

October 2017



# Inside Story

**Passionate About People**

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## Arawak Walton Given Top Marks by Regulator

We are very pleased to announce that we have received the highest possible regulatory judgement from the Homes and Communities Agency (HCA)

**G1 / V1**

Following continued growth, Arawak Walton moved into mainstream regulation in 2016 due to owning over 1,000 homes.

After completing an in depth assessment (IDA), earlier this year, the Homes and Communities Agency awarded Arawak Walton Housing Association a rating of G1/V1. This rating is the highest grading achievable and confirms that Arawak Walton benefits from robust governance and are financially viable respectively.

Ms Cym D'Souza, Arawak Walton's Chief Executive, said "At a time when the social housing sector faces many challenges, this is a fantastic result. Sound governance and financial stability are essential in allowing us to do what we do in the community."

Evelyn Asante-Mensah, Arawak Walton's Chair, said "We are delighted with the rating that the HCA has given us. It is recognition of the importance we put on ensuring that we have high standards of governance and that the Board, executive and all our staff at Arawak Walton have the highest level of governance within the organisation and skills to provide our housing and services to our communities. The HCA has set the bar high and it is up to us to make sure that we continue to maintain this level of quality. The assessment of our financial health and Governance will help us to continue to deliver high quality homes and services."

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As a Black and Minority Ethnic (BME) specialist housing association, we are delighted to be able to evidence that an association born out of the community has grown and flourished and has now achieved the highest regulatory grading possible. Arawak Walton currently has 1052 properties in Manchester, Trafford and Stockport.



## Annual General Meeting

The association's Annual General Meeting took place in September 2017.

Shareholders attending the AGM heard that the association had achieved an increase in turnover to over £5.39million (£5.36 million last year) despite the 1% rent cuts. It was also noted that £2.2 million was spent on acquiring and refurbishing new properties and £290k on replacing components in existing properties. Our operating margin has also increased to 37% (35% in 2016).

Shareholders were delighted to hear that the association had another year of strong financial performance with funding in place for future investment. As a not for profit organisation, all the association's surpluses are reinvested in new homes and refurbishment of existing homes.

Thanks were given to the Staff, the Board, founder members, our partners, members of the Tenants Quality Panel and our lenders for their continued commitment and support.

The Chair thanked all the Board members stepping down especially Ms Lorri Holding who had served a maximum 9 years on the Board. The Chair thanked Ms Holding for her dedication and wished her the best for the future.



## October Board Meeting

At the previous September special policy meeting members formally appointed Evelyn Asante-Mensah as Chairperson, David Brown as Deputy Chair and Hilda Kaponda as Honorary Secretary.

In October members approved;

- The Risk Changes Report
- The Management Accounts to 30<sup>th</sup> June 2017
- The Treasury Report
- The Money Laundering Regulations
- The Equality and Diversity Strategy

The Board also considered the property changes report, business continuity and disaster recovery plan and an update on General Data Protection Regulations (GDPR).

In addition, members received Directors reports updating members on the impact of Government Policy announcement, the proposed plans for the Board conference in December and a presentation delivered by First Actuarial on our pension provision options.



## Ms Evelyn Asante Mensah Appointed as New Chair at Pennine Care

Pennine Care NHS Foundation Trust has appointed a new Chair to join its board of directors and lead its 5,500 health and social care staff.

Our Chair of the Board, Ms Evelyn Asante-Mensah OBE will take up the post in November, replacing current Chair John Schofield who will step down following a successful 10-year tenure at the Trust.

Commenting on the appointment, Evelyn said: "I am really pleased to be joining Pennine Care. I believe it is an organisation that puts the interests of patients first and is driven by strong values, which chime with my own. My particular areas of interest are in tackling inequalities in health and social care and promoting equality and diversity.

Pennine Care provides community and mental health care to a population of 1.3 million people, covering Bury, Oldham, Rochdale, Stockport, Tameside and Trafford. Last year on average, 94% of patients said they would recommend its services to their friends and family for care or treatment.

**Congratulations to Evelyn and we wish you all the success in your new role with Pennine Care.**

## New Board Members

Following our AGM in September, we are pleased to announce that we have officially appointed the following members onto our Board:



**Sally Penni** - Sally is a Barrister at Law for Kenworthy's Chambers in Manchester and Vice Chair of Association of Women Barristers UK.



**Paul Roberts** - is a Freelance Consultant previously Corporate Services Director for Leeds and Yorkshire Housing Association.



**Professor Carol Baxter** - Carol is a Trustee for the Centre for Aging Better and the Employers Network on Equality and Inclusion. She also serves as a Non-Executive Director for Southport & Ormskirk NHS Trust.



**Dr Kailash Chand** - Kailash is Chair of Health Watch Tameside and a Honorary Vice President at BMA.

**We welcome all 4 members and look forward to the wealth of knowledge and experience they will be bringing onto the Board.**

## Family Fun Day

A huge thanks to everyone who came to help us celebrate our 2nd Family Fun Day. The whole afternoon was a great success and it was great to see record numbers of tenants and friends of Arawak Walton come along to join in the fun and games.

Our Fun Days are becoming very popular and are now a firm fixture in our yearly calendar. Not only is it an opportunity for our tenants and friends to get together, meet staff and enjoy the summer weather, it also gives Arawak Walton a chance to share news and achievements.

Hot food was provided by Good Mood Food, there was a traditional ice cream stall and cake stand. We made sure no one was

hungry! For those with plenty of energy the Giant Jenga, Bouncy Castle and Football Challenge were a real hit. Fathers Against Violence (FAV) ran the



super sporty football challenge for us - which went down well with everyone - Including the adults!



We specialise in meeting the housing needs of Black and Minority communities and pride ourselves in providing homes, not houses.

We continue to aim higher in the service we offer to our tenants and we continue to look for opportunities to grow.

Thank you to longstanding contractors **Barlows Electrical, Hadfield and Britain, IJM Electrical and K&LM Builders** - without you we would not be able to offer free food, ice cream and a bouncy castle!!

Our friends **Fathers Against Violence (FAV)** and **Whalley Range Whiz Project** came along on the day to tell guests all about their work and the activities that the young people get to do with them. FAV entertained the kids for hours with the expert football coaching skills.

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



## Staff News



We are very sad to announce that **Darren Watmough**, Finance Director has left Arawak Walton after 5 years of working with us. Darren will be missed by us all and we wish him all the very best!

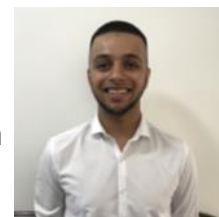


We would like to welcome **Paul Cooper**, our new Finance Director who joined us in July! Paul has come from another Housing Association, Prima Group and brings many years of experience with him.

## Work Experience News



Throughout the year we have provided valuable work experiences to support our local schools and universities. **Ethan Money Muter** and **Hiten Mistry** thoroughly enjoyed their 2 week placements with us and we have had great feedback from them on seeing how a small housing association operates from various different aspects.



Registered through One Future One Manchester - **Mohammed Menjor Mansaray** and **Shabana Mahmood** have also recently joined us for an 8 week period.

We intend this to be an ongoing opportunity to provide valuable work experience for residents of Manchester and surrounding areas into work.

## How Are We Performing?

Arawak Walton Performance	July 17	August 17	September 17	Target
Voids %	0.6%	0.4%	0.4%	1.00%
Rent Arrears	3.95%	3.66%	3.58%	3%
Number of days to re-let a property	22	20	19	20
Overall satisfaction with repairs	96%	96%	97%	99%
Repairs Completion Stats	July 17	August 17	September 17	Target
Emergency-Completed within 24 hours	100%	100%	100%	98%
Urgent-Completed within 7 days	99.48%	98.50%	98.17%	98%
Routine-Completed within 21 days	98.31%	98.36%	98.38%	98%