

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.



Website: www.arawakwalton.com

Email: Contact@arawakwalton.com

Call: 0161 272 6094

Check us out on Twitter @arawakwalton and Facebook!

Visit or write: Arawak Walton Housing Association

Margaret House, 23 Manor Street,

Ardwick, Manchester, M12 6HE



Annual Report 2017

We hope you enjoy our 2017 Annual Report! Let us know your thoughts and give us some feedback at bpandya@arawakwalton.com or call 0161 272 6094

How have we Performed?

Arawak Walton Performance	Jun 17	July 17	August 17	Target
Voids %	0.4%	0.6%	0.4%	1.00%
Rent Arrears	3.95%	3.95%	3.66%	3%
Number of days to re-let a property	22	22	20	20
Overall satisfaction with repairs	95%	96%	96%	99%
Repairs Completion Stats	Jun 17	Jul 17	Aug 17	Target
Emergency-Completed within 24 hours	100%	98.25%	98.53%	98%
Urgent-Completed within 7 days	98.49%	99.31%	98.61%	98%
Routine-Completed within 21 days	99.17%	99.16%	98.54%	98%

September 2017

Arawak Walton

Housing Association



Tenant News

Autumn Edition

Family Fun Day 2017



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.

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.



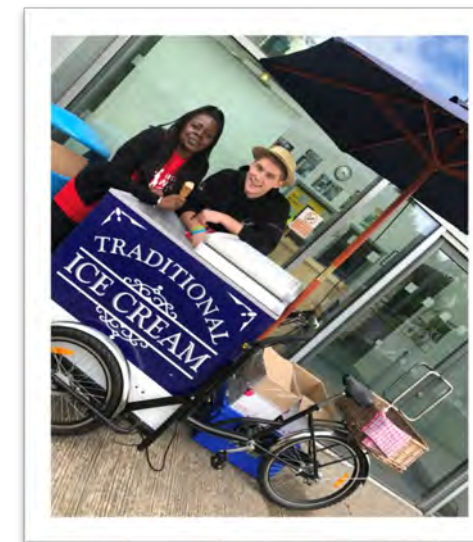
Our Fun Days are becoming very popular and are now a firm fixture in our yearly calendar. Not only is it an opportunity for our tenants and friends to get together, meet staff and enjoy the summer weather, it also gives Arawak Walton a chance to share news and achievements.



Social occasions like this are just one of the ways we work to promote community spirit.

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 bouncy castle!!



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!



Fire Safety

You're four times more likely to die in a fire if you don't have a smoke alarm that works.

Around half of home fires are caused by cooking accidents. Two fires a day are started by candles. Every six days someone dies from a fire caused by a cigarette. About two fires a day are started by heaters.

Faulty electrics (appliances, wiring and overloaded sockets) cause around 6,000 fires in the home across the country every year.

Smoke alarms are cheap and easy to install - fit at least one on each level of your home.

If it is difficult for you to fit smoke alarms yourself, your local fire and rescue service will be happy to help you test your smoke alarm at least once a month and change the battery when required, and at least once a year.

Kitchen

Don't leave pans unattended.

Keep children out of the kitchen when cooking. Keep the oven, hob and grill clean and in good working order. A build up of fat and grease can ignite a fire.

Take care when cooking with hot oil – it sets alight easily. If the oil starts to smoke – it's too hot. Turn off the heat and leave it to cool.

If a pan catches fire - turn off the heat if it's safe to do so. Never throw water over it.

Electric

Keep electrics (leads and appliances) away from water. Try and keep to one plug per socket. When charging electrical goods, use the right charger and follow the manufacturer's instructions. Don't overload an extension lead or adaptor.

Cigarettes & Candles...

Stub cigarettes out properly and dispose of them carefully. Put them out. Right out!

Never smoke in bed, and take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking, as you might fall asleep.

Use a proper ashtray which can't tip over and is made of a material that won't burn.

Don't leave a lit cigarette, cigar or pipe lying around. They can easily fall over and start a fire.

Keep matches and lighters out of children's reach and consider buying child resistant lighters and match boxes.

Make sure candles are secured in a proper holder and away from materials that may catch fire – like curtains.

Put candles out when you leave the room, and make sure they're put out completely at night. Children and pets should be kept away from lit candles.

Escape Route

Think about your escape route in the event of a fire and make sure all members of your household know what it is.

Have a contingency plan in case your route is blocked.

Ensure your routes are kept clear and keep door and window keys where you can easily access them.

In the event of a fire:

Don't waste time investigating what's happened or rescuing valuables, keep calm and get everyone out as quickly as possible.

If there's smoke, keep low where the air is clearer.

Before you open a door check if it's warm. If it is, don't open it – fire is on the other side.

Call 999 as soon as you're clear of the building.

If you can't get out, get everyone into one room, preferably with a window and a phone.



To flush or not to flush?



What not to flush:

Dental floss

Wet wipes

Cotton wool

Maxi pads

Nappies

Cotton buds

We have had blockages in the toilets at some of our schemes due to tenants flushing things that are not supposed to go down the toilet.

This can result in blockages in the toilets, ending up with floods in our homes and gardens and also many of those items end up on our rivers and beaches which has a greater impact on the environment!

Please be careful what you are flushing down loo!

Celebrating 90 Years!

Rolling back the years!!

Nine decades of life is worthy of celebration! To live to see 90 years old is a special achievement so we organized a party for our 90 plus tenants.

Our Communal Services team came up with this fantastic idea during a team meeting. Everyone agreed that holding an event for our four 90 years plus tenants, their ages range from 90 to 95, would be a great way to honor them.

Hosted at Bougainvillea Gardens, one of our Sheltered Schemes, family and friends were invited to join us for music, food and chat about the old days.



Joan Ridgeway (92 years) said "I've had a few good Christmases over the years, both my husband and me had some good times at Bolton Palais, especially on Christmas Eve."



Gwendolyn Halliday (95 years) said "Thank you all very much. I've had a lovely time and really, really enjoyed myself."

Also celebrating were Majorie Millichip (90 years) and Hilda Brierley (94 years).

All four ladies were presented with a bunch of flowers from their fellow tenants and a beautiful poem written by an old friend.

Arawak Walton want to say a big congratulations to all of our older residents and we hope our homes play a large part in making past, present and future years happy.