

# Contact us

## Our New Website

The new Arawak Walton website is nearly ready to go live. It has a fresh bright look and will be simpler to use. More tenant friendly and interactive, there will be a

section for you to pay rent, report repairs, find information about community events and much more. All with a few clicks.



[arawakwaltonfacebook](#)



[@arawakwalton](#)



## How are we performing ?

Arawak Walton Performance	Jul	Aug	Sep	Target
Voids % (number of empty properties)	0.3%	0.3%	0.2%	1.1%
Rent Arrears– the amount of unpaid rent (as % of weekly rent)	4.4%	4.0%	4.5%	4.8%
Number of days to re-let a Property	33.4	30.1	27.8	25.0
Average number of seconds taken to answer calls	4	4	4	5
Overall Satisfaction with the repairs service	92%	96%	90%	99%
Repairs completion statistics	Jul	Aug	Sep	Target
Emergency – completed within 24 hours	100%	100%	100%	99%
Urgent – completed within 7 days	96%	95%	97%	99%
Routine – completed within 21 days	98%	98%	99%	99%

October 2016

Arawak Walton



HOT TOPICS

Summer Fun

## Tenant News

# Summer of Celebrations

## Family Fun

On Friday 30<sup>th</sup> September we held our Family Fun afternoon and Scheme open day to celebrate the refurbishment of our first ever scheme, Bougainvillea Gardens in Longsight.

It really was a fantastic day with a fantastic turnout and really emphasised the important role that we play in housing and delivering sustainable multi-cultural communities in the city of Manchester and also in Stockport and Trafford. It was an opportunity to celebrate and thank all of our tenants for the very positive feedback that you always give us and it was clear that everyone really enjoyed the afternoon. We would like to thank everyone that attended the event and particularly, those partners who either sponsored or helped us to put on the event.



The day was a great success, even the brief shower of rain didn't dampen spirits as we saw Arawak Walton tenants, staff, Board members, partners, contractors and community members come together to eat, drink and celebrate our achievements.

The Deputy Lord Mayor, Councillor Eddie Newman, attended along with Councillor Naeem Ul-Hassan and Afzal Khan MEP and they all spoke of their delight at seeing such a vibrant, attractive and modern scheme and how pleasing it was to see all of the community coming together.



# Family Fun Cont.

The event was sponsored by some of our long-standing contractors including **Barlows Electrical, Hadfield and Britain, IJM Electrical** and **K&LM Builders** which meant that we were able to provide our guests with an afternoon of entertainment including a barbeque, ice cream cart and lots of cakes and drinks.

We also had garden games, face painting and a bouncy castle and even a live penalty shoot-



the activities that the young people get to do with them.

Cym D'Souza, Chief Executive, said "Events like this one are testimony to the work that Arawak Walton does to bring people together from difference cultural backgrounds and faiths."



out, organised by our friends at **Fathers against Violence** charity.

Our gardening contractor, **Greenfingers**, donated a generous prize for our extremely popular tombola.

Our friends from **Whalley Range Whiz Project** came along to tell guests all about their charity and



# Planned Maintenance

**Thinking of laying a new carpet, or re-decorating a room?**

Tenants are reminded that they can call the office to ask when planned maintenance works (for example new bathrooms or kitchens) are likely to be due at their property.

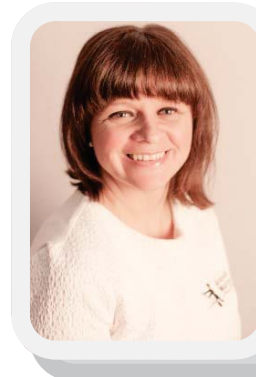
We may not be able to give you a definite date, but we can tell you when we are next likely to assess your property, which should help you plan your DIY projects.

Call us on 0161-2726094



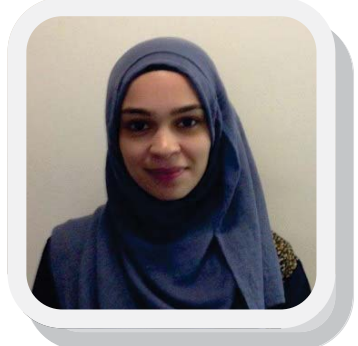
# Staff News

**Welcome back Natalie!!**



We would like to welcome back Natalie Rowen, Housing officer. Natalie has returned back to work after her maternity leave.

**Huge Congratulations to Sarah**



Sarah Atta, Corporate Services Assistant, has had her baby—a little boy called Eesa. Sarah will be off on maternity leave for the next 10 months.

**New starter**

While Sarah is off—we would like to welcome our newest member of staff Karen Arkwright to Arawak Walton! Karen will be covering the Corporate Services Assistant role whilst Sarah is on maternity leave.





# Do you have a Lodger?

## Taking Lodgers – Your Responsibilities

Tenants who want to take a lodger should first contact us to ask for consent. Permission will not usually be refused.

You can call us on  
**0161 272 6094**  
or email

[housingservices@arawakwalton.com](mailto:housingservices@arawakwalton.com)

Tenants who take a lodger are required by law to undertake 'Right To Rent' checks on that person. Citizens of the UK, Ireland, and EEA member states all have the automatic Right To Rent. A

colour photocopy of the photo page of the individual's passport should be obtained and sent to us.

People from outside the EEA may also have the Right To Rent. You should contact us for guidance.

**Remember,**  
by law you are required to check that your lodger and any other adult member of your household have the Right To Rent.



# Look after your belongings

It is a good idea to insure your furniture, and valuables.

Arawak Walton are responsible for looking after your home but you may want to insure all your belongings and furniture inside your home. Insurance can cover things like water damage, fire, theft or replacing stolen keys.

We realise home contents insurance may not be a priority for you but the

National Housing Federation offer affordable Home Contents Insurance that could help you if damage occurs.

*If you would like to receive an information pack which includes an easy to complete application form or if you would like to arrange cover now call:*

**08453372463**

*or email: [myhome@jltgroup.com](mailto:myhome@jltgroup.com)*



# International Day

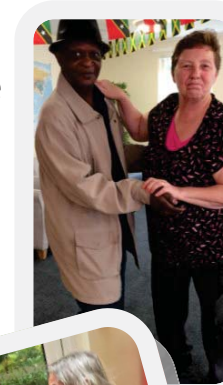
## Celebrating Our Differences



**Tenants, friends and supporters got together to celebrate our diverse community.**

There was a fantastic atmosphere with people from all over the world sharing stories and traditions.

On the 22 August Sycamore Court hosted our 2nd International Day. The event, back by popular demand, is a fun way to celebrate the different cultures of the Association's tenants.

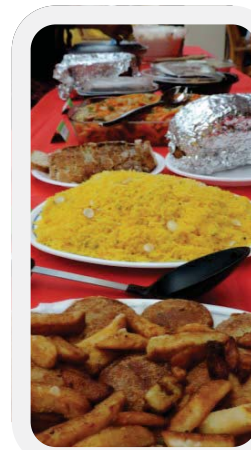


One tenant played his guitar and sang beautiful songs he had written himself and another displayed poems. One tenant spoke of their experience immigrating from Barbados and took us on a trip down memory lane of life in the 1950s.

Not to be left out staff also got into the celebratory atmosphere and gave an impromptu rendition of Bob Marley's Redemption Song as well as a 'mum dancing' performance to Brown Girl in the Ring.

A big thank you to everybody who came along and joined in with the fun. Musical entertainment was provided by a drum and reggae band and tenants showed off their hidden talents, singing and dancing.

Lisa Jowrey, Communal Services Manager said: "We enjoyed tasting national dishes from around the world, made by tenants and staff. Things like Salfish and Ackee, Zarda, Irish Stew, Paneer Tikka and Escoveitch Fish"



[www.housing.org.uk](http://www.housing.org.uk)



# Fire Safety

Roberta McIntosh from the Manchester Fire Service attended Birch Court to do a talk about fire safety. It was attended by the residents that found the talk interesting and informative.

## Did you know...?



- A smoke alarm could save you in a fire.
- 90 people die each year because their smoke alarm is not working.
- Most fires start when people are cooking.
- Every 3 days someone dies from a fire started by a cigarette.
- Don't try to tackle the fire yourself, and never go back into a burning building.

### Remember!

If there is a fire in your home -  
Get Out, Stay Out and call 999

# More Family Homes

## Plans to grow

Many of you are aware that Arawak Walton's heartlands are historically the Moss Side and Whalley Range areas, but you may not be aware that we are currently extending our property portfolio in Gorton, Moston, Cheetham Hill, Newton Heath and Beswick.

Over the coming months we expect to acquire a number of family homes in these areas, and we are welcoming applications to our waiting list for them.

Please spread the word amongst your family and friends.



# Reporting Crime really makes a difference

Arawak Walton is proud to be an approved hate crime reporting centre.



## Reporting hate crime to Arawak Walton

Our office is an approved hate crime reporting centre. This means you can speak to us instead of the police. Copies of any reports will then be sent to the police hate crime reporting centre. If you contact us to let us know you are a victim or have witnessed a hate crime, we promise to get back in touch with you within 24 hours, or by the next working day.

- You can be interviewed by someone of the same sex as you, if you would prefer. We can meet at your home, at one of our offices or another location convenient to you.

- If you're happy for us to do so, we can involve other agencies such as the Independent Domestic Violence Advisory Service, support agencies and the police.

- Where suitable, we can help you to remain in your home and feel safer by adding security measures to your property to meet your needs. This may include measures such as extra locks on windows and doors, security lighting.

**Reporting makes a difference - to you, your friends, and your life.**

## What is hate crime?

Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- transgender identity

Anyone could be a victim of a hate crime. Hate crimes can include things like name calling and verbal abuse, bullying and harassment, spitting and physical attacks, damage to property, graffiti, and written notes, emails and text messages.

## Why should I report hate crime?

Hate crimes and incidents hurt; they can be confusing and frightening. By reporting them when they happen to you, you may be able to prevent these incidents from happening to someone else.

## How to report a hate crime or hate incident?

- Contact the police – either in person or by telephone (always dial 999 in an emergency)
- Report online or download a form – [www.report-it.org.uk](http://www.report-it.org.uk)
- Contact Crimestoppers anonymously 0800 555111
- Report it to Arawak Walton – Call us on 0161 272 6094 or visit our office where you can speak with us in complete confidence. If you prefer, you can use the computer in our reception areas to make your report.