

TENANTS HANDBOOK



Blackley

Moston

Cheetham Hill

Newton Heath

Miles Platting

Clayton

Beswick

Hulme

Ardwick

Old Trafford

Victoria Park

Gorton

Alexandra Park

Longsight

Moss Side

Rusholme

Whalley Range

Stretford

Chorlton Cum-Hardy

Fallowfield

Levenshulme

Reddish

Withington

Heaton Moor

Heaton Norris

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

Tel: 0161 272 6094 **Out of hours:** 0800 389 4616

Fax: 0161 273 4080

Website: www.arawakwalton.com

Email: contact@arawakwalton.com

Check us out on Twitter @arawakwalton and **facebook**.

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** These documents are provided separately and will be handed to you directly.*

3. MISSION STATEMENT

Arawak Walton has its roots in the African-Caribbean communities in the North West. We aim to provide quality housing services and affordable homes to add to the communities' social and economic well-being.

We work closely with other community-based organisations and groups to provide support and resources to meet our customers' needs.

Statement of Values

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

We aim high - We shall improve the quality of our services.

We are proud of our roots - We provide homes, not houses, and support and promote our communities whenever we can.

We move with the times - we stay alert to changing circumstances and respond to them with imagination and innovation.

We rely on teamwork - we look for partners and alliances to help us achieve our aims both inside and outside the association.

We are keen financial managers - we need financial strength and effective financial management to underpin and expand our work; we use our resources to add value and release potential.

We are open and accountable - we provide user friendly information about our performance as a housing association.

4. PAYING YOUR RENT

The initial weekly rent and charges payable in respect of your home are shown on your Tenancy Agreement. Any rent increase or decrease from that amount will be notified in a letter to you.

Rent is due in advance on or before the Monday of each week. A rent payment card is provided, and you can pay your rent:

Customers can pay their rent in the following ways:

- By direct debit or standing order - Call or email us for details
- Online (with a debit / credit card)
- At any post office (cash or cheques)
- At any pay point (cash)
- By telephone (with a debit / credit card) - Call 0330 041 6497 (24 hours)
- By app on your mobile (debit / credit card) Download the mobile app from Google Play or App Store
- At our office (card or cheque only) - Arawak Walton Housing Association, Margaret House, 23 Manor Street, Ardwick, Manchester M12 6HE

To pay online you need your rent payment card and a debit or credit card. If you are having difficulties paying your rent please let us know and we will try to help you. Ask to speak to your Housing Officer in the first instance. If you do not pay your rent your tenancy may be at risk.

Only in exceptional circumstances will the rent be collected directly from you.

The initial rent payment payable at the start of your tenancy is not a deposit, but a payment intended to keep tenants falling into rent arrears in the event of any late/missed payments.

Your total rent payable may include a service charge. Please see the Service Charge Summary sheet attached to your Tenancy Agreement for details of any Services provided.

Your rent does not include the following items which you are responsible for paying separately:

- Council Tax
- Individual Electricity or Gas Bill Charges
- Individual Water Rate Charges



5. REPAIRS & MAINTENANCE

TO REPORT A REPAIR TELEPHONE 0800 389 4616
IN AN EMERGENCY OUTSIDE OF OFFICE HOURS
TELEPHONE 0800 389 4616

We are responsible for repairs to the structure, exterior and any equipment and fixtures we have installed in your home. You are responsible for any minor repairs, such as the unstopping of blocked sinks, etc., and any damage caused by you and your family, and visitors to your home. (You will find detailed information on this on Page 18 of this handbook).

If you have a repair or defect which is our responsibility, you must report it to us. We will make arrangements for the necessary repairs to be carried out. If you are living in a newly built or refurbished property, minor defects such as cracking to walls and ceilings will be rectified within the defect period specified by the original building contractor.

You are responsible for keeping the interior of the property in good and clean condition, for decorating all internal parts as frequently as is necessary. You are also responsible for keeping your private garden clean and tidy.

If you are living in a newly built or refurbished property, remember that wall papering or any other alterations may prevent the contractors from rectifying any defects within the defects period. Please consult us before decorating during this time.

REPAIRS SERVICE STANDARD

We want your home to be safe, warm and in good repair.

This service standard explains what you can expect when you report a repair.

1. Report a repair

Emergency repairs can be reported 24 hours a day on: 0800 389 4616

All other repairs can be reported:

- By phone, email, in person, or via our website/tenant portal
- You can ask someone else (family member, friend or advocate) to act on your behalf

We will:

- Tell you if your repair requires an inspection
- Tell you the name of the contractor or inspector attending

2. Repair categories and response times

When you report a repair, we will prioritise it as follows:

Emergency hazards and repairs

We will respond within 24 hours

These are serious issues that pose an immediate risk to health or safety

Examples may include

- Major leaks or loss of water
- Electrical faults or loss of power
- Gas leaks
- Broken or insecure doors/windows
- Serious damp and mould risks

Urgent Repairs

We will respond within 5 working days

Examples may include:

- Loss of heating or hot water (where no vulnerable person is at risk)
- Minor roof leaks
- Faulty electrics

Significant Hazard - Damp and Mould (Awaab's Law)

Where damp and mould pose a risk to health:

- Inspect the problem within 10 working days
- Provide written findings within 3 working days of inspection
- Carry out any urgent safety work within 5 working days
- Start any further repairs within 5 working days and begin complex repairs work within 12 weeks

We will:

- Assess the risk to your health
- Take action within legal timescales
- Keep you informed throughout

Routine Repairs

We will respond within 15 working days

Examples may include:

- Dripping taps
- Minor joinery repairs
- Loose fittings

3. What happens after you report a repair

We will:

1. Provide you with:

- A works order reference number
- Contractor details
- Description of work
- Target completion date
- A copy of our repair satisfaction survey
- If we attend an agreed appointment and cannot get in, we will leave a notice explaining what happened

2. Offer an appointment at a convenient time

3. Make at least three attempts to contact you if needed

4. Leave a card if we cannot gain access

5. Carry out follow-up checks where appropriate

4. Appointments and access

Appointments will be offered at a convenient time for you

We may offer appointment slots (e.g. AM/PM where applicable)

Contractors will contact you to arrange appointments for routine/urgent repairs

If you have specific needs, we will make reasonable adjustments

5. Communication and customer care

We will:

- Treat you with dignity, respect and fairness
- Keep you informed of any delays
- Explain the work being carried out
- Clean up after work is completed
- Restore services before leaving

6. Feedback and service improvement

We may contact you to gather feedback

Feedback is used to improve our services and contractor performance

7. Monitoring and reporting

We:

- Monitor repairs performance regularly
- Use feedback and performance data to improve services
- Share performance information with tenants

Tenants Responsibility for Repairs

At Arawak Walton we have a full team of Repairs Specialists who can give you help and guidance when it comes to carrying out repairs that you are responsible for. We can offer advice, guide you to helpful instructional videos and tell you where to get DIY supplies in your local area.

Tenants are responsible for a number of repairs in accordance with their Tenancy Agreement. These can be summarised as follows:

- Simple repairs around the home.
- Repairs that arise because of deliberate or accidental damage, loss or neglect by the tenant, members of their household or visitors to the tenant's home.
- Maintenance of any fittings and appliances not installed by Arawak Walton.
- Pest infestation e.g. mice, rats, ants, fleas, wasps, cockroaches unless the pest are as a result of a repair responsibility of the Association.
- Lost keys

In exceptional circumstances we will action a repair that the tenant is responsible for, if the tenant is physically unable to resolve the matter themselves. However, there may be a charge for this service.

Examples of Simple / Minor Repairs that Tenants are responsible for:

Plumbing and Heating

- Replacing plugs & chains on baths, basins and sinks.
- Re-lighting pilot lights on gas Boilers.
- Plumbing in of washing machines or dishwashers and any leaks from these.
- Unblocking waste pipes to toilets, bath, showers, basins, sinks and waste gulleys.
- Replacing broken toilet seats.

Electrical

- Replacing electrical plugs and fuses.
- Resetting of circuit breakers.
- Replacement of light bulbs, fluorescent tubes and starters.
- Testing of electrical appliances owned by the tenant.

Joinery

- Easing of doors to accommodate new flooring or carpet.
- Fitting of extra locks, catches or safety devices.
- Shelving
- Fitting or re-securing curtain rails, coat hooks or towel rails.

Decoration

- The tenant is responsible for all internal decoration and maintaining this to a reasonable standard.
- Filling of minor cracks to plasterwork and woodwork.

Keys and Locks

- The tenant is responsible for the replacement of lost or mislaid keys.
- If all keys are lost the tenant is also responsible for lock replacement.

Broken or Cracked Windows

- In order to keep our tenants as safe as possible, if repairs arise from an attempted break-in or vandalism, we ask tenants to report the incident to the Police and obtain a crime reference number. If this request presents issues, then we are happy to discuss how we can assist.

Guidelines for Satellite Dish Installation on an Arawak Walton Property

Under the terms of your tenancy agreement, you are legally obliged to request our permission in writing before proceeding.

You should not proceed with the installation or sign any contract to have it installed until you have received our written consent.

We will not withhold permission unreasonably, but it will be subject to certain conditions, which to which you must adhere. These conditions are for the best interest of tenants and AWWA.

If you fail to meet this condition or install without permission, we have a legal right to make you remove the Satellite dish at your expense, and recharge you for any damage caused to the property.

Conditions normally applied to satellite dish installation

- The dish must be sited in an unobtrusive location e.g. on the rear of building or on the roof and not exceed 600mm in diameter.
- The dish must be securely fastened to the building by a competent tradesperson/installer to avoid risk of it falling and injuring someone (including you) or damage to the building. Cables must also be securely fastened to the wall roof etc., and properly routed into the building.
- The installer must not drill through UPVC or timber window frames.
- The dish is to be removed at the end of tenancy.
- When the dish is removed all damage and fixing holes are to be made good.

If you are given permission, we will inspect the dish after installation to ensure the conditions have been met and the dish has been erected securely and safely.

If we find that our conditions have been broken, you will be required to rectify the problem immediately and meet the cost of remedial works.

The installation of satellite dishes on flats has additional limitations. This is because planning permission may be required. However, in the first instance you should write to us for permission as above. We will speak or write to you explaining the rules.

In the majority of cases, we will grant permission subject to the basic conditions outlined above.

Damage By The Tenant, Others, Or Persons Unknown

The tenant is responsible for the actions of themselves, their household and any visitor to their home. This includes responsibility for damage to the Association's fixtures and fittings.

- If such damage is not repaired by the tenant the Association has a right to enter the property, carry out the work in default, and recharge the tenant for the whole cost of the repair required.
- If the damage to the Association's fixtures and fittings is done by persons entering the property without the tenant's permission this must be reported to the police and a crime reference obtained. Only at this point will the Association action the necessary repair.

Pest Infestation

Tenants are responsible for treatment against pest infestation in their home e.g. ants, mice, wasps, fleas, and cockroaches, unless the pest issue is due to a repair responsibility of the Association. The Association will provide advice and guidance on how these can be eradicated and prevented. Most local authorities will also provide a cost-effective pest control service.

Pest/infestation problems should be reported to your Local Authority Environmental Health Department: **Manchester: 0161 234 4928 / Trafford: 0161 912 3604 / Stockport (online only):**
<https://www.stockport.gov.uk/start/request-a-pest-control-treatment>

Important Notes for Tenants on Condensation

Sometimes complaints we receive about damp turn out to be caused by condensation. Condensation occurs when moist air reaches a cold surface and deposits water on the surface. Air can become heavy with water vapour, with steam from cooking, washing, hot baths and from drying clothes.

You will find that by increasing the levels of ventilation and heating, the problem of condensation will be reduced or eliminated.

To Limit Condensation:

- Reduce the amount of water in the air by drying clothes outside. If it must be done indoors, keep a window open and the door to the room shut.
- Try to keep the lids on saucepans and turn the heat down when it starts boiling. Keep a window open and close the door to the rest of the house to stop steam escaping into other rooms.
- Whilst having a bath open a window and close the bathroom door to stop the steam escaping to the rest of the house.
- Avoid using paraffin heaters or portable gas heaters as both give off large amounts of water into the air. They are also a fire risk. Electric or halogen heaters are a better option.
- Do not cover up air bricks, or other ventilation routes, as they are there to help ventilate the room.
- Where provided, use extractor fans to increase ventilation. The cost of running an electric fan is less than that of a light bulb.
- Where provided, keep the trickle vents on your windows open.

One of the results of condensation is the formation of black or green mould on damp surfaces, particularly external walls.

If mould occurs:

- First check other sources for damp, such as leaking pipes nearby.

- If there are no apparent sources of damp, wipe the walls regularly with mould wash, which can be purchased from a hardware store at low cost. HG Mould Spray is very good. Increase the level of heating and ventilation and move furniture away from the walls affected.

If the problem of mould continues, you have done all you can to remedy it, or you wish to discuss the problem please contact our Maintenance Team for advice. We will be pleased to help.



As a tenant of Arawak Walton, you have an obligation under the terms of your Tenancy Agreement to report all repairs which are the Association's responsibility.

You must also cooperate and provide reasonable access, when required, to carry out a repair. Failed repair calls and unkept appointments cost money.

Help us keep costs and your rents down.

Technical Information

ITEM	TYPE	LOCATION
STOPCOCK		
FUSE BOX		
GAS METER		
TRIP SWITCH		
BOILER		
WATER TANK		
ELECTRIC METER		
WATER METER		
ALARM SYSTEM		

6. COMPLAINTS, CONCERNS & COMMENTS

Making a Complaint

If you would like to make a complaint about our service, you can do so in any of the following ways:

- Phone: 0161 272 6094
- Email: complaints@arawakwalton.com
- Website: <https://arawakwalton.com/complaints>
- AW-Connect, our online tenant portal
- Post or in person: Arawak Walton Housing Association, Margaret House, 23 Manor Street, Ardwick, M12 6HE

You can also raise a complaint verbally, in writing, by telephone, or via social media, and with any member of staff - you don't need to use the word 'complaint' for us to treat it as one.

To support you in making a complaint and understanding our process, the following documents are available on our website:

- How to Complain - our guide to raising a concern and what happens at each stage
- Complaints, Concerns & Compensation Policy

You can also review our Annual Complaints Performance and Service Improvement Report to see how we're performing in handling complaints.

Our Two-Stage Complaints Process

We handle complaints in two stages:

- Stage One: We will acknowledge your complaint within 5 working days and aim to provide a full response within 10 working days.
- Stage Two: If you remain unhappy with our Stage One response, you can ask us to review it at Stage Two within 6 months of receiving that response. We will acknowledge your request within 5 working days and aim to provide a full, final response within 20 working days.

If we need more time to investigate at either stage, we will let you know, explain why, and give you the Housing Ombudsman's contact details.

The Housing Ombudsman's Complaint Handling Code

Since 1 April 2024, the Housing Ombudsman's Complaint Handling Code has been a statutory Code, introduced under the Social Housing (Regulation) Act 2023. The Code sets out how we must handle complaints, and we are required to comply with it in full, in both policy and practice.

You can read the Code on the Housing Ombudsman's website:

<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

Additional useful information is available here: <https://www.housing-ombudsman.org.uk/>

While the Ombudsman usually expects our internal complaints process to be followed first, you can contact them at any time. Visit the Housing Ombudsman contact page for details.

Our Commitment to Improvement

Sharon Thomas, Board Member, is our Member Responsible for Complaints (MRC), with lead responsibility for complaints on behalf of the Board.

We complete and publish a self-assessment against the Ombudsman's Code every year. Our self-assessment is available to view on our website.

Tenants scrutinise our complaints performance through Tenant Voice (which replaced the Tenant Quality Panel) and our Complaint Learning Forum, which looks specifically at lessons from complaints. Both feed directly into our Tenant Experience Committee - a formal sub-committee of the Board.

Our Complaints, Concerns & Compensation Policy was fully reviewed and updated in 2026 (Version 4.0, approved by the Tenant Experience Committee) to bring it fully into line with the Ombudsman's statutory Code. Key changes include:

- A clear Exclusions section, so it's clear what is - and is not - covered by

our complaints process

- A new Member Responsible for Complaints role, and a designated Complaints Officer (Head of Tenant Services)
- Clearer timescales for responding to complaints, including for extensions
- A new Annual Complaints Performance and Service Improvement Report to the Board

We have also identified ongoing actions to improve our service:

- Contractor appraisals for repairs and appointment keeping
- Staff training
- Updating tenant contact details

If you would like any of the documents mentioned above sent to you by post or email, please let us know – we'll be happy to share them.

7. EQUALITY & DIVERSITY POLICY

As an organisation we embrace equality and diversity in all our activities. We mainstream equality and diversity in everything we do and are vigilant in our continual review and assessment of performance.

We will not allow illegal discrimination to affect the level of performance we provide.

As a Black led housing provider, we aim to be a leader in all areas of equality and diversity.

Corporate commitment and governance

We recognise that:

- Board and sub-committee representation should reflect the diverse communities we serve. We will monitor information on Board and committee membership to ensure a diverse representation
- The Chief Executive and Management are committed to participating in equality and diversity activities to drive the strategic goals of the organisation
- The equality and diversity strategy and policy will be annually considered and endorsed at board level
- All reports to Board will be considered for equality impacts by using an equality impact assessment process.

Staff responsibility

- All staff are expected to comply with the organisation's equality and diversity policy
- Staff are expected to be champions in equality and diversity and act in a way which demonstrates the organisation's commitment
- Any form of illegal discrimination will be investigated, and all appropriate action taken.

Communication - Access to information

- We recognise that access to information is essential in achieving equality and diversity. We will do everything in our power to make all our communications fully accessible to all the customers and communities we work with
- We recognise that communication with our staff will make a difference in improving performance, and we will take action which makes sure all our staff understand the business case for equality and diversity
- We will make sure all our communication tools such as the organisation's Website, all our publications and any other forms of communication are open and fully accessible
- We will gather customer profiling to ensure we are communicating and providing an appropriate service for all our customer needs.

Recruitment and selection of staff and board

- We have developed a system for recruiting, both for the Board and in employment, which places emphasis on individual skills, abilities and experience rather than on formal qualifications. This will enable a full diversity of people to demonstrate their ability to do a job. Selection criteria contained within the job descriptions and person specifications is regularly reviewed to ensure that they are justifiable and do not unfairly discriminate directly or indirectly, and are essential for the effective performance of the job

- Staff or Board members involved in interviews will have received training in equality and diversity. We will ensure that more than one person is involved in the selection process and where possible that the selection panel is diverse. We are committed to selecting fairly and within our commitment to equality and diversity
- Positive steps will be taken to ensure that knowledge of vacancies reaches all groups who are under represented within the workforce
- If an applicant with a disability needs adjustment in any stage of the recruitment process, reasonable adjustment will be made, including at the interview and test stages
- Equality monitoring questionnaires will be used for monitoring the selection process to ensure equality and diversity. The analysis of results will be reported to the board annually.

Employment and training and development

- All Board members and staff will receive training to reinforce the organisation's commitment to equality and diversity. An ongoing training programme will take place, which ensures that all new staff understand equality and diversity
- Managers will receive training to support them in the activity of equality and diversity impact assessing all the organisation's policies and processes so the organisation has evidence of all its achievements and outcomes
- Staff who are under represented within management tiers will be encouraged to apply for training and development opportunities wherever possible to enable them to compete on equal terms for jobs and promotion
- All staff training will be monitored and reported to ensure equal access
- Staff will be fully consulted on the development of equality and diversity
- Staff and board members will be briefed regularly on equality and diversity performance achievements.

Partners, Contractors, and Suppliers

- We will only work with partners, contractors and suppliers who have a commitment to equality and diversity. We have a code of conduct, which they are required to comply with
- We are committed to supporting and promoting equality and diversity with all our suppliers, contractors and partners
- We will review our tendering process and supplier policy on an annual basis and will endeavour to ensure an increasingly diverse list of suppliers.

Selection and allocation of housing and other services

- Decision on the selection and allocation of housing and other services will be made in a fair, reasonable and flexible manner
- To ensure implementation of the equality and diversity policy we will monitor all applications and lettings and evaluate and report on outcomes annually
- A complaints procedure will be in place for dealing with incidents of illegal discrimination.

Lettings and service delivery

- We will develop services that meet the needs and aspirations of local communities. We are committed to consult with our customers/tenants to establish their needs and requirements. We will work in partnership with other organisations to ensure that needs are met
- We will monitor and report the satisfaction of our customers with respect to standard of service and accommodation, quality of work etc. We aim to ensure services are suitable for current needs and will respond to changes in customer and developing communities' needs.

Customer and staff harassment

- Harassment, bullying at work undermines the performance of our organisation and cannot be allowed to go unchallenged. We have a policy to deal with all forms of harassment and bullying of staff or customers, which includes the protection of anyone from victimisation. The harassment and bullying policy considers equality and diversity throughout
- All complaints from staff or customers will be dealt with swiftly and confidentially, and staff will be protected against victimisation from making, or being involved in, a complaint. Intentional false allegations will be considered a form of harassment and dealt with appropriately
- Discrimination, harassment/bullying and victimisation will be treated as disciplinary offences and they will be dealt with under the disciplinary procedure
- Employees have a right to pursue a complaint concerning discrimination, victimisation, or harassment via the grievance or harassment procedures.

8. ANTI SOCIAL BEHAVIOUR

Anti-Social Behaviour & Nuisance

This section clarifies what we can help with, and the responsibilities of tenants themselves.

What is anti-social behaviour?

The term 'nuisance and anti-social behaviour' is widely used and means different things to different people - from disregard for wellbeing to criminal behaviour. Types of behaviour Arawak Walton consider to be anti-social behaviour include:

- Hate incidents / Hate crimes
- Use or threatened use of violence
- A single instance of, or repeated abusive language or behaviour
- Harassment
- Damage to property
- Domestic abuse or violence
- Excessive, persistent noise

Arawak Walton will not tolerate anti-social behaviour from tenants or any member of their household, family and visitors, and we will work in partnership with other agencies and support organisations to help provide support to tenants who are affected by anti-social behaviour.

What is nuisance?

We often receive calls from tenants about incidents they find to be a nuisance, such as:

- Children playing ball games
- General day to day noise like washing machines, laughter, praying
- Reports related to people staring
- People being unpleasant to each other
- Parking disputes

Good neighbours are considerate, tolerant and understanding. We are all different and should respect that other people may not live their lives the same way we do. Tenants share the responsibility for maintaining relationships with their neighbours and should consider whether they can resolve such matters themselves. Many problems can be fixed by simply speaking to your neighbour. They may not be aware that their behaviour is bothering you. If you are unable to resolve it yourself, you can speak with your Housing Officer on 0161 272 6094. Arawak Walton will not treat such incidents as anti-social behaviour, but where possible we will offer advice to help tenants to resolve the issue.

Criminal Activity

It is important that tenants understand the constraints of what Arawak Walton can do. We do not have Police powers and reporting criminal activity to Arawak Walton is not a substitute for reporting it to the Police. Reports can be made anonymously to CrimeStoppers on 0800 555 111.

A full copy of our Anti-Social Behaviour & Hate Crime Policy is available on our website under the You and Your Home section.

We welcome any comments you have on the policy.

9. UNACCEPTABLE BEHAVIOUR GUIDANCE

1. Introduction

This guidance sets out the approach of the Association to the very few tenants or other service users whose actions or behaviour we consider unacceptable. The guidance applies to anyone who communicates with our staff, whether in relation to complaints and disputes or otherwise.

2. Guidance Aims

- 2.1. To deal fairly, honestly, consistently and appropriately with all tenants and service users, including those whose actions we consider unacceptable. We believe that everyone who approaches us has the right to be heard, understood and respected. We also consider that our staff have the same rights.
- 2.2. To provide a service that is accessible to everyone who is entitled to it. However, the Association retains the right, where we consider user actions to be unacceptable, to restrict or change such access.
- 2.3. To ensure that other tenants, service users and staff do not suffer any disadvantage from tenants and service users who act in an unacceptable manner.

3. Defining Unacceptable Behaviour

- 3.1. People may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a complaint or dispute. We do not view behaviour as unacceptable just because someone is forceful or determined. In fact, we accept that being persistent can be a positive advantage when pursuing a complaint or dispute.

3.2. However, the actions of users who are angry, demanding, or persistent may result in unreasonable demands on, or unacceptable behaviour towards staff. It is these actions that we consider unacceptable and aim to manage under this guidance. We have grouped these actions under three broad headings:

3.2.1. Aggressive or abusive behaviour

- Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether oral or written) that may cause staff to feel afraid, harassed, threatened, or abused.
- Examples of behaviour grouped under this heading include discrimination, hate crime, threats, physical violence, personal verbal abuse, derogatory remarks, and rudeness. We also consider that inflammatory statements and unsubstantiated allegations can be abusive behaviour.
- We expect our staff to be treated courteously and with respect. Violence or abuse towards staff is unacceptable.

3.2.2. Unreasonable demands

- Users may make what we consider unreasonable demands through the amount of information they seek or provide, the nature and scale of service they expect, or the number of approaches they make. What amounts to unreasonable demands will always depend on the circumstances surrounding the behaviour and the seriousness of the issues raised by the tenant or service user.
- Examples of actions grouped under this heading include demanding responses within an unreasonable timescale, insisting on seeing or speaking to a specific member of staff, continual phone calls, emails, texts, or letters, repeatedly changing the substance of the complaint or raising unrelated concerns.
- We consider these demands as unacceptable and unreasonable if they start to impact substantially on our work, such as taking up an excessive amount of staff time to the disadvantage of other tenants, service users or functions.

3.2.3. Unreasonable persistence

- We recognise that some users will not or cannot accept that the Association is unable to assist them further or provide a level of service other than that provided already. Complainants may persist in disagreeing with the action or decision taken in relation to their case or contact the Association persistently about the same issue.
- Examples of actions grouped under this heading include persistent refusal to accept a decision made in relation to a complaint, persistent refusal to accept explanations relating to what the Association can or cannot do, and continuing to pursue a complaint or dispute without presenting any new information. The way in which these tenants or service users approach the Association may be entirely reasonable, but it is their persistent behaviour in continuing to do so that is not.
- We consider the actions of persistent complainants and other users to be unacceptable when they take up what the Association regards as being a disproportionate amount of time and resources.

4. Managing unacceptable actions by users

- 4.1. There are very few users whose actions we consider unacceptable. How we manage these actions depends on their nature and extent. If it adversely affects our ability to do our work and provide a service to others, we may need to restrict a person's contact with our office in order to manage the unacceptable action. We aim to do this in a way, wherever possible, which will still allow the complaint or dispute to be dealt with according to our procedures. We may restrict contact in person, by telephone, text, letter or electronically or by any combination of these.
- 4.2. The threat or use of physical violence, verbal abuse, or harassment towards the Association or its staff is likely to result in the ending of all direct contact with the perpetrator. Incidents may be reported to the Police. This will always be the case if physical violence is used or threatened.
- 4.3. We do not deal with correspondence or other forms of communication which is abusive to staff or contains allegations that lack substantive evidence. When this happens, we will tell the sender that we consider the communication offensive, unnecessary, and unhelpful. Whenever possible we will ask them to stop using such language and state that we will not respond to them if they do not stop.

- 4.4. Association staff will end telephone calls if the caller is considered aggressive, abusive, offensive, or the conversation is repetitive or futile. The staff member taking the call has the right to make this decision, tell the caller that the behaviour is unacceptable, and end the call if the behaviour does not stop.
- 4.5. When someone repeatedly telephones, emails or texts, visits the office without appointment, sends irrelevant or duplicate documents, or raises the same issues already considered, we may decide to:
- 4.5.1. only receive/address communication from the person at set times on set days, or designate a named member of staff to act as sole point of contact for person
 - 4.5.2. inform the person that communication relating issues which have already been responded to will receive no further response
 - 4.5.3. require the person to make an appointment before visiting the office
 - 4.5.4. return the documents to the person or, in extreme cases, advise them that further irrelevant documents will be destroyed
 - 4.5.5. take other action that we consider appropriate. We will, however, always say what action we are taking and why
- 4.6. When a tenant or service user continues to correspond on a wide range of issues, and this action is considered excessive, we may consider breach of tenancy.
- 4.7. User action may be considered unreasonably persistent if all internal review mechanisms have been exhausted and the tenant or service user continues to dispute the decision we have made or how the matter has been handled. We will tell the tenant or service user that no future communications concerning the matter will be accepted. If the user insists in contacting us about the same issue, their communication will be read and filed, but only acknowledged or responded to if it provides significant new information relating to the matter. However, if the matter is being dealt with under the Association's complaints procedure, the Association does not have the power to prevent the matter being dealt with under the separate stages of the procedure and if necessary being referred on the Housing Ombudsman service.

5. Deciding to restrict user contact

- 5.1. Association staff who directly experience aggressive or abusive behaviour from a tenant or service user when a complaint or dispute is still under consideration have the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation and in line with this guidance.
- 5.2. With the exception of such immediate decisions taken at the time of an incident, decisions to restrict contact with the Association are only taken after careful consideration of the situation by a senior member of staff. Wherever possible, we will give a tenant or service user the opportunity to modify their behaviour or action before this decision is taken. Tenants or service users will be told in writing why a decision has been made to restrict future contact, the restricted contact arrangements and, if relevant, the length of time that these restrictions will be in place.
- 5.3. We record all incidents of unacceptable actions by tenants or service users. Where it is decided to restrict user contact, an entry noting this is made in the relevant file and on the appropriate computer record.
- 5.4. A decision to restrict user contact may be reconsidered if the tenant or service user demonstrates a more acceptable behaviour. The Head of Tenant Services will review the status of all tenants or service users with restricted contact arrangements as necessary.

10. RESIDENT INVOLVEMENT STATEMENT

"Every tenant has a voice. Every voice is heard. Every voice makes a difference."

That's the vision behind our Tenant Involvement Strategy 2026-2029 – shaped directly by what tenants told us through a tenant-wide survey, Tenant Voice and our Tenant Experience Committee, and approved by our Board in July 2026.

Arawak Walton is committed to:

- Providing good quality, easy to understand information on all aspects of our work
- Listening to tenant views and showing you exactly how we've responded, through our quarterly "You Said, We Did" updates
- Providing a range of involvement options so every tenant can take part in a way that suits their life
- Actively seeking the views of underrepresented groups, and monitoring who takes part so we can identify and close any gaps
- Removing practical barriers to involvement – offering evening and weekend sessions, childcare and travel support, digital training and device loans, and accessible venues with interpretation where needed
- Training staff on tenant involvement
- Constantly seeking to develop new and innovative methods to involve tenants
- Reviewing involvement options that are not effective

Ways to get involved:

- Tenant Voice – our relaunched tenant panel (formerly the Tenant Quality Panel), combining formal meetings with informal, tenant-chosen "deep dive" reviews into the services that matter most
- Neighbourhood walkabouts – held regularly in each scheme, with clear reporting of actions taken

- Mystery shopping – trained tenants testing our services first-hand, such as repairs and complaints handling
- Online engagement – surveys, discussion forums and updates through a dedicated area of our website
- Scrutiny groups – short, focused reviews of specific services, such as repairs, complaints handling or anti-social behaviour
- Community events – at least eight per year, covering health, money matters and local facilities
- Tenant Experience Committee (TEC) and Complaint Learning Forum (CLF) – formal routes with a direct line to Board
- Community Groups and tenant meetings at scheme/neighbourhood level
- Annual Tenant Satisfaction Measures Survey, home/office visits, estate inspections, repair satisfaction surveys, postal/online surveys and social media
- Tenant Newsletter – published every spring and autumn, including performance updates and "You Said, We Did" content

We report on how tenant involvement is shaping our services every quarter to our Tenant Experience Committee, alongside a published Tenant Performance Dashboard, with a full annual review reported to the Board. Read the full Tenant Involvement Strategy 2026-2029, and see what's changed as a result of tenant feedback, at arawakwalton.com/get-involved.



11.MOVING HOME CHECKLIST

New Address:

Move in Date:

Old Address:

Move out Date:

Services	Ref No/Account No	Telephone	Tick
Water - United Utilities		0845 746 2222	
Gas Supplier			
Electricity Supplier			
Telephone Landline			
Mobile			
TV Licence		0300 790 6055	
Cable/Satellite/ Internet Services			
Club Cards- Boots/Tesco/Sainsbury etc			
Electoral Register			
Council Tax			
Post Office - redirection			

Financial	Ref No/Account No	Telephone	Tick
Bank or Building Society			
Benefits Agency			
Housing Benefit			
Home Insurance			
Inland Revenue			
Credit Cards			
Rental/Hire Purchase			
Pension Companies			
Life Policies			
Employer - Payroll			
Catalogue Companies			

Motoring	Ref No/Account No	Telephone	Tick
Vehicle Registration- DVLA			
Vehicle Insurance			
Driving License - DVLA			
Breakdown Services			

Health	Ref No/Account No	Telephone	Tick
Doctor			
Dentist			
Optician			
Private Healthcare			

Other		Telephone	Tick
Subscriptions			
School/Colleges/Nursery			
Library			
Milk Delivery			
Gym			
Newspapers			
Unions			

Notes

