
14 Tue	
15 Wed	

16 Thur	
17 Fri	
18 Sat	
19 Sun	Pentecost
20 Mon	
21 Tue	World day for Cultural Diversity for Dialogue and Development
22 Wed	
23 Thur	Vesak (Buddha Day)
24 Fri	
25 Sat	Lag B'Omer/World Africa Day
26 Sun	Trinity Sunday
27 Mon	Ascension of Baha'u'llah/Spring Bank Holiday
28 Tue	
29 Wed	
30 Thur	Corpus Christi
31 Fri	World No Tobacco Day

24 HR REPAIR LINE: 0800 389 4616

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TO BE TREATED FAIRLY AND WITH RESPECT

New consumer regulation will require landlords to evidence the right behaviours when interacting with their tenants and to account for when they fail.

“Respond to you quickly, politely and fairly.”

Extract from our Customer Services Charter



“If I have a complaint or repair that needs doing, there is always someone to contact who is always willing to listen.”

Since its inception, Arawak Walton has had a proactive and respectful relationship with its tenants, due mainly to the standards laid down by its founders who understood all too well the challenges of establishing roots in a new country. As a result, Arawak Walton's ethos is to develop a close relationship and clear understanding of the challenges facing each of its tenants and has established lines of communication to ensure that they can easily access support when required.

The telephone is still the top choice for those wishing to contact us, and our office staff not only handle specific queries about repair or maintenance issues, but they are also able to help with other concerns, signposting people to other ways of accessing support for those struggling with financial or health issues.

“They are efficient, they always answer my questions and explain things to me.”



Mr Ngala graduated after completing the Level 4 Certificate in Education and Training. As Mr Ngala has no family in the UK, he said he would be honoured if Jackie Graham, Bougainvillea Garden's scheme manager attended to celebrate this special event with him.

www.arawakwalton.com

JUNE

2024

1 Sat	
2 Sun	
3 Mon	
4 Tue	
5 Wed	
6 Thur	
7 Fri	
8 Sat	
9 Sun	
10 Mon	
11 Tue	Shavuot (begins)
12 Wed	
13 Thur	Shavuot (ends)
14 Fri	World Blood Donor Day
15 Sat	

16 Sun	Father's Day/Martyrdom of Gury Arjan Dev
17 Mon	Eid Al-Adha (feast of sacrifice)
18 Tue	
19 Wed	
20 Thur	Summer Solstice
21 Fri	International Yoga Day
22 Sat	Windrush Day
23 Sun	
24 Mon	
25 Tue	
26 Wed	
27 Thur	
28 Fri	
29 Sat	
30 Sun	



KNOWING WHO TO TURN TO

We ensure that our tenants know who they can turn to when they need support and we were delighted that the STAR survey findings showed high satisfaction levels for all levels of our service, particularly where contact is concerned.



If it was an emergency, they would be out straight away. They are very hands on even if not an emergency.



One area we are proud of is the standard of support for older people in our community, with satisfaction levels being particularly high, at **86.2%**.

The survey results show that what matters most to our tenants is that we treat them with fairness and respect, closely followed by the standard of their home.



One of your contractors, who works for a third-party organisation came out to complete a repair at my home. He was talking about the work they do for other Housing Associations and throughout his years working in the industry, he feels that Arawak Walton was one of the best he had come across as they really value their tenants and act on any work recommended to them that we suggest.

The highest average satisfaction score **(9.1/10)** was for Arawak Walton 'being easy to contact', followed by being treated with 'fairness and respect' **(8.8/10)**.

Just under 25% of tenants say they don't go online/have online access. For those who do, smartphone is the most often used device for going online and a high proportion of customers who go online also use apps. That said, when asked the preferred way of communicating with us, 'phone' was a clear front runner and top choice.

Our multi-cultural roots remain a core objective for the association, so we were pleased that the majority of our customers - **70%** - also placed great emphasis on the importance of Arawak Walton being a Black and minority ethnic organisation, and **82%** of customers agreed we have a good understanding of cultural issues.

1 Mon
2 Tue
3 Wed
4 Thur
5 Fri
6 SatIslamic New Year
7 Sun
8 Mon
9 Tue
10 Wed
11 Thur
12 Fri
13 Sat
14 Sun
15 Mon

16 Tue
17 Wed
18 Thur
19 Fri
20 Sat
21 SunAsalha Puja (Dharma Day)
22 Mon
23 TueFast of 17 Tammuz
24 WedPioneer Day
25 ThurSt James The Great Day
26 Fri
27 Sat
28 Sun
29 Mon
30 Tue
31 Wed



A CLEAR COMPLAINTS POLICY

The new legislation will require complaints to be dealt with promptly and fairly. We ensure swift and effective resolution of complaints - by speeding up decisions and building on changes already recommended



by the Housing Ombudsman Service “Spotlight guidance” to improve its performance and reduce its decision times.

In common with many other housing associations the most frequent cause of issues is repairs: not the repair itself but the process from start to finish. Sometimes customers report their repair more than once or require more than one visit to complete, generating additional work for Arawak Walton. Better communication could reduce this and we have already looked into a number of solutions to improve this area of service, including:

- Equipping our customer advice team to manage calls at the first point of contact rather than forwarding them to the maintenance team for call backs.
- Improving our efforts to resolve repairs on the first visit by encouraging contractors to deal with the problem rather than deferring action for another date.
- Improving communication on repair tracking by improving our systems to ensure staff can access up to date information on the progress of a job.
- Doing what we say we will, when we say we will (and letting customers know if this changes) to reduce instances of customers having to chase for progress reports or report issues more than once.
- Keeping customers informed by using appropriate and preferred communications methods such as texts, phone or email using translations where necessary.
- Sharing good news messages to keep tenants up to date and involved in our progress.



“They are efficient, they always answer my questions and explain things to me.”

AUGUST

2024

1 Thur	Lammas
2 Fri	
3 Sat	
4 Sun	
5 Mon	
6 Tue	
7 Wed	
8 Thur	
9 Fri	International Day of the Worlds Indigenous Peoples
10 Sat	
11 Sun	
12 Mon	
13 Tue	
14 Wed	
15 Thur	

16 Fri	
17 Sat	Birthday of Marcus Garvey
18 Sun	
19 Mon	Raksha Bandhan
20 Tue	
21 Wed	
22 Thur	
23 Fri	
24 Sat	
25 Sun	
26 Mon	Summer Bank Holiday/Krishna Janmashtami
27 Tue	
28 Wed	
29 Thur	
30 Fri	
31 Sat	



PUTTING THINGS RIGHT

We have clear processes in place for handling complaints from both an external and internal perspective. Our tenants are aware of our complaints process, as it is available on our website, in hard copy or any of our staff are happy to explain verbally.

“
They have good staff working for them.”



Our staff understand the escalation procedures they can undertake, should there be any issues not fully resolved.

Our triannual STAR survey is a critical indicator for us to determine our performance in the eyes of our tenants, which is why we are particularly pleased at the favourable outcome of our latest survey.

Although we received low scores on areas where our customers are dissatisfied, we take any area of dissatisfaction seriously and will do our utmost to put rights right.



“
Arawak have always been easy to contact. They have responded efficiently to me when I have had issues.”

The STAR surveys are very important to us because we are being judged by our customers, which are the reason we exist in the first place. We are particularly grateful to those who participate in these surveys as they provide us with the information from which we can learn and improve our service going forward.

An underlying factor in some of the negative comments we received was the need for better communication. We need to demonstrate that Arawak Walton is listening to views and acting. We have prepared an action plan to focus on areas where we can improve the tenant's experience. This will be reviewed regularly and will include:

- Complaint handling
- Dealing with antisocial behaviour
- Keeping customers updated regarding a complaint or repair by doing what we say we will, when we say we will, so customers do not have to chase or report issues more than once.
- Improving communication with our contractors to reduce missed visits or misunderstandings regarding work to be undertaken.

SEPTEMBER

2024

1 Sun	
2 Mon	
3 Tue	
4 Wed	
5 Thur	
6 Fri	Ganesh Chaturthi
7 Sat	
8 Sun	International Literacy Day
9 Mon	
10 Tue	
11 Wed	
12 Thur	
13 Fri	
14 Sat	Triumph of the Cross
15 Sun	Mawlid al-Nabi

16 Mon	
17 Tue	
18 Wed	
19 Thur	
20 Fri	
21 Sat	World Alzheimer's Day
22 Sun	
23 Mon	
24 Tue	
25 Wed	
26 Thur	
27 Fri	
28 Sat	
29 Sun	
30 Mon	



I think the rent is very good value for money. I think it helps families and provides them with opportunities.

TO HAVE YOUR VOICE HEARD

The White Paper sets an intention to empower tenants and residents, by requiring landlords to improve tenant engagement, delivering new opportunities and empowerment programmes for social housing residents,



to support them in engaging with and holding their landlords to account.

Our Tenants' Quality Panel (TQP) is open to all and we actively encourage current and new tenants to join. The Panel meets to scrutinise, in particular, policies and procedures that directly affect them and were active in formulating the Complaints Policy and the Tenant Engagement Strategy. However, we know that not all tenants will want to take time out to meet up to discuss issues, so we use lots of opportunities to engage through individual meetings, via telephone calls and we continually look for other ways to communicate with you more effectively.

Tenants have told us that our processes can seem bureaucratic and time consuming. As a small organisation with ever-squeezed budgets we endeavour to prioritise areas requiring investment to streamline and improve our services. Everyone in the organisation is invested in creating the best possible service for our tenants, from the moment they approach us about finding a property and onwards.

We are investing to improve our tenants' experiences, through the launch of Panconnect, which will enable our Housing Officers to complete tenancy agreements, access Energy Performance Certificates, gas safety and electrical certificates remotely through this new digital system, which also reduces the need for paperwork. Housing Officers can now access tenant information, rent accounts, property details, repairs and when cyclical works are due. They will soon be able to use Panconnect to complete six-week, six month and nine-month checks. Our tenants will be provided with current information as they need it as our Housing Officers will have such information readily available.



Arawak has always treated people with kindness and respect. Arawak was patient with tenants (rent) during the pandemic time. They always try to help and support their tenants in different ways.

82%

of respondents felt that Arawak Walton had a good understanding of cultural issues

OCTOBER

2024

1 Tue	Black History Month
2 Wed	Rosh Hashana (starts) Jewish New Year/ International Day of Non-Violence/Feast of Guardian Angels
3 Thur	
4 Fri	
5 Sat	Fast of Gedaliah/World Teachers Day
6 Sun	
7 Mon	
8 Tue	
9 Wed	
10 Thur	
11 Fri	
12 Sat	Yom Kippur/Dussehra
13 Sun	
14 Mon	
15 Tue	

16 Wed	First Day of Sukkot
17 Thur	
18 Fri	
19 Sat	
20 Sun	
21 Mon	
22 Tue	
23 Wed	Shmini Atzeret
24 Thur	Simchat Torah
25 Fri	
26 Sat	
27 Sun	British Summer Time ends
28 Mon	
29 Tue	
30 Wed	
31 Thur	Halloween/Diwali

24 HR REPAIR LINE: 0800 389 4616

twitter.com/arawakwalton



WE LISTEN, AND WE ACT

We are proud that once again we passed the annual assessment for Customer Service Excellence with flying colours. The assessor was impressed with the organisation and praised Arawak Walton’s constant striving to improve our customer offering.



For each criteria, we have potential to achieve a “compliance plus” if the assessor believes we are particularly strong in that area, and we achieved nine compliance pluses and no partial compliances meaning we are fully compliant.

One of our tenant families lives in an older property with several generations sharing the same space. This has caused issues with condensation, which was causing some concern, given recent publicity about damp and mould creating health issues. Whilst it was difficult for Arawak Walton to undertake any structural work to help alleviate the problem, they instead provided a dehumidifier to enable the family to reduce condensation.



Keeping our properties well maintained and adding improvements where possible is a key component to maintaining quality homes. Our component replacement programmes this year have included the installation of new kitchens, bathrooms, windows and doors and boilers at selected properties, which not only improves energy efficiency but also reduces heating costs for our tenants. We endeavour to use local contractors, many of whom have worked for us for many years and know our tenants well which helps us put back money into the local economy.

We have received excellent feedback from these improvements from a number of customers.

www.arawakwalton.com

NOVEMBER

2024

1 Fri	All Saints' Day
2 Sat	All Souls' Day
3 Sun	
4 Mon	
5 Tue	Guy Fawkes Night
6 Wed	
7 Thur	
8 Fri	
9 Sat	
10 Sun	Remembrance Sunday
11 Mon	
12 Tue	
13 Wed	
14 Thur	World Diabetes Day
15 Fri	Birth of Guru Nanak

16 Sat	International Day for Tolerance
17 Sun	
18 Mon	
19 Tue	
20 Wed	
21 Thur	
22 Fri	
23 Sat	
24 Sun	Martyrdom of Guru Tegh Bahadur
25 Mon	
26 Tue	
27 Wed	
28 Thur	
29 Fri	
30 Sat	St Andrew's Day

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MEASURING OUR PERFORMANCE

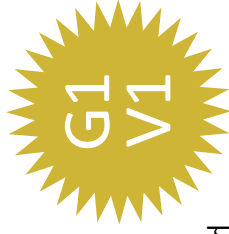
The Government's aim is to transform social housing regulation by enshrining consumer regulation into their in-depth assessment process.

The Regulator will now 'proactively' regulate on consumer standards including the quality of homes, repairs, meaningful engagement with tenants and complaints handling.



Communication is the key to improving our scores. We should be sure to let customers know of all the positive activity going on and share good news.

It also aims to increase transparency - by allowing residents greater visibility of how well their landlord is performing and the decisions it is making through a set of tenant satisfaction measures for social landlords to report against.



It was fantastic to be able to announce in July 2022 that following a full In-Depth Assessment (IDA) by the Regulator of Social Housing (RSH), we have again maintained our G1/V1 grading. This rating is the highest grading achievable and confirms that we have effective governance in place and are financially viable.



Satisfaction:

The good news is that the highest average satisfaction score (9.1/10) is for Arawak Walton 'being easy to contact', followed by being treated with 'fairness and respect' (8.8/10).



In almost every aspect of performance Arawak Walton is an above average performer.

STAR Survey feedback

DECEMBER

2024

1 Sun	Beginning of Advent/World AIDS Day
2 Mon	
3 Tue	
4 Wed	
5 Thur	
6 Fri	
7 Sat	
8 Sun	Bodhi Day
9 Mon	
10 Tue	
11 Wed	
12 Thur	
13 Fri	
14 Sat	
15 Sun	

16 Mon	
17 Tue	
18 Wed	
19 Thur	
20 Fri	
21 Sat	Yule (Winter Solstice)
22 Sun	
23 Mon	
24 Tue	Christmas Eve
25 Wed	Christmas Day/First Day of Hanukkah
26 Thur	Boxing Day
27 Fri	
28 Sat	
29 Sun	
30 Mon	
31 Tue	New Year's Eve



WHAT YOU THINK OF US

The chart below provides a clear indication of the STAR survey responders’ opinion of our performance.

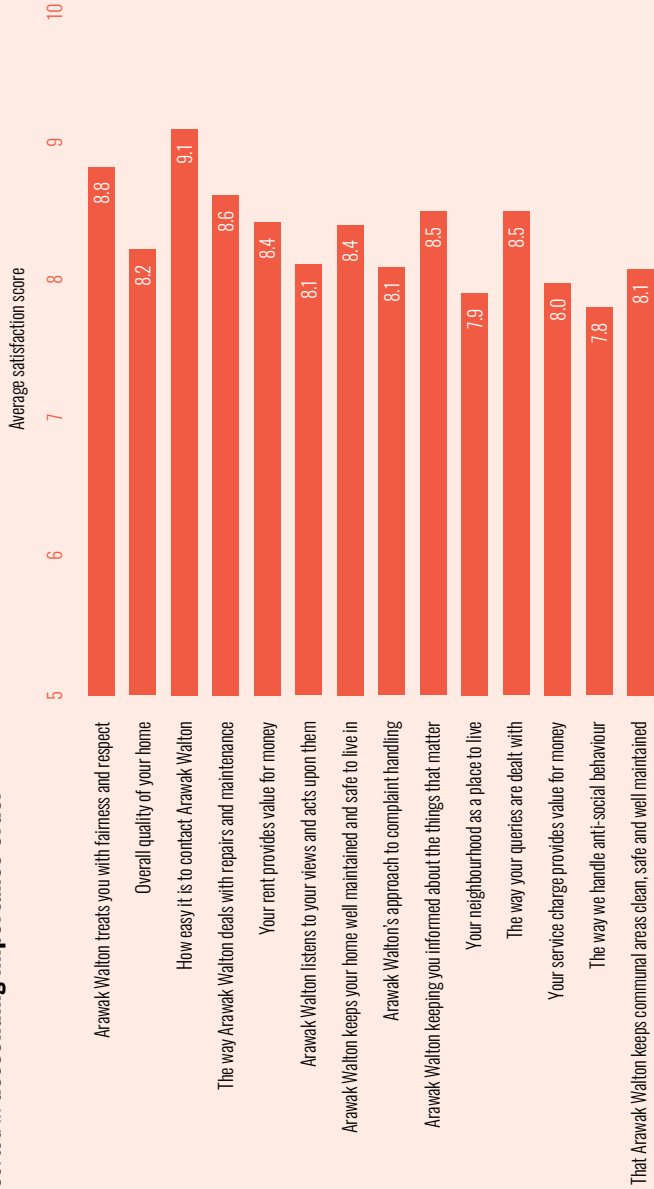
Whilst we are very proud of these high scores, our desire to do better still remains undimmed, and we have the humility to admit when we fall short and endeavour to put things right so far as we possibly can.



“I know I can just phone them.”

SATISFACTION SCORES

How satisfied or dissatisfied are you with the following: (1=completely dissatisfied,10=completely satisfied)
Sorted in **descending importance order**



“I’d recommend Arawak Walton they’ve been a very good housing association.”

We are living in difficult times, but our core values of quality, diversity and inclusion, our passion for people and the quality of their living conditions and our determination to be the best at what we do remain undimmed. We are committed to delivering the best possible service available within our means.



Housing Association

Passionate About People

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