

Ways to get in touch

Website:

www.arawakwalton.com

Email:

Contact@arawakwalton.com

Call: 0161 2726094

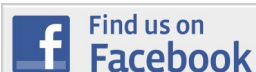
Visit or write:

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

Contact Us



arawakwaltonfacebook



@arawakwalton



How are we performing ?

Arawak Walton Performance	Oct	Nov	Dec	Target
Voids % (number of empty properties)	0.4%	0%	0.1%	1.1%
Rent Arrears—the amount of unpaid rent (as % of weekly rent)	4.1%	4.3%	3.9%	4.8%
Number of days to re-let a Property	27.27	25.27	24.16	25.0
Overall Satisfaction with the repairs service	91%	91%	91%	99%
Repairs completion statistics	Oct	Nov	Dec	Target
Emergency – completed within 24 hours	100%	100%	100%	99%
Urgent – completed within 7 days	97%	97%	97%	99%
Routine – completed within 21 days	99%	99%	98%	99%

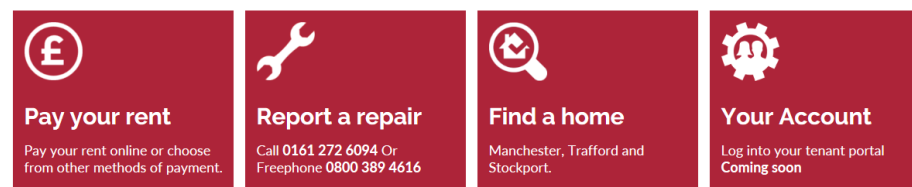
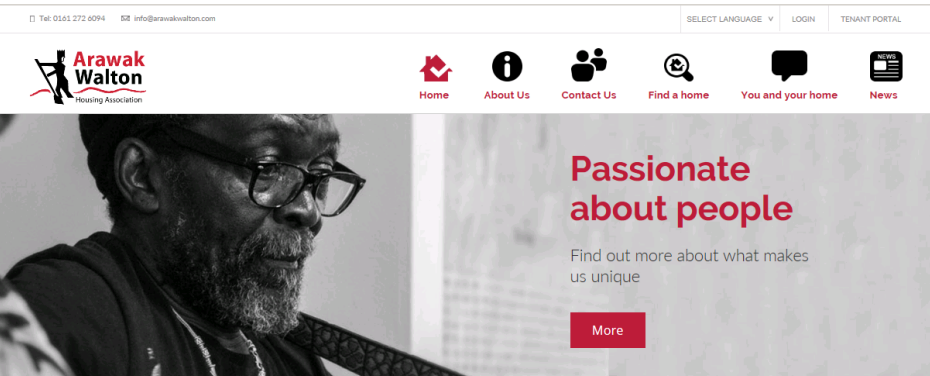
March 2017

Arawak Walton



Tenant News

Our New Website



Arawakwalton.com

Check your rent online

Arawak Walton's new website has all the up to date information you need and NOW enables you to check your recent rent payments, your rent balance and repair requests online.

We need your email address to set up your account!

Our new website has a modern and fresh look and is easier to navigate.

Use our new website to:

- Find out about events and news
- Contact us via our online form
- Pay your rent
- Enquire about available homes
- Request a repair

And much more!!

Send your email address to contact@arawakwalton.com or fill in our 'contact us' form



Luxury Homes for over 55s

Are you over 55 and looking for somewhere fabulous to live?

We have newly refurbished apartments waiting for you.

Move into one of our sheltered apartments and strike the perfect

balance between your own private space and sociable communal areas.



All of our sheltered accommodation is in Manchester and offer beautiful gardens, guest suites for family visits, social areas with computer facilities, Wi-Fi and the opportunity to take part in organised trips and social events.

A member of staff is based at each site for support.

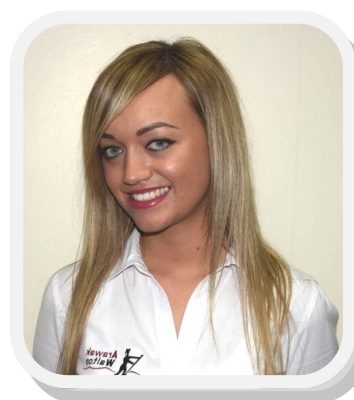
If you are interested and want to find out more then please get in touch. We currently have some vacancies so call us on 0161 2726094

Staff News

Congratulation to Sammy and Nahala

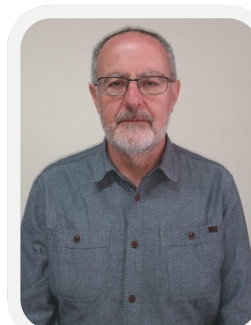
Both Sammy and Nahala have been working with us for a while now. Sammy is our Finance Assistant and has recently agreed to stay on permanently. Nahala has extended his contract as our Data Assistant.

Good Luck to **Maria Passman** who left us in January, after 6 years with Arawak Walton. Maria has gone for a new challenge at Golden Lane Housing Association.



New starters

A big welcome to **Jim De Santis**, our new Asset Manager. Jim is responsible for looking after all our properties.

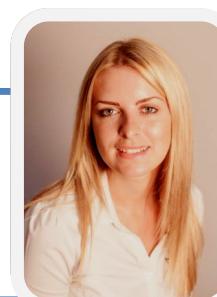


And welcome to **Gia Williams** our new Customer Services Advisor. Gia come to us with a wealth of customer service experience and is already proving to be a valuable member of our team.



Baby News - Best wishes to Kirsty

Kirsty Miller our Corporate Services Manager, has had a baby boy called Jacob. Congratulations and we hope to meet him soon.



Phasing out the 'Round Pound'

The £1 coin currently in use will be phased out in October 2017 and be replaced by the new "12-sided" £1 coin. The new coin will enter circulation in March 2017 and all 'round pound' coins must be spent or banked by October 2017. We will remind you again nearer the time.



Reporting Crime makes a difference



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

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

more at www.gmp.police.uk

**STOP
HATE
CRIME**

How to report a hate crime

- 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
- Contact Crimestoppers anonymously 0800 555111
- Report it to Arawak Walton **Call us on 0161 272 6094** or visit our office.

Have your say

Thank you to everyone who takes part in our **Tenant Quality Panel** (TQP) and provide such helpful feedback on all sorts of issues. The TQP review things like this Tenant Newsletter, the Rent Arrears Process and the ways we communicate with you. We take this feedback very seriously and work hard to incorpo-

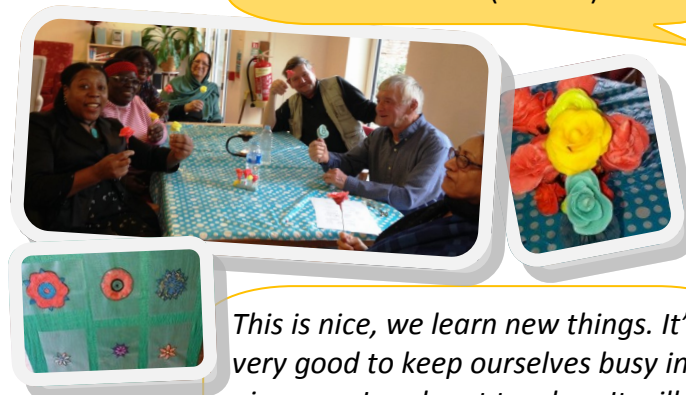
rate any changes to improve our service to you.

If you want to be part of Tenant Quality Panel and are willing to offer us a little of your spare time, please contact us through our website 'Contact Us' form or email us on contact@arawakwalton.com

Community

Getting Crafty at Birch Court

If you are creative, Birch Court is the place to be! Residents from our over 55s accommodation recently took part in craft sessions and produced amazing results. Julie Landers, from JaM Crafts delivered the classes making porcelain roses and stained glass mobiles. Millie, Scheme Manager, said "they really enjoyed the sessions and produced a beautiful display. Julie played music based on the residents' requests and the atmosphere was relaxing and entertaining."



"It was very creative and relaxing. It's interesting; I have learned something different and I'd like to continue." Eulalie (Tenant)

This is nice, we learn new things. It's very good to keep ourselves busy in a nice way. Lovely art teacher. It will be good if we can have this class every fortnight." Farida (Tenant)

"Everything about the classes was good; I am amazed I am able to do this kind of art! Everyone is happy and having fun." Sonya (Tenant)

"We all created something and got involved which is something new and our hidden talent came out. If the classes continue, we old people will enjoy sitting together and working together. I hope we continue art classes." Naheed (Tenant)

The sessions were designed to use unusual creative techniques. "it was very stimulating. The residents came together and enjoyed each other's company whilst finding skills they didn't realise they had! This will become a regular class." Said Millie.

Paying Rent and Arrears

Your rent is calculated each year and you can pay it weekly or monthly. Rent is due a week/month in advance.

A Rent Payment Card is provided when you start your tenancy—if you need a new one please contact us.

REMEMBER

There are many ways to pay:

- Online via allpay - go to: arawakwalton.com/payyourrent
- At any post office (cash or cheques)
- At any pay point (cash)
- Online (with a debit / credit card)
- By telephone (with a debit / credit card)

- By the allpay payment app on your mobile (debit / credit card)
 - At our office (cash, or cheque)
 - By direct debit or standing order
- For information on all the above visit our website**
arawakwalton.com or
Call us on
0161 2726094 or
email
contact@arawakwalton.com or

Worried about paying your rent?

We realise that some people have financial pressures and rent payments are one of them. We want to help make sure that you do not run into problems with your finances. If you are worried about your finances in any way, please

contact our Rent Team or your Housing Officer.

We can't help if we don't know!

So it's really important that you talk to us. We can provide advice and guidance and can assist with assessing your benefits calculations. We will put you in touch with other services who may be able to help too.

We Are Here To Help

Email: contact@arawakwalton.com
Call: 0161 2726094
Web: arawakwalton.com

Are you Claiming the Right Benefits?

Rules around benefits often change, so we have set up a benefits calculator on our website to help you check you are claiming the right amount. [Go to: Arawakwalton.com/you-your-home/your-rent](http://Arawakwalton.com/you-your-home/your-rent)

Free Tenant Benefits Advice Service

Our Expert, David Burdis, is ready to answer your questions and work through problems.

If you need general benefits advice, want to take control of your finances or have a specific issue with your benefits claims or are unsure about your entitlement then come along to our new

drop in sessions every Thursday afternoon from 1pm-4pm at our

office : Margaret House, 23 Manor Street, Ardwick, M12 6HE
OR to book a home visit please call your housing officer on

0161 2726094



Tidy Streets

Please help to keep your community tidy by recycling your rubbish and not leaving stray bags or unwanted furniture in the street. We are receiving a lot of complaints about rubbish, particularly since Manchester Council reduced the bin sizes. Please report any rubbish left on the street to the Council

(0161 234 5000).

It's expensive for us to clean up so if you have any rubbish for collections please contact Manchester council (Manchester.gov.uk) who will collect three large items per year at no charge. They will also provide larger and/or additional recycling bins at no charge.

