

## New Starters at Arawak Walton



Dean Mooney,  
Customer Services



Simon Grey,  
Finance Assistant



Adam Purnell,  
Housing Officer (Mat cover)  
Communal Services

The Office will close early on Friday 22nd December 2017 and will re-open on Tuesday 2nd January 2018 at 9.00am

Non-emergencies/ non-urgent repairs should be reported to our office (0161 2726094) on Tuesday 2nd Jan 2018. **Our emergency repairs service will operate throughout the holiday period.**

Emergency Repair Telephone Number: 0800 389 4616

*Everyone at Arawak Walton would like to wish you Health and Happiness over the festive season and New year.*



## How have we Performed?

Arawak Walton Performance	Sep 17	Oct 17	Nov 17	Target
<b>Voids %</b>	0.2%	0.1%	0.3%	1.00%
<b>Rent Arrears</b>	3.76%	3.36%	3.42%	3%
<b>Number of days to re-let a property</b>	20	19	18	20
<b>Overall satisfaction with repairs</b>	97%	98%	98%	99%
Repairs Completion Stats	Sep 17	Oct 17	Nov 17	Target
<b>Emergency-Completed within 24 hours</b>	98.53%	100.00%	100.00%	98%
<b>Urgent-Completed within 7 days</b>	98.61%	98.17%	98.15%	98%
<b>Routine-Completed within 21 days</b>	98.54	98.38%	98.03%	98%

December 2017

Arawak Walton  
Housing Association



Tenant News  
Christmas Edition



## Website & Tenant Portal



If you have not yet visited Arawak Walton's new website, check it out!

**Arawakwalton.com**

We have lots of great features on the website including the latest news, job vacancies, a 'tenant portal' where you can carry out various functions, community news, top tips for your home, job vacancies, information about our properties and much more!

The 'Tenant Portal' has been specifically designed to make things easier for tenants. You can now do the following without having to call the office:

- **Pay your rent**
- **Check your rent balance**
- **Report a repair**
- **Check the status of your repair**
- **Contact Customer Services**

All you need to do is sign up with an email address at **arawakwalton.com/signup** and we will send you a password

**Prizes Prizes Prizes Prizes Prizes**

**Hurry, the first 50 tenants to sign up to the Tenant Portal will win a £10 gift voucher!!!**

**Prizes Prizes Prizes Prizes Prizes**

**Direct Debit**

**Do you pay your rent by Direct Debit?**

**If you sign up to DD you will be entered in to a prize draw! We are giving away:**

5 x £100 Gift Vouchers if you register before 15th Jan 2018

5x £50 Gift Vouchers if you register before the end of March 2018

(First draw will include all those who are already on DD)

**Prizes Prizes Prizes Prizes Prizes**

Contact@arawakwalton.com

0161 272 6094

Facebook and Twitter @arawakwalton

Arawak Walton Housing Association Margaret House,  
23 Manor Street,

## Local Energy Advice Program

- **Struggling to pay your bills?**
- **Has it been too cold in your home this winter?**
- **Is living in a cold home affecting your health?**
- check if you're on the best energy tariff
- arrange a free money advice consultation
- help you find funding for further energy saving home improvements

LEAP (Local Energy Advice Programme) is a new free energy and money saving advice service.

LEAP can help you to save money and to keep your home warm and cosy.

LEAP offers a free of charge in-home advice visit. Our friendly Home Energy Advisors can:

- install free simple energy saving measures such as LED light bulbs and draught-proofing

We can refer you to Leap, alternatively you can call them on 0800 060 7567 to book your free visit or apply online:

<https://www.applyforleap.org.uk/apply-now/>

## Universal Credit Updates

Worried about how Universal Credit changes may affect you?

You can enter your postcode into the website below and check how and if any changes will affect you.

<https://ucpostcode.entitledto.co.uk/ucdate>

### Freephone Numbers

All DWP Universal Credit phone lines are now free and nobody will be charged when they need to call to get help with their Universal Credit claim.

The key Universal Credit Freephone numbers include:

- Universal Credit full service: **0800 328 5644** (this replaces 0345 600 4272)
- Universal Credit live service: **0800 328 9344** (this replaces 0345 600 0723)

Freephone numbers for other DWP benefits and services are set to follow, with all numbers switched over by the end of 2017.

We have also been informed that all the other DWP phone lines will be converted to Freephone numbers by the end of December 2017.



## Repair Satisfaction forms

Don't forget to fill out your Repair Satisfaction forms!  
You will receive one each time a repair is carried out in your home.

Your feedback is really helpful to us as it helps us improve our services.  
Once we get your feedback we can work with our contractors to enable change for the better.

Plus you will be entered in to a quarterly prize draw for a £25 Gift Voucher!



## Looking for work experience?

Excellent opportunities are waiting for you!  
Skills For Employment is designed to assist people who may have barriers to get in to training and employment. The main eligibility criteria is that you must have been out of paid employment for 3 months or over and have been resident within the EU for 3 years.  
They are able to offer support to most people with work experience placements, sector based training and accredited courses/ qualifications and suitable job vacancies.  
Travel and other expenses will be paid for.  
If you are on your journey to find sustainable employment or would like further information about this please contact us on 0161 2726094 and we can refer you to this service.



## Moss Side Boxing Club

Arawak Walton recently donated £500 to Moss Side Fire Station Boxing Club.

The club was set up 2008 by 3 operational firefighters who wanted to engage with the local community to raise aspirations and give them positive futures. Nigel Travis has continued to give his time to drive the club forward and enable the gym to continue as it does.

They are a boxing club run by local fire fighters and volunteers who volunteer their own personal time and skills to help the Moss Side and surrounding areas community, their commitment is to help develop the personal attributes of the young individuals within the community they serve to reflect the qualities and attributes they value as fire fighters.

They aim to act as role models and mentors to help mould their members to be role models to the wider community.

Housing Officer Natalie Rowen is pictured with Nigel Travis at the club's recent annual dinner show, presenting the cheque from the association.

