



Staff News



Dwaliqua Brown

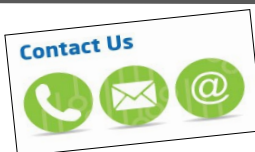
Welcome to Dwaliqua, our new Trainee Customer Advisor. Over the coming year Dwaliqua will learn on-the-job and attend a programme of development training.

And a warm wel-

come to **Emma Redman** who is our new Corporate Services Manager. Emma has many years of experience working in HR and People Management and will cover Kirsty Miller's remaining Maternity Leave.



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

If you have been affected by an act of terrorism and need support:
Victim Support Tel: 08 08 16 89 111 or www.victimsupport.org.uk
The Peace Foundation Tel: 01925 581 240 Email: SAN@foundation4peace.org



How have we Performed?

Arawak Walton Performance	March 17	April 17	May 17	Target
Voids %	1%	1.10%	0.60%	1.00%
Rent Arrears	3.80%	3.80%	3.90%	3%
Number of days to re-let a property	20	19	18	20
Overall satisfaction with repairs	95%	100%	91%	99%
Repairs Completion Stats	March 17	April 17	May 17	Target
Emergency-Completed within 24 hours	100%	100%	100%	98%
Urgent-Completed within 7 days	98.06%	98.02%	98.69%	98%
Routine-Completed within 21 days	98.47%	98.73%	98.11%	98%

June 2017

Arawak Walton
Housing Association



Tenant News
Summer Edition

Summer Celebration for the whole Family

Following last years great success we are hosting another Family Fun Day.
You are invited to come and join us for garden games, food, drink and music.



Family Fun Afternoon 2017

Save the Date!! 2nd August. Time: 1-4pm

**Venue: Medlock Primary School,
Wadeson Road, M13 9UJ**



This year we are holding our Fun Day at a local school in Ardwick. Many of the children at this school live in our homes and the school plays a key role at the heart of the community. "The playing field at Medlock Primary will provide the perfect venue!" Said Pauline, Corporate Services.

Over the years we have established a great partnership with Medlock Primary School and Arawak Walton has supported some of their events. Our Fun Day last year saw Arawak Walton tenants, staff, Board members, partners,



contractors and community members came together to eat, drink and celebrate our achievements. It was a fantastic day with a fantastic turnout and an opportunity to thank all of our tenants. It was clear that everyone really enjoyed the afternoon. Long-standing contractors including **Barlows Electrical, Hadfield and Britain, IJM Electrical and K&LM Builders** sponsored it which meant we were able to provide our guests with an afternoon **free of charge**. We are looking for new sponsorship for this year to help meet the cost. Cym D'Souza, Chief Executive, said *"Events like this one are testimony to the work we do to bring people together from difference cultural backgrounds and faiths"*. Our tenants said *"The kids have loved it—thanks. We all really enjoyed the barbeque too. It would be good to do it again"*





Tenant Focus

Arawak Walton's goal is to provide quality affordable homes in sustainable multi-cultural neighbourhoods. We want our tenants to feel happy with their home and where they live.

Jennifer and her family have been tenants with Arawak Walton since 2000 and lived in the same house all that time. *"I love it here, I talk to most of the people on the street and know loads of people in the area"* said Jennifer.

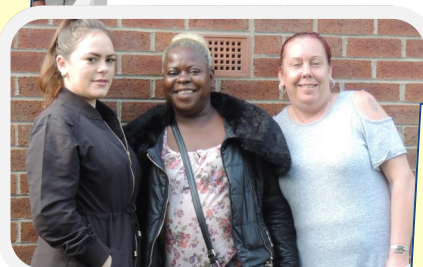
For years Jennifer worked as a cook in the local school, Medlock Primary and now that 3 of her children are grown up - it's just Jennifer and her youngest child at



Jennifer (above on right) with friend Andrea (on left)

home. *"Before moving to Ardwick I was in Old Trafford but was having problems there and wanted to move out of the area. I knew about Arawak Walton and when I applied for a home it was quite easy."* Says Jennifer.

When asked: How would you describe Arawak Walton to a friend? Jennifer said *"I've never had a problem with Arawak Walton, they are easy to talk to and all the staff know me. I would recommend renting off them because I love my house."*



Jennifer with friends Nicole (on left) and Andrea (on right) also our tenants.

Log in and Check Your Rent



Use our new **Tenant Portal** to view recent rent payments and repairs. Request your account info at Contact@arawakwalton.com or complete the Contact form on our website. We will send your password in the post. Once you have your password you can log in:

- ⇒ Go to arawakwalton.com
- ⇒ Click **Your Account** or **Tenant Portal**
- ⇒ Enter your Username/email address and password (case sensitive)

Welcome
Your details:

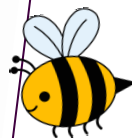
Name: Mary Burdett
Tenant Reference: 5274
Address: 10 Highgate Lane
Phone: 0752227241

You are £28.17 in credit

Contact Us Pay online with Alipay View Your Repairs

Your Last Transactions

Date	Type	Amount
15/05/2017	Allow	£-15.12
24/05/2017	Allow	£-339.86
23/05/2017	Housing Benefit	£36.46
15/05/2017	Rent Charge	£36.46
06/05/2017	Rent Charge	£36.46
01/05/2017	Rent Charge	£36.46
24/04/2017	Rent Charge	£36.46
24/04/2017	Allow	£36.46
24/04/2017	Housing Benefit	£36.46
17/04/2017	Rent Charge	£-15.12
10/04/2017	Rent Charge	£-339.86
07/04/2017	Rent Charge	£36.46
07/04/2017	Rent Charge	£36.46
07/04/2017	Rent Charge	£36.46



Receiving Housing Benefit?

If your rent is paid by Housing Benefit, either in full or in part, you are still ultimately responsible for ensuring that your rent account stays at least 1 week in credit. We understand that you may not be able to manage this all in one go, but if your rent account is less than 1 week in credit once Housing Benefit has been paid, you should contact our Rents Team or your Housing Officer to discuss and make

an affordable payment arrangement.

Find out more about benefits and help with your rent contact: David Burdis, our Benefits Advice Officer on 0161 2726094
OR go to the Government Website: www.gov.uk/housing-benefit



Customer Service Excellence

We are delighted to have retained the **Customer Service Excellence Certificate** again. We progressed from *Standard* to *Excellence* in 2009. Our Assessor said: *"You engage well with your customer groups and use the insight gained to assist in service planning, shortening*



customer journeys and improving services. You provide a high quality service with high levels of customer satisfaction that is focused on the needs and preferences of your customers and close partnership working."



Home Contents Insurance

It is a good idea to insure your furniture, carpets and valuables. Arawak Walton are responsible for looking after the building but all your belongings inside your home are your responsibility. The National Housing

Federation offer affordable Home Contents Insurance that could help you if damage occurs. For an information pack or if you would like to arrange cover



now call: **08453372463** mail: myhome@jltgroup.com



OR comparison websites are a great way to get a fair quote.

What's on?

Survey Results

The Results are in!

Our tenant survey focussing on **Arawak Walton Services** is complete. The findings of this survey are extremely positive. **72% of our residents said they feel a sense of belonging in their neighbourhood**, which demonstrates that we are successful in our aim to create cohesive, multi-cultural, sustainable communities. **Only 1% of residents felt we don't take resident's views into account**, and only **3% felt dissatisfied with our services overall**. If anyone who expressed dissatisfaction with their home would like to contact us we will identify the reasons and try, where possible, to resolve them.

Thank you to all who took part!

Arts and Craft classes every Thursday morning for our Over 55s residents at Birch Court.



Tenant Conference

Your are invited! to: Community Housing Associations (North West)



Last year in full swing

Tenant Conference on Wednesday 12th July 2017. See the enclosed Flyer for more info or email

Contact@arawakwalton.com if you want to attend.

We need you! Our **Tenant Quality Panel** needs new members. If you want to feedback on our services and help advise on how we do things—please contact us at: contact@arawakwalton.com or call 0161 272 6094