

Website/Twitter/ Facebook

We are going to be working on creating with this in the next edition of the a new updated website! This will be newsletter!

much more user friendly so that tenants can do much more via the website including **paying rent, reporting repairs, finding information much easier and faster.**

We are on Twitter and Facebook and we want you to **follow and like us!** You can find out up to date news, job opportunities, events and much more! Find us

@arawakwalton

arawakwaltonfacebook



How are we performing

Arawak Walton Performance	Oct	Nov	Dec	Target
Voided % (number of empty properties)	1.8%	1.1%	0.5%	1.1%
Rent Arrears – the amount of unpaid rent (as % of weekly rent)	5.4%	5.3%	5.4%	4.8%
Number of days to re-let a property	30	40	34	25
Average number of seconds taken to answer calls	4	4	4	4
Overall Satisfaction with the repairs service	98%	95%	*88%	99%
Repairs completion statistics	Oct	Nov	Dec	Target
Emergency – completed within 24 hours	100%	100%	99%	98%
Urgent – completed within 7 days	99%	99%	97%	98%
Routine – completed within 21 days	98%	97%	97%	98%

*The association has changed its collection methodology resulting in a much reduced return satisfaction survey. We are currently looking into ways to increase the levels of return as we believe this has impacted on our satisfaction percentage.

March 2016



SPECIAL EDITION –
Have your say!!!

Arawak Walton News

HOT TOPICS Star Survey –
Repairs Satisfaction –TOP –
Know your Housing Team –
Right to Buy – Community events

‘Have your Say’ Edition



STAR Survey

You may have already received your copy of the STAR survey which has been sent out to you by an independent company called KWEST.

The ‘STAR’ is a ‘Survey of Tenants And Residents’ - an independent assessment that is run at least every 3 years to look at how residents feel about the services provided by their social landlord and allows us to compare how we’re doing to other organisations across the sector.

The STAR survey asks some brief, simple questions about the whole range of our services including how satisfied you are with your home, your neighbourhood, advice and support given by us and how we communicate with you, amongst other areas. It is your chance to have your say on a range of topics!

If you haven’t already received your copy, you will do so by the end of March. If you’ve given us your email address, you may receive it by email. You will have the chance to complete the survey online or by freepost. You may receive a follow-up telephone call or a reminder letter for unreturned surveys.

The deadline to return your survey is **26th April 2016.**

All entries returned before this date will be entered into a **free draw for a chance to win one of three prizes!**

1st Prize of **£150.00**,

2nd Prize of **£100.00**

3rd Prize of **£50.00**

...So it really is worth completing it and sending back!

Please remember though that there is only one entry per household.

Please take the time to complete the survey as this is your chance as a tenant of Arawak Walton to let us know how satisfied you are and to be in with the chance of winning a prize!

In later editions of our newsletter we will let you know how we did overall.



Tell us about your repairs service!

'Repairs Satisfaction Surveys' are your way of letting us know how we and our contractors are doing.

A survey is sent for every eligible repair that is carried out. If we've got your email address, we'll send your survey by email. Otherwise, we'll post one out to you.

Please do take the time to give us your

feedback – this will help us improve and deliver a more efficient repairs service to you.

Don't forget – every completed survey that we receive (either online or by post) will be entered into a draw. Every quarter, 4 lucky winners are selected at random to win a **£25 Asda gift card** each.



Mr Fatah receiving the voucher from Bindu Pandya

Miss Beegh with Vicky Massey

Don't miss your chance to enter the draw!

The winners for the period October to December 2015 were:

Mr Kader from Rusholme

Mr & Mrs Kammwendo from Ardwick

Mr Fatah from Ardwick

Miss Beegh from Whalley Range



We'll done to all of our winners!

Sheltered Scheme feedback

Recently a satisfaction survey was carried out with our sheltered scheme tenants—a big thank you to those who completed this!

You told us we could improve on the window cleaning service and we will work with both tenants and contractors to improve this.

Unfortunately, we had quite a low return rate this time. However from the responses received, we are pleased to see that overall satisfaction with the services remains high—satisfaction with our Scheme Managers was at 100%!

We're sending the next survey in August when we look forward to receiving a higher return so that we can properly assess the services being delivered.



Service	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Overall Satisfaction
Grounds Maintenance (Gardening)	87%	12%	0%	2%	98%
Communal Cleaning	83%	15%	2%	0%	98%
Window Cleaning	56%	37%	4%	4%	92%
Scheme Manager Service	87%	13%	0%	0%	100%
Heating in Communal Areas	79%	15%	4%	0%	94%

Staff News

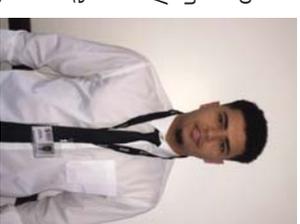


We are very sad to announce that Troy Tull has left Arawak Walton to work for Beaver and Struthers as a Corporate Recovery Trainee. Troy has worked for Arawak Walton for 2 years and was very much part of the

family!

We are all going to miss Troy immensely as I'm sure tenants that have met him will also.

We wish him the very best of luck in his new role!



We have become a work experience host for the Job Centre Plus so that we can support young people from within the local community to get into work. It's designed to give those who don't necessarily have the work experience to undertake real work to improve their employment prospects.

Farazj Omar joined us a month ago to undertake some work experience with us and is enjoying working with the Maintenance Team.

Staff Conference

The staff conference was held in December 2015. The day was very productive and was used to cover topics such as:

- The new world of Arawak Walton given the challenges of the external environment.
- Presentations from each department to highlight where improvements could be made to our current processes to provide a better service to our tenants & customers.

- A presentation from the Boaz Trust, who provide services to destitute asylum seekers.
- The outcome of the staff survey results and feedback

It was reassuring to see that staff were very positive and forward thinking in their ways of how we make improvements whilst still providing quality services to our residents, following the recent Government budget announcements. Overall it was a very productive and positive day and look forward to the new challenges that 2016 may bring!



Above: a presentation to the staff

Right: staff presenting work on improvements



Community Events

Joint sessions for people with dementia and their carers in Hulme with the Alzheimer's Society.



Leading the fight against dementia
Alzheimer's Society

Can you make a difference? - £20,000 is available to individuals or groups of

Date: 30th March 2016

Time: 10.00am to 2.30pm

Location: Amani Centre, Moss Lane East, Moss

Side, Manchester M16 7DG (on the Hulme border opposite Kath Locke centre entrance)

people living in Trafford.
Do you live in Trafford and have an idea that will bring your neighbours and friends together, making a difference to them and building your community?

Things you could do are:

- Kick start a Home Watch scheme
- Set up a local community group
- Hold an event that brings neighbours together

- Improve your local environment
- Do something that that makes you or your neighbours feel safer

Grants of up to £500 per application

We have a number of events, programmes and other opportunities for people to get involved in on our website. Please visit www.arawakwalton.com/events where you will find further information.

Right to Buy

You may be able to buy your home!

Back in October we told you that the Government had announced that it will be introducing legislation to allow tenants in social housing to buy their homes with discounts of up to 70%.

The Government has not yet published details of the scheme so we do not know who will be eligible to apply to buy their home, or what level of discount individual tenants will receive.

However, since October, about 30 tenants

have expressed an interest in finding out more about the scheme when the Government publishes details.

We will send more information when this is available.

If you might be interested in

buying your home, please email us at RTB@arawakwalton.com.

Further information can be found at

<https://righttobuy.communities.gov.uk/>

Tenants suggest improvements

Our **Tenant Quality Panel (TQP)** is a group of our tenants who meet a couple of times a year to review the services that we provide. The reason we have this group is so that you, our tenants, can hold us to account for our decisions, performance and conduct and so that you can **have a say in how we do things**.

We think it's really important to involve our tenants in shaping the way we do things and over recent months our 'Tenant Quality Panel' has reviewed a number of areas of business, most recently they scrutinised the: **Planned Maintenance Service**.

- More involvement of tenants in the process – by getting more feedback after replacements and increasing the number of jobs inspected to make sure the work has all been completed well.
- Better publicity around how tenants can find out about when things will be replaced and who to contact and better notice of when things are due to be replaced in their homes
- Making communication about replacements clearer for tenants
- Producing an information sheet about what tenants can expect if they are having a replacement.
- Get more tenants involved in the range of choice on offer

This topic was chosen as tenants wanted to explore how the service operates and how it communicates with you, our tenants, about the service.

What is 'Planned Maintenance'?

The replacement of the 'big' items in your home such as:

Kitchens **Electrics**
Bathrooms **Roofs**
Boilers **Windows**

The group got together with an external consultant and found that overall, **AWHA offer a good range and choice of products to tenants**.

However, they did find ways in which we could improve things...

There is lots of work for us to do following the review done by the Tenant Quality Panel but we hope it will make things clearer and easier for tenants when it is completed.

If you want to have more say in how we do things and think that you would like to be involved in one of these reviews, then please contact Pauline Flowers on 0161 272 6094 or at contact@arawakwalton.com to talk about attending the next meeting.



Find out when your gardening is due

Get online to view Greenfingers schedule
Tenants who have their gardening service carried out by 'Greenfingers' can register with them for access to their on-line calendar to see when work is planned to be carried out at their home.

Just log on to:

www.greenfingers-group.co.uk/

You can also request a text notification or you can access the survey after your visit to feed back. Whether you're happy or unhappy with the service, please log in and let us know then we can act on your feedback!

If you need help to register please contact your housing officer.



Meet your Housing and Communal Services Teams!

There have been some changes within the Housing Team recently.

We have appointed a new Housing Services Manager, Tara Horner, who has been covering the Customer Services Manager role while Jo Moon has been on maternity leave.

We welcome Tara to this new role and she is very excited about working within the Housing Services Team.

About your Housing Officers...



Tara Horner, Housing Services Manager

Your Housing Officer will be able to help with...

- Rent Payment Difficulties, Enquiries & Payments
- Anti social behaviour concerns
- Tenancy enquiries

The Housing Services Team is responsible for managing the homes of tenants who are over the age of 16 who do not require any help or support, including single people, couples or families. Each property is assigned to a particular 'patch' and each of these has it's own Housing Officer. Take a look below to see who your Housing Officer is:



Sandra McKenzie, Housing Officer for properties in Levenshulme, Longsight, Cheetham Hill, Whalley Range, Chorlton, Newton Heath, Ardwick,



Stephen Birss, Housing Officer for properties in Ardwick, Old Trafford, Reddish, Moss Side, Ardwick, Altrincham, Stretford, Alexandra Park



Ann Flood, Housing Officer *(Maternity cover for Natalie Rowen)* for properties in Gorton, Moss Side, Miles Platting, Rusholme, Fallowfield, Moston, Withington, Longsight

The **Communal Services Team** is responsible for the management of sheltered accommodation and maintenance of the association's communal schemes ensuring contractor performance meets the association's requirements. Some of the contracts that are managed include: fire alarm, emergency lighting, window cleaning, communal scheme cleaning, gardening service, pest control, warden call and water safety.

Your Scheme Manager ensures the wellbeing of tenants and looks after the day to day management of the sheltered scheme. Some duties of a Scheme Manager include carrying out morning calls to those tenants who want them, they also identify any support required by tenants and will sign post another agency if they cannot assist. They seek to empower tenants by assisting them with phone calls to those who can not do it themselves.



Sabrina Khan, Daisy Bank, Sheltered Scheme Manager



Lisa Jowrey, Communal Service Manager



Monika Rahman, Housing Officer



Jackie Graham, Bougainvillea Gardens, Sheltered Scheme Manager



Julie Clifford, Sycamore Court, Sheltered Scheme Manager



Millie Finlayson, Birch Court, Sheltered Scheme Manager