December 2016

Arawak Walton

Tenant News



























Community Partnerships

Supporting Cyclists in Whalley Range

We are installing 2 cycle stores at flats around spot a cycle store (like the one pictured) being Whalley Range to help people who cycle or who are installed at your home get in touch with your partnership with Transport For Greater Manchester you secure your bike with a lock.



who also offer lessons, cycle grants and repairs services to support cyclists. We will be contacting the relevant residents when all the work

is complete to allocate places and issue keys. If you interested in cycling. These have been introduced in housing officer to request a place. Please make sure



For tips on Winter Cycling visit the Transport for Greater Manchester website: www.tfgm.com

NEWS FLASH



The Housing Minister, Gavin Barwell, announced in November that the national roll out of Right to Buy would not take place until April 2018 at the earliest. If you are interested in knowing more about the Right to Buy scheme please email rtb@arawakwalton.com with contact details and we will email or write to you when the regulations are published. Please note that we do not expect the government to announce more about the scheme until 2018.

We're Here To Help



As Christmas approaches we realise that for some this might mean additional financial pressures, including paying the rent. Remember that your tenancy agreement states that your rent is due each Monday for



the coming week. This means that your rent account should always be in credit by at least one week's rent. If your rent account is in debit it will trigger our rent arrears process.

Arawak Walton are committed to helping tenants to manage their finances and offer advice and support when you might be experiencing difficulties. We will always do everything we can to help you avoid hardship and sustain your tenancy - but we can't help if we don't know! So it's really important that you talk to us. If you know your account is not at least one week in credit, you should contact our Rents Team or your Housing Officer (on 0161 2726094) as soon as possible to discuss this. They can discuss your situation

with you and hopefully help you to find a solution,

leaving you able to enjoy the holiday period.

Our Rent Survey



We need to know how you feel about our service so we can continually work to improve. We also want to know if there are any additional ways we can help and support you to manage your home. This survey focussed on rent management and has helped to tell us what you think.

Here are the key things you said:

Q1. Are you aware that all rent accounts should be in credit at all times by 1 - week, if you pay weekly or 1 - month if you pay monthly? (Please tick one)



Please be aware your rent must be paid 1 week/1 month in advance. As stated in the Tenancy Agreement.

Ways to pay: Direct Debit, Standing order, by phone, Website, in person/cash or Post Office. Tel:0161 2726094 WWW.Arawakwalton.com

42% of tenants said they do not know if they will be affected by Universal Credit. We are currently contacting all people likely to be affected, to assess the impact and offer advice.



Provide a dedicated money and Benefits and Advice Service

will receive a £20 gift voucher.

82%

Link with support agencies

83%

Provide on line access and rent account management

69%



The overwhelming majority of you view your rent as your number one priority bill.

Approx. half of you said you weren't aware that your Housing Officer can help with Benefit Applications, Household Budgeting and finding support. Please make full use of your Housing Officer Tel: 0161 2726094

82% of tenants would like us to provide a dedicated benefits advice service, and 83% would like to see links with support

agencies.

We are working to provide a part time money advisor, and are in the process of gathering details of support agencies. This will be shared on our website, newsletter and noticeboard. In the meantime, your Housing Officer can help with benefit applications, and help with advice services.





Top tips for keeping warm and well

Winter weather and snow can be fun, it is also associated with an increase in illnesses and injuries.

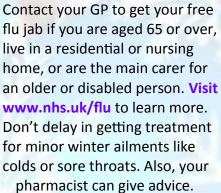
Government Advice on **How to Keep Warm This Winter**

1 Heat your home to at least 18°C (65°F).

You may prefer your main living room to be slightly warmer. Keep your bedroom window closed on a winter's night. Breathing in cold air can increase the the cold air. Wear shoes with a good grip if you risk of chest infections.

2 Get financial support. There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills.





Layer your clothing whether you are in doors or outside. Wrap a scarf around your mouth to pro-



need to go outside. When you're indoors, try not to sit still for more than an hour or so. Get up, stretch your legs and make yourself a warm drink.

For more winter wellness tips visit NHS Choices: www.nhs.uk/flu

4 Check on others. Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.

If you're worried about an older person, contact a family member, the local council or ring Age UK helpline on 0800 00 99 66.





Memo and Rent Cards—Please don't forget:

If a you lose your rent or memo card more than 2 times, we will need to charge you for the next replacement. The cost to us £4.14 so we would ask you for it back.

Have you had your photos taken?



We work with a contractor called Hadfield and Britain to carry out the annual gas safety checks to keep your home safe. We have asked that when visiting they also take the opportunity to photograph your kitchen and bathroom. This gives us valuable insight into the type and condition of your

kitchen and bathroom and will allow us to standardise them, making maintenance easier as items can be more easily sourced when they need replacing. It also allows us to estimate when



replacements might be necessary.

Please be assured that Arawak Walton will treat the storage of these photographs in the strictest of confidence, and they will not be shared for any other purposes. Please don't worry if your kitchen and bathroom are untidy when the photograph is taken - we are only interested in the kitchen units and bathroom suite themselves!

Many thanks for your cooperation!



Update



Here at Arawak Walton we are committed to providing homes for people who need them, and when one of our tenants leaves we do our best to check the property and make it ready for the next per-

son or family as quickly as possi-

ble. We also know that empty properties can attract unwanted attention, such as vandalism, and that you don't want to live next to an empty house. Your Housing Services Team have been working

hard at reducing the time properties are empty. This has involved changes to our internal processes and the way that we contact people on our waiting list, and since April 2016 we have reduced

> the average time a home is empty from 34 days to 25 days.

Our challenge is to continue to reduce this and our work in this area will contribute to our aim of building communities where you are happy to live.



Staff News



We are pleased to announce that Kirsty Miller, Corporate Services Manager, is expecting her first baby in February. Kirsty will be starting her maternity leave in January and we welcome her 12 month



Kirsty Miller

Angela Maher

maternity cover, Angela Maher to the team.

From everyone at Arawak Walton Housing Association, we would like to wish Kirsty and her family all the best at this exciting time!

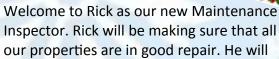
Monika has been with the association for a few years but so far in temporary roles. She has now been made a permanent member of the Housing Team as Housing



Communal Services.

Congratulations to Monika!





assess the work needed on empty properties and oversee the routine maintenance of all homes.



Everyone at Arawak Walton would like to wish you Health and Happiness over the festive season and New



The Office will close early on Friday 23rd December 2016 and will re-open on Tuesday 3rd January 2017 at 9.00am

Any non-emergencies/ non-urgent repairs should be reported to our office (0161 2726094) on Tuesday 3rd January 2017.

Our emergency repairs service will operate throughout the holiday



