



**Arawak
Walton**
Housing Association
Passionate About People

**Investing in the future,
changing lives**

Annual Review **2017**

Chair's Statement 2017

Welcome to our annual report for 2016-17.

I am delighted to provide our customers and stakeholders with an overview of our achievements over the last year.

We continue to face many challenges, not least in relation to working within reduced annual income budgets and supporting our tenants as Welfare Reform impacts on their direct income. In these years of austerity our services are needed more than ever by those who are suffering most through financial hardship. Contrary to what is portrayed in the media, many of our tenants already work full or part time, although usually in low paid jobs. Often our role is to help them to improve budgeting skills or find better paid employment.

Times may have changed but the ethos of the association remains true to its mission of providing quality homes to multi-cultural communities living in Manchester, Trafford and Stockport.

We now own and manage over 1,050 homes. We spent in excess of £1.8m on buying properties previously leased from a partner and 27 new homes that will be refurbished over the course of 2017/18. This has mainly been, as in previous years, through stock rationalisation opportunities via our partners. We continue to

extend our ownership of homes in Moston and Gorton, which are proving to be very popular with our tenants.

As a result, our net asset base has increased to £32m (2016: £30m) which represents a gross cost of circa £62m and our rental turnover has increased to £5.39m (2016: £5.36m) which is mainly because, despite our growth, the 1% rent cuts have impacted on our turnover.

The 1% rent cuts announced by Government in 2015 has resulted in us carrying out a thorough review of our expenditure. We are still determined to deliver excellent service levels. However, to enable us to work within decreasing rental income levels we have worked hard to reduce expenditure to £3.9m (2016: £4.1m). We will continue to look at ways of working more efficiently by benchmarking costs against our peers and implementing good practice in the Sector.

Although challenging in the current economic environment, we believe it is important to endeavour to meet our customers' housing aspirations now and in the future. By growing through

acquisition in existing inner city areas, our investment has the added advantage of improving areas, albeit on a small scale, making them more attractive and popular places to live. In addition, in many cases we play an important role in retaining social housing in the Sector and making capital receipts available to our partner associations to build more homes to address the housing crisis.

Over the rest of this annual report you will read many stories of how we have helped to improve our tenants' life chances, by giving them access to quality homes and other services to enable them to put down roots and make a stake in the communities in which they now live.

The key part of this holistic approach is our commitment to customer service. This was reflected in our retention of the Customer Service Excellence Standard where we remain in the top 2% of organisations in the country.

I must as always thank everyone who has worked so hard this year to make Arawak Walton the respected and successful organisation it is today. From the founder members who remain actively interested in our work, current and past Board members, staff, partner organisations and finally our great tenants who make our work so worthwhile. There are many challenges facing

us, not least in relation to the Government's ongoing welfare reform announcements and the uncertainty of the impact of the vote to leave the EU. I am confident about our future plans and welcome the opportunity to work with our Board, staff, tenants and supporters to deliver them.

Please take the time to look through the following pages and I hope you find the information provided interesting and enjoy the many stories you will read. The Report also doubles up as a calendar for 2018 so enjoy looking at it over the next 12 months.



Evelyn Asante-Mensah OBE

Chair
Arawak Walton HA



Our Values

1. We value people

We shall listen and respond to the needs of all people involved with Arawak Walton.

2. We aim high

We shall improve the quality of our services.

3. We are proud of our roots

We provide homes, not houses and support and promote our communities whenever we can.

4. We move with the times

We stay alert to changing circumstances and respond to them with imagination and innovation.

5. We rely on teamwork

We look for partners and alliances to help us achieve our aims both inside and outside the Association.

6. We are keen financial managers

We need financial strength and effective financial management to underpin and expand our work; we use our resources to add value and release potential.

7. We are open and accountable

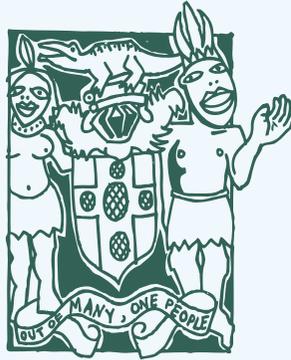
We provide user-friendly information about our performance as a housing association.



Our Mission

With its roots in the African Caribbean community, Arawak Walton Housing Association champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods.

We have been providing affordable homes for Black and Minority Ethnic (BME) communities in the heart of Manchester for nearly 30 years. We are also firmly established as a financially strong and well managed organisation.



Coat of Arms

The Association is firmly rooted in history, taking its name from the Arawak Indians – a tribe of farmers and fishermen who were the original inhabitants of the Caribbean Islands and can be seen today on the coat of arms of Jamaica.

Cym D'Souza

Chief Executive
Arawak Walton HA



 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

By investing in the future, We are changing lives

Arawak Walton's heritage is built on providing quality homes in the city of Manchester and adjacent Stockport and Trafford. Many of our properties are in areas of social deprivation, and yet with the right investment, care and attention it is possible to create attractive homes in thriving communities.



Our stated policy is to maintain a strong presence in our heartland whilst venturing into new areas where we can provide greater opportunities for our customers and to help them achieve their aspirations.

Many of the larger housing associations are ensuring they work in appropriate geographical areas. They carry out stock rationalisation where they can provide effective management services. This provides Arawak Walton with an opportunity to purchase additional homes. Many of them are traditional properties which might need modernisation, so we embark on extensive renovations to create 21st century homes that our tenants can make their own, in communities which are familiar to them.

This year's annual report celebrates our work through the very varied lives of our tenants and through our front line staff who help them to make our houses into their homes.



 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

January

Wheelchair user Richard Currie from Hulme, was about to be made homeless when he was offered accommodation by Arawak Walton in 2008.

He had moved to Manchester from Grimsby and was studying for an MA at University of Manchester, but when his course finished he was forced to find alternative accommodation. "I was on the verge of being homeless when Arawak Walton offered me this place," recalls Richard, who works from his home in Hulme as a researcher for a mental health charity as well as volunteering for Greater Manchester Coalition for Disabled People, Breakthrough UK and Manchester Disabled Access Group. He also served on the Tenants Quality Panel for a while.

"This is a great flat in a great location. I have lots of space for my wheelchair, I can work from home and there is a bus stop at the top of the street for me to get into town," says Richard, who is about to go back to Manchester Metropolitan University to study for a PHD in disability and citizenship.

"Arawak Walton saved me from being homeless"



1 Mon	New Year's Day
2 Tue	
3 Wed	
4 Thu	World Braille Day
5 Fri	Birthday of Guru Gobind Singh
6 Sat	Epiphany
7 Sun	
8 Mon	Seijin Shiki (Coming of Age Day)
9 Tue	
10 Wed	
11 Thu	
12 Fri	
13 Sat	Maghi
14 Sun	Makar Sankranti
15 Mon	Martin Luther King Day
16 Tue	Religious Freedom Day

17 Wed	
18 Thu	
19 Fri	
20 Sat	
21 Sun	World Religion Day
22 Mon	Vasant Panchami
23 Tue	
24 Wed	
25 Thu	
26 Fri	
27 Sat	
28 Sun	Burns night
29 Mon	
30 Tue	
31 Wed	Tu B'Shvat

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association



February



“These are lovely homes in a lovely area.”

Single Mum Jennifer Francis moved to her 3 bedroom house in Ardwick from Old Trafford in 2000.

Jennifer worked as a cook in the school across the road, but was forced to retire due to ill health. She now spends her time attending stroke association meetings, swimming, going for a sauna and spending time with her children and grandchildren. *“These are lovely homes*

in a lovely area,” she says. “I’ve made lots of friends and I’m really happy here. I’m here to stay – you’ll have to carry me out in a box!” she jokes.

Jennifer is close friends with Andrea Devaney, also one of our tenants, who lives in an adjacent street. The two women met at the local pub and now they are firm friends who always look to support each other.

1 Thu	
2 Fri	Candlemas (Feast of the Purification)
3 Sat	Setsubun
4 Sun	World Cancer Day
5 Mon	
6 Tue	
7 Wed	
8 Thu	
9 Fri	
10 Sat	
11 Sun	
12 Mon	
13 Tue	Shrove Tuesday (Pancake Day) Maha Shivaratri
14 Wed	Valentine's Day Ash Wednesday
15 Thu	Nirvana Day
16 Fri	Chinese New Year

“I was really worried about my four kids because of all the crime in the area and I knew I had to get out,” she recalls. “Someone told me about Arawak Walton and so I went and put my name down.”



“I have the best housing manager. He is so helpful”

Andrea Devaney has lived in the Ardwick area all her life. Her Mum and sister live close by and she lives in a two bedroom house with her daughter. Her son is away at university. She works as a disability bus driver.

She met her best friend, Jennifer, in the local pub. “We just clicked,” she recalls. The pair have been friends ever since. Sadly the pub has now closed down, but Andrea and Jennifer get together regularly and make a point of having breakfast together every other Thursday.

“I love it round here. I love my house and have made some great friends”

17 Sat

18 Sun

19 Mon

20 Tue

21 Wed

22 Thu

23 Fri

24 Sat

25 Sun

26 Mon

27 Tue

28 Wed

Rare Disease Day
Ta'anit Esther

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

March

1 Thu	St David's Day Nineteen-Day Fast (start) World Book Day
2 Fri	Holi
3 Sat	
4 Sun	
5 Mon	
6 Tue	
7 Wed	
8 Thu	International Women's Day
9 Fri	
10 Sat	
11 Sun	Mother's Day
12 Mon	Commonwealth Day
13 Tue	
14 Wed	
15 Thu	
16 Fri	

“It’s very different from having a private landlord. Now things just get done.”

Single Mum Adele Thompson has lived in Rusholme all her life. Her Mum lives three streets away and she has many other friends and family living locally.

Originally Adele and her two girls, Sienna aged 10 and Anais, aged 4, were living in a house owned by a private landlord further down the street while she was on the waiting list for an Arawak Walton property. She was overjoyed when a house became available so close to everything that was familiar to her.

“Being an Arawak Walton tenant is so different from having a private landlord,” she says “Before we had to wait ages for any repairs to be done. Now, things just get done. The house had a brand new bathroom and kitchen when I moved in two years ago and I’ve not needed a lot of work doing since. The shower needed fixing and I had a problem with damp in the living room, but on both occasions this was sorted quickly.”



17 Sat	Saint Patrick's Day
18 Sun	Ugadi
19 Mon	
20 Tue	Nineteen-Day Fast (end) Spring Equinox
21 Wed	Naw Ruz International Elimination of Racial Discrimination Day World Down Syndrome Day
22 Thu	
23 Fri	
24 Sat	
25 Sun	Ram Navami
26 Mon	
27 Tue	
28 Wed	Purim
29 Thu	Maundy Thursday
30 Fri	Good Friday
31 Sat	Hanuman Jayanti, Mahga Puja Day Holy Saturday Passover (starts)

Theo and Pat Lewis moved to Whalley Range more than 20 years ago and love their home. They suffered damp in their previous home in Clarendon Street, Hulme and were put on the transfer list to be moved, eventually being nominated for an Arawak Walton home.

Theo, a security officer and Pat, a care worker who is also a professional seamstress, have brought up their three children in the same house in Whalley Range. Their elder children have now moved out, but their younger daughter, 16-year-old Aaliyah, still lives with them.

Originally from Barbados they have lived in the UK since the 1970's. *"This is a lovely home in a peaceful area,"* says Theo.



"A lovely home in a peaceful area"

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

April



1 Sun	April Fools Day Easter Sunday
2 Mon	Easter Monday World Autism Awareness Day
3 Tue	
4 Wed	
5 Thu	
6 Fri	
7 Sat	World Health Day Passover (ends)
8 Sun	
9 Mon	
10 Tue	
11 Wed	
12 Thu	Yom HaShoah
13 Fri	Isra and Miraj
14 Sat	Vaisakhi Birth of Guru Tegh Bahadur & Guru Angad Dev
15 Sun	
16 Mon	

"I owe my life to Julie"

Christine Stott has lived in sheltered housing in Miles Platting, since 2012. She had been familiar with the accommodation for a number of years previously, as both her mother and her mother in law had flats in the development. She and her husband, David, decided to apply for a flat in the development to be on hand to care for their parents. Sadly, Christine lost all three of her relatives in quick succession, but she is grateful for the familiarity and security of her flat.

"I love it here," says Christine, aged 70. "I feel safe and secure in my flat. My children and great grandchildren love coming to visit and we often make use of the great communal facilities for family parties."

Christine says she owes her life to the diligence of Scheme Manager, Julie Clifford, who recognised a change in Christine's routine and went to investigate. She found her very poorly in bed and raised the alarm. Christine was admitted to hospital, where it was found she had meningitis. Thankfully, she has now made a full recovery.



"I feel safe and secure in my flat. My children and great grandchildren love coming to visit and we often make use of the great communal facilities for family parties"

17 Tue

18 Wed

Akshaya Tritiya

19 Thu

Yom Ha'Atzmaut

20 Fri

21 Sat

22 Sun

23 Mon

St George's Day

24 Tue

25 Wed

World Malaria Day
Ram Navami
Palm Sunday

26 Thu

27 Fri

28 Sat

29 Sun

Mahavir Jayanti

30 Mon

St James the Great Day

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

May

1 Tue	Lag B'Omer
2 Wed	
3 Thu	
4 Fri	
5 Sat	
6 Sun	
7 Mon	Early May Bank Holiday
8 Tue	
9 Wed	
10 Thu	Ascension Day
11 Fri	
12 Sat	
13 Sun	
14 Mon	
15 Tue	
16 Wed	Ramadan (Starts)

Changing Role of the Housing Officers

Arawak Walton's three Housing Officers, Sandra McKenzie, Stephen Birss and Natalie Rowen, are responsible for all aspects of tenancy management.

Their work involves support at the beginning of a tenancy and then being on hand to help and advise as and when needed. While many of our tenants don't come into contact with a Housing Officer from one year to the next, others may need more regular support due to particular issues they are facing.

"There has been a huge change to our roles over recent years," says Natalie. "With public sector funding being decreased and therefore shortages in services we have found that our roles are no longer 'just' housing management. We have found there has been an increase in dealing with families with complex needs, for example, liaising more with mental health charities, social workers and schools to support tenants on a wider

scale. We are also working more with charities, where we refer tenants for furnishings for their new homes and we are issuing more food bank vouchers because of low income or benefits' sanctions."



17 Thu	
18 Fri	
19 Sat	Shavuot
20 Sun	Pentecost
21 Mon	World Day for Cultural Diversity for Dialogue and Development
22 Tue	
23 Wed	Birth of Guru Amar Das
24 Thu	
25 Fri	World Africa Day
26 Sat	
27 Sun	Trinity Sunday
28 Mon	Spring Bank Holiday Ascension of Baha'u'llah
29 Tue	Vesak (Buddha Day)
30 Wed	
31 Thu	World No-Tobacco Day

Whilst their roles do have their challenges, there are also aspects that bring immense satisfaction. *“Arawak Walton is heavily involved in regeneration, where we take over old properties and bring them back into use through careful renovation and investment. We get real pleasure and satisfaction in seeing these properties transformed and families settled and secure in a home of their own,”* says Sandra.

All three of them are proud to work for an association that provides solid, well built and maintained properties and to be part of a team that is so well respected by their tenants.

“Arawak Walton Housing Officers have a much more generic role than those who work in larger housing associations, which often have a housing officer allocated to a specific aspect of the job”



www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

June

“Arawak Walton helped me when I needed it most”

1 Fri

2 Sat

All Saint's Day

3 Sun

4 Mon

5 Tue

6 Wed

7 Thu

8 Fri

9 Sat

10 Sun

Race Unity Day
Laila Ad-Qadr (Night of Power)

11 Mon

12 Tue

13 Wed

14 Thu

World Blood Donor Day

15 Fri

Eid Al-Fitr

16 Sat

Martyrdom of Guru Arjan Dev

Sylvia Mgbearurike was offered a house by Arawak Walton in 2009 when she needed it the most - a suitable accommodation in a peaceful area.

The house, in Longsight, gave her serenity and the opportunity to settle properly and focus on her career. She loved her local community and got on with all her neighbours until she decided it was time to move on earlier this year.

“I will always be grateful for the opportunity given to me and my family and would like to thank everyone at Arawak Walton Housing Association for the professionalism, dedication, commitment and selfless service to humanity, and more especially, the equality of opportunity which they uphold with integrity and uprightness,” says Sylvia.



17 Sun

Father's Day

18 Mon

19 Tue

20 Wed

21 Thu

Summer Solstice

22 Fri

23 Sat

24 Sun

25 Mon

26 Tue

27 Wed

28 Thu

29 Fri

30 Sat

*"Arawak
Walton helped
me when I needed it
most. I will always
be grateful to
them."*



www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

July



"We're really happy here. It's a quiet neighbourhood and we love our home"



1 Sun

2 Mon

3 Tue

4 Wed

5 Thu

Birth of Guru Hargobind

6 Fri

7 Sat

8 Sun

9 Mon

10 Tue

11 Wed

12 Thu

13 Fri

14 Sat

15 Sun

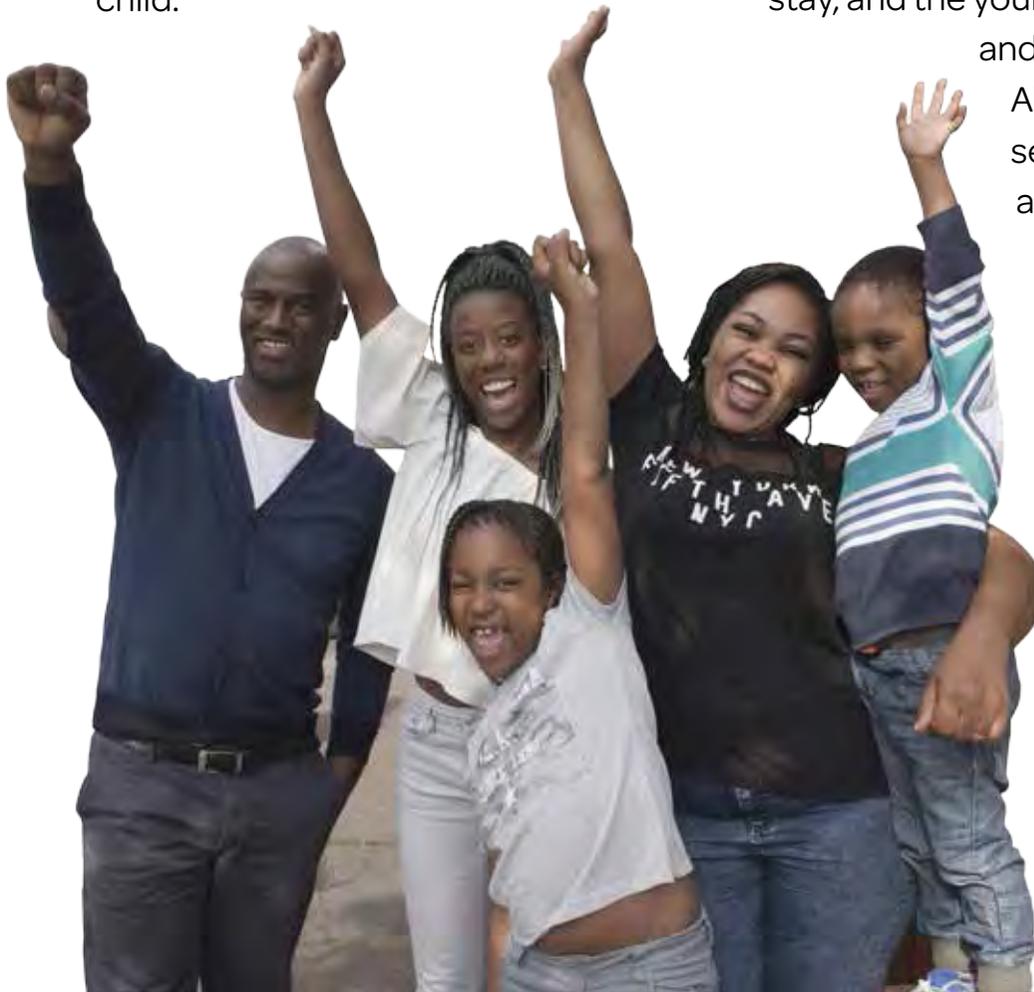
16 Mon

“We’re really happy here. It’s a quiet neighbourhood and we love our home”

The Ojbeide family moved to Moston, in 2014 after being forced to share a two up, two down house with complete strangers when they first moved to the UK from Nigeria. Mother, father and daughter were living in one bedroom with Mrs Ojbeide expecting another child.

They found out about Arawak Walton through a friend who was working as a cleaner. They had to wait almost a year before a suitable property became available but are now very happy and settled. They are able to have their 17 year old daughter, who lives in Belgium, to stay, and the younger children are happy and settled in local schools.

Alahaji originally worked in security but now has a job as a taxi driver, working in Wakefield.



17 Tue

18 Wed

19 Thu

20 Fri

21 Sat

22 Sun

Tisha B'Av

23 Mon

Birth of Guru Har Krishen
Birth of Haile Selassie

24 Tue

Pioneer Day

25 Wed

26 Thu

27 Fri

28 Sat

Asalha Puja (Dharma Day)

29 Sun

30 Mon

31 Tue

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

August

1 Wed	Lammas
2 Thu	
3 Fri	
4 Sat	
5 Sun	
6 Mon	
7 Tue	
8 Wed	
9 Thu	International Day of the World's Indigenous Peoples
10 Fri	
11 Sat	
12 Sun	
13 Mon	
14 Tue	
15 Wed	
16 Thu	

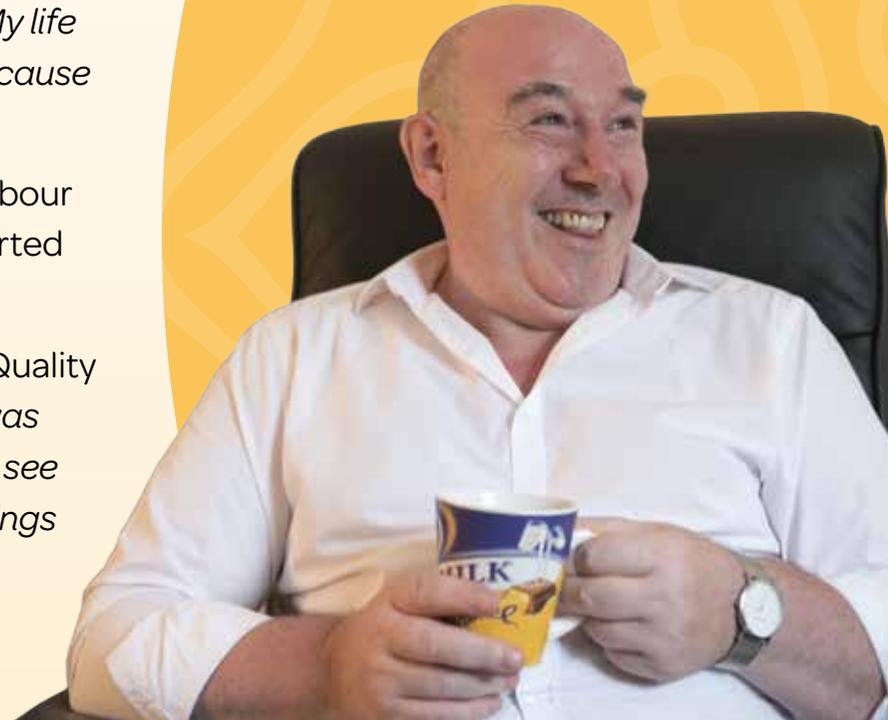
“Arawak Walton rescued me from a desperate situation.”

Dennis William, known as Bill, has lived in Fallowfield, for nearly 10 years.

When ill-health changed his life, Bill applied to move from private accommodation and was referred to Arawak Walton by Manchester Move. *“Arawak rescued me from a desperate situation,”* he says. *“My life is much easier now I am here because everything is on one level.”*

Bill has had problems with neighbour nuisance but this was quickly sorted out by Arawak Walton.

Bill is a member of the Tenants Quality Panel. *“I wanted to know what was going on in the background and see what I would do to help make things better,”* he explains.



17 Fri	Birthday of Marcus Garvey
18 Sat	
19 Sun	
20 Mon	
21 Tue	
22 Wed	Eid Al-Adha (Feast of Sacrifice)
23 Thu	
24 Fri	24th to 27th Manchester Pride Big Weekend
25 Sat	
26 Sun	Raksha Bandhan
27 Mon	Summer Bank Holiday
28 Tue	
29 Wed	
30 Thu	
31 Fri	



“I’ve made lots of friends since I’ve lived here and it’s easy to get to my job at Asda”

Richard DaCocodia lives in a one-bedroom property in Ardwick and is happily settled after spending time sleeping on friends’ sofas.

He knew about Arawak Walton as his mother was a founding member of the housing association and so he applied for accommodation but had to wait until a suitable property came up.

“I used to have a house in Cheetham Hill but I didn’t like it there, so I spent time sleeping on friends’ sofas. I also lived in Levenshulme for a while, then this house became available about two years ago.”



www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

September

Halima Horiakheil is among Arawak Walton's newest tenants and lives at the property with her husband Noor.

They moved to their two bedroom home in Longsight in June this year. Previously the couple and their 10 month old daughter, Malalha, had been living with Halima's mother, where there were 11 people living in a two bedroom property.

The couple are thrilled to have a place of their own. They have had new carpets fitted and are waiting on the delivery of a new cooker. Housing Officer Natalie has been advising them on where to find additional furniture for their home.

Noor is currently training to work in a kitchen and the couple are excited about the future.

"We are very happy to have a home of our own"



1 Sat

2 Sun

3 Mon

Krishna Janmashtami

4 Tue

5 Wed

6 Thu

7 Fri

8 Sat

International Literacy Day

9 Sun

10 Mon

Jewish New Year

11 Tue

12 Wed

Islamic New Year
Fast of Gedaliah

13 Thu

Ganesh Chaturthi

14 Fri

Triumph of the Cross

15 Sat

16 Sun

"I'm happy in my home"

Evelyn Robotham was the first tenant of her house in Alexandra Park, when she moved in 21 years ago. She moved from a flat in Whalley Range after she no longer felt safe due to drug issues.

She moved to the house the same year her husband died and she has lived alone ever since. She looks forward to her family visiting when they are back in the UK. Her daughter works abroad and her son is in the army, so is away a lot. She likes having Tracy, her granddaughter to stay.

Now aged 79, Mrs. Robotham moved to the UK from Jamaica in the 1960s.



"Things have changed a lot over the years, but I like it here and am happy in my home"



17 Mon	
18 Tue	
19 Wed	Yom Kippur
20 Thu	Ashura
21 Fri	World Alzheimer's Day
22 Sat	
23 Sun	First Day of Sukkot
24 Mon	
25 Tue	
26 Wed	
27 Thu	
28 Fri	
29 Sat	
30 Sun	Last Day of Sukkot Shemini Atzeret

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

October

1 Mon	Black History Month (full month) Simchat Torah
2 Tue	Feast of Guardian Angels International Day of Non-Violence 5th – World Teacher’s Day
3 Wed	
4 Thu	
5 Fri	
6 Sat	
7 Sun	
8 Mon	
9 Tue	Birth of Guru Ram Das Navaratri (Starts)
10 Wed	World Mental Health Day
11 Thu	
12 Fri	
13 Sat	
14 Sun	
15 Mon	
16 Tue	Navaratri (Ends)

“I can talk to Sabrina or Monika if I have any problems and they will help me”

Lithuanian-born Gertruda Romanenco has been a tenant since 2012, living in sheltered accommodation in Victoria Park. Now aged 60, her life has not been without its challenges. Whilst fluent in Russian and Polish, Gertruda had to master English in order to find work. She is grateful to Arawak Walton for their patience and assistance when she got into rent arrears. Gertruda now has a job at Kelloggs, where she is very busy. She has paid off all her debts and has even found romance, with her partner, Antanos, moving in with her recently.



“I like it here. I know that if I have any problems they will help me”



17 Wed	
18 Thu	
19 Fri	Dussehra
20 Sat	
21 Sun	
22 Mon	
23 Tue	
24 Wed	
25 Thu	
26 Fri	
27 Sat	
28 Sun	
29 Mon	
30 Tue	
31 Wed	Halloween



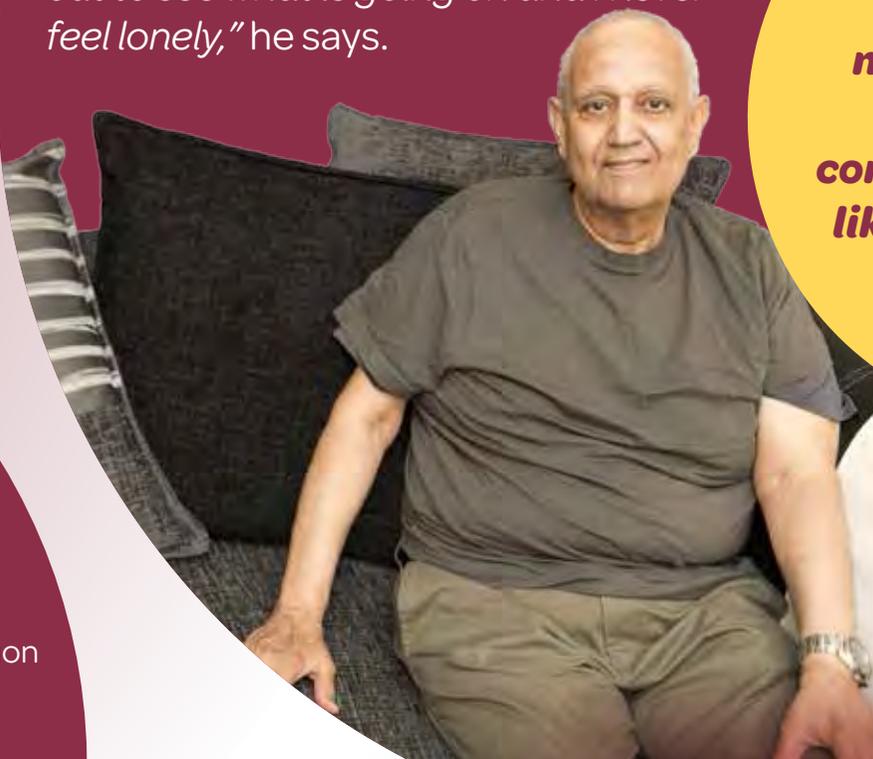
**“I like it here,
I never feel lonely.”**

Azhar Shaikh has lived in sheltered accommodation in Longsight since 1999 and feels the building has improved since Arawak Walton became landlords in 2011. His apartment

overlooks the main road and

he appreciates that it is

now much quieter since Arawak Walton invested in new windows. *“I like looking out to see what is going on and I never feel lonely,”* he says.



“Everyone is very friendly and we all like meeting for coffee mornings in the communal area. I also like getting together with my friends for a chat.”

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

November

1 Thu	All Saint's Day
2 Fri	All Souls' Day Coronation of Haile Selassie
3 Sat	
4 Sun	
5 Mon	Guy Fawkes Day
6 Tue	
7 Wed	Diwali
8 Thu	Hindu New Year
9 Fri	
10 Sat	
11 Sun	Remembrance Sunday
12 Mon	Birth of Baha'u'llah
13 Tue	
14 Wed	World Diabetes Day
15 Thu	
16 Fri	International Day for Tolerance

“Arawak Walton treats us fairly and whenever anything needs doing it is done quickly.”

Fadumo Dawlad, her husband, Yusuf Hussein and eight children live in a four bedroom home in Rusholme. She moved to the property when it was built in 1994, soon after she came to the UK from Somalia.

She says: *“We are very happy here. This is a nice area and we have lots of our families living in this area who are also in Arawak Walton properties. It is a good neighbourhood and Arawak Walton treats us all fairly.”*

“The repairs service is excellent. Whenever anything needs doing it is done quickly and on time by a great team of staff. We always have good communication with all members of the Arawak Walton team.”

17 Sat	
18 Sun	
19 Mon	
20 Tue	Milad Al-Nabi
21 Wed	
22 Thu	
23 Fri	Birth of Guru Nanak
24 Sat	Martyrdom of Guru Tegh Bahadur
25 Sun	
26 Mon	
27 Tue	
28 Wed	
29 Thu	
30 Fri	St. Andrew's Day

“Bougainvillea Gardens is a lovely and secure place to live.”

Lauri Ford first came into contact with Arawak Walton nearly 30 years ago when he was an active member of Manchester’s West Indian Organisations Co-ordinating Committee (WIOCC). Formed to make life easier, end discrimination and protect the ways and customs of the West Indian community, the WIOCC worked closely with Arawak Walton to secure homes for members of their community.

A retired mechanical engineer, Lauri was heavily involved with Openshaw Technical College where he taught part time. Finally retiring at the age of 70, Lauri, who is now 86, is still fit and active and enjoys travelling, including trips to the USA to see one of his six children, with the others based all over the UK.

He moved to sheltered accommodation in Longsight after finding that his old home in Ardwick was often damaged whilst he was away. *“Now I can come and go, safe in the knowledge that my home is secure,”* he says.

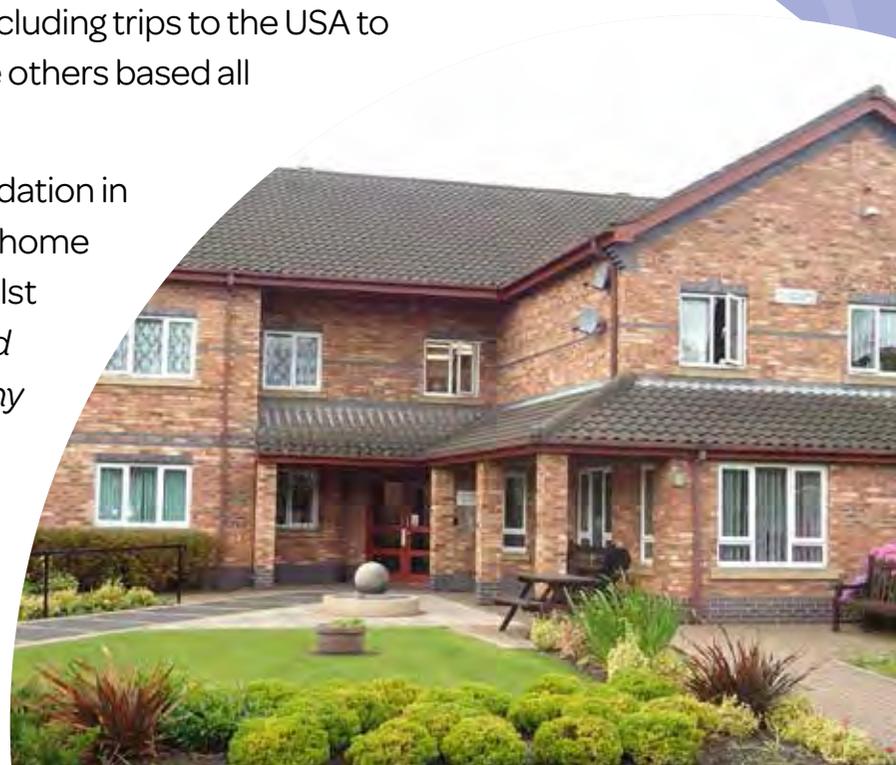
“This is a lovely place to live and we are all grateful to those who look after the grounds and communal areas, keeping them clean and in good order.”

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association



December

Arawak Walton in the Community

“Our Work is about much more than providing high quality, affordable homes”

Whilst having a roof over your head is a basic human right, it is also very important for individuals and families to feel part of a local community.

Despite struggling with reduced budgets, the association supports as many local activities as possible, often making a difference by providing practical as well as financial support.



1 Sat	World AIDS Day 2018
2 Sun	Beginning of Advent
3 Mon	First day of Hanukkah
4 Tue	
5 Wed	
6 Thu	
7 Fri	
8 Sat	Bodhi Day
9 Sun	
10 Mon	Human Rights Day Last day of Hanukkah
11 Tue	
12 Wed	
13 Thu	
14 Fri	
15 Sat	
16 Sun	



“Many of our staff live within the communities in which we operate,” says Chief Executive Cym D’Souza. “They get involved in local activities, often helping at community events in their own time to maximise the financial assistance Arawak Walton gives. Our work is about much more than providing high quality, affordable homes, it’s about creating sustainable, thriving communities.”

Arawak Walton is currently involved in the following community projects:

- **Whiz Youth Project**
- **Youth on Solid Ground who facilitate the annual Louise DaCocodia Football Tournament**
- **Fathers Against Violence**

17 Mon	
18 Tue	
19 Wed	
20 Thu	
21 Fri	Yule (Winter Solstice)
22 Sat	
23 Sun	
24 Mon	Christmas Eve
25 Tue	Christmas Day
26 Wed	Boxing Day
27 Thu	
28 Fri	
29 Sat	
30 Sun	
31 Mon	New Years Eve

www.arawakwalton.com

24 hr repair line: **0800 389 4616**

 twitter.com/arawakwalton

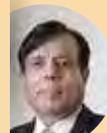
 facebook.com/Arawak-Walton-Housing-Association

Our Staff

 Cym D'Souza Chief Executive	 Chris Page Operations Director	 Paul Cooper Finance Director	 Kirsty Miller Corporate Services Manager <i>(Maternity Leave)</i>
 Bindu Pandya PA to Chief Executive <i>(P/T)</i>	 Jo Moon Customer Services Manager <i>(P/T)</i>	 Tara Homer Housing Services Manager	 Emma Redman Corporate Services Manager <i>(Maternity Cover)</i>
 Susan Forbes Finance Manager <i>(P/T)</i>	 Jim DeSantis Asset Manager <i>(P/T)</i>	 Lisa Jowrey Communal Services Manager	 Pauline Flowers Corporate Services Assistant
 Rashid Yaman IT Analyst	 Sandra McKenzie Housing Officer	 Kola Akande Finance Assistant	 Samaira Mahmood Finance Assistant <i>(Management Accounts)</i>
 Vicky Massey Customer Service Advisor	 Sarah Atta Corporate Services Assistant <i>(P/T)</i>	 Stephen Birss Housing Officer	 Natalie Rowen Housing Officer <i>(P/T)</i>
 Janice Ashworth Maintenance Inspector	 Tracey Foster Maintenance Inspector	 Joan Bennett Customer Service Advisor	 Monika Rahman Housing Officer <i>(Communal Services)</i>
 Jackie Graham Scheme Manager	 Julie Clifford Scheme Manager	 Sabrina Khan Scheme Manager <i>(P/T)</i>	 Gia Williams Customer Service Advisor
 Dwaliqua Brown Trainee Customer Service Advisor	 Nahala Moyo Trainee Data Analyst	 Marcia Brown Domestic Assistant <i>(P/T)</i>	 Millie Finlyson Scheme Manager <i>(P/T)</i>

Adelle Abdul
Domestic Assistant
(P/T)

Our Board

 Ms Evelyn Asante-Mensah OBE, DLtt, MA Chair Lankelly Chase Foundation. Board of Governors at Manchester Metropolitan University. On Board of Vital Exposure. St. Mary's Governing Body (Associate Member) <i>Length of Service: Since 2013</i>	 Mr David Brown MCIH Deputy Chair Director of Operations, Pine Court Housing Association <i>Length of Service: Since 2014</i>	 Ms Hilda Kaponda FCCA, MBA, BEng. Chair of Audit Committee Director, Hilko <i>Length of Service: Since 2015</i>
 Ms Lorri Holding Chair of Recruitment and Selection Committee Group Older Persons Services Lead, ForViva Group <i>Length of Service: Since 2008</i>	 Mr Charles Jarvis PG Researcher for the University of Manchester <i>(Previously, Director at the Homes and Communities Agency)</i> <i>Length of Service: Since 2014</i>	 Ms Anita Patel Masters in Housing Studies, MCIH Specialist Clubs Manager, HouseMark <i>Length of Service: Since 2014</i>
 Mr Rob Wakefield BSc, CPFA Member of Audit Committee Director of Resources. Community Gateway Association <i>Length of Service: Since 2014</i>	 Mr Paul Roberts BA (Hons), MCIH Freelance consultant <i>Length of Service: Since 2017</i>	 Miss Sally Penni LLB (Hons) in Law Barrister at Law. VC Association of Women Barristers & Non-Exec Director <i>Length of Service: Since 2017</i>
 Professor Carol Baxter CBE Independent Equality, Diversity & Human Rights and Workplace Investigations Consultant <i>Length of Service: Since 2017</i>	 Dr Kailash Chand OBE, MBBS, DTM&H, MRCPG. Chair, Healthwatch, Tameside. Honorary Vice President BMA. Chair Northwest BMA council <i>Length of Service: Since 2017</i>	Board Resignations: Ms Nadia Fortune-Nesbit Ms Susan Taylor Mr Mike Cartwright

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

T: 0161 272 6094 F: 0161 273 4080 www.arawakwalton.com
twitter.com/arawakwalton facebook.com/Arawak-Walton-Housing-Association
24 hour repair line: 0800 389 4616

