

May 2018



Inside Story

Passionate About People

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Arawak Walton Achieves Excellence in CSE Once Again!

Arawak Walton is delighted to announce that once again we have passed our Customer Service Excellence assessment with excellent results.



In addition, we have been awarded compliance plus for partnership working with the Boaz Trust to meet customer needs.

The association has held the Charter Mark standard since 2000, and this changed to the Customer Service Excellence Standard (CSES) in 2009. Our ongoing commitment to achieving this standard enables us to demonstrate to key stakeholders including tenants and Board Members, that we consistently deliver the highest standards of customer service, efficiently and effectively.

Subjecting our service to external review also provides all key stakeholders with the confidence provided in larger organisations by Regulatory Inspection. Although this changed when we crossed the 1000 homes in ownership line in 2016. Our IDA in 2017 validated our rating as a G1/V1 organisation. However, we still greatly value the scrutiny CSE's puts us under for services.

The assessor visited the association in March. He highlighted that we have plenty of evidence of continuous improvement and the overall impression of the ethos of the organisation runs parallel with the Standard.

The assessor loved meeting staff and seeing our new properties – he was really positive about the relationships we clearly have with our tenants and stakeholders.

Overall, the assessor recognised that we continue to provide excellent customer service and congratulated us on another great year!



The Board's thanks, as always, must go to the staff, tenants and our partners who all played their part to show Arawak Walton's many special qualities when it comes to excellent customer service.

A big well done to everyone!



Spring Edition

More Homes for Arawak Walton

We are continuing to grow and have successfully increased our homes in management by 16 properties brought during 2018, but sold 2 properties on leaving us with a net figure of 14 new homes. Some of Manchester's most hard working families will benefit from a successful deal struck between Arawak Walton Housing Association and Jigsaw Housing Group.



The association has increased its homes in management by 9 properties purchased from Jigsaw Housing Association for £716,000. These will be refurbished to the decent homes standard and provide homes for our new tenants. These enable us to maintain homes in social housing which would otherwise be taken by private landlords. These will be let at sub-market rents which still remain affordable to tenants on low incomes.

In addition, we have managed to buy 5 properties in the open market. The 16 new homes are located near our existing stock in Gorton, Moston and Moss Side where Arawak Walton currently operates in.

Ongoing Refurbishment Plans

Arawak Walton have heavily invested again in 2017/18 in our existing homes completing the following projects:-

- Externally painted 100 homes on St Gregory's Close, Roseberry Street, Tyldesley Street, Crondall Street, Cowersby Street, Mackenzie Street, Billing Avenue, Brentwood Street, Cotterdale Close, Higher Ardwick, Highfield Road, Squirrel Drive and Triscombe Way at a cost of £38K.
- Window and door replacements at Upper Medlock Street at a cost of £13K.
- Central Heating Boiler replacement of 40 homes at a cost of £62K.
- Kitchens replacements to ten properties at a cost of £39K.
- Fencing replacement to 24 homes in Aquarius Street, Staycott Street, Brentwood Street and East Park Close at a cost of £15K.
- Antilles' Close bathroom and gas central installations at a cost of £99K.
- Bathroom replacements/upgrades on 11 homes in Eyre Street £24k.
- One hundred per cent of our homes which are served with gas have received a Landlords gas safety check at a cost of £26k.

In total we have incurred expenditure of £290k carrying out component replacement and other planned work to maintain our homes to 21st century standards.

Staff & Board Conference

The Staff & Board conference was held in April. The day was very productive and was used to cover topics such as:

- An update from Senior Management Team on the progress we have made in relation to our Business Plan objectives.
- Discussions and group work took place around delivering excellent customer services and what this means for the future in terms of our Value for Money strategy.
- All Staff and Board participated in a property tour of Arawak Walton's homes in newer areas of operation, which included some of the more recent homes acquired by the association.
- Discussion and group work took place on the challenges and risks for the future in terms of our growth ambitions and meeting our customer's aspirations.



Overall, it was great to see that both staff and Board were very positive about the future of Arawak Walton despite the challenges facing us and celebrate our many successes during 2017/18.

March Board Meeting

During the course of the meeting, members approved:

- Our Budget for 2018/19 and Business Plan 2018-48.
- Our Staff structure and Salary Review outcomes were approved for 2018/19.
- Our Key Performance Indicators 2018/19.
- Our Risk Management Framework.
- Our annual external audit plan for 2018/19
- Our Insurance Renewals 2018/19
- The RBS revised covenants FRS102 format.
- ICT action plan for 2019-2020. However, the Board agreed that we should produce a written 5year strategy to complement the action plan. This will be considered at our May Board meeting.

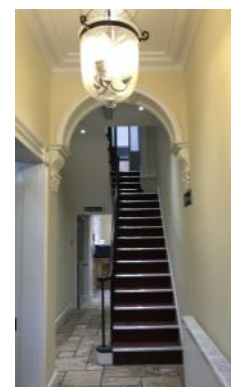
The Board were also updated on GDPR and the roll out plan and accepted the tender report summary for 2017/18.

Office Expansion into 25 Manor Street

With a growing number of staff, Arawak Walton was faced with some challenges due to lack of office space. When an opportunity came up in 2017 to acquire 25 Manor Street (right next door to our Head Office!) we did not hesitate to take up this value for money opportunity.



Only a limited amount of refurbishment work was required as the building had been used as office space previously.



The larger premises enable us to hold meeting's internally which will in the long run save significant expenditure on room hire and the need to use other external venues.



General Data Protection Regulations 2018 (GDPR)

IMPORTANT.....IMPORTANT.....IMPORTANT

The new GDPR comes into force on 25th May 2018 and affects the client information we are able to hold.

The law is changing and to make sure that you continue to receive our emails after the 25th of May, you'll need to confirm your details and state that you are happy to continue to receive our newsletters.

We will shortly be emailing you in relation to this, please do respond to this, it will only take a minute and we don't want to lose you!

If you do not re-subscribe you will not receive any further mailings from us after 25th May 2018.

Please look out for this in your inbox.



Staff News



Kirsty Miller—welcome back to Kirsty who has recently returned from maternity leave and will be working part time (3 days/week - Wednesday - Friday) as the Corporate Services Manager.

Jayanthi Jayaraman has joined us on a temporary basis and is currently working in the Corporate Services and Finance Teams.



Ian Heppenstall, our new Asset Manager has certainly been kept very busy with the preparations involved with the new offices. Ian has a wealth of knowledge as a Building Surveyor and a Maintenance Manager in his previous careers.

Simon Gray, is our new Finance Assistant and joins us from Knutsford Academy. Simon was previously a teacher of mathematics and is currently studying for his CIMA qualification at BPP College. Simon is enjoying his change of career path with the support of Arawak Walton.



Cheryl Samuels - is our new Customer Services Trainee. Cheryl is with us for 12 months and is settling into her new role well.



Dwaliqua Brown, Following an external and internal recruitment process, our previous Customer Services Trainee has now

secured herself a new role within Arawak Walton as Scheme Manager working on a part time basis at our sheltered scheme at Birch Court.



How Are We Performing?

Arawak Walton Performance	Jan 18	Feb-18	Mar-18	Target
Voids %	0.2%	0.4%	0.2%	1.0%
Rent Arrears	3.32%	3.21%	3.07%	3%
Number of days to re-let a property	18	18	18	20
Overall satisfaction with repairs	98%	98%	98%	99%
Repairs Completion Stats	Jan 18	Feb-18	Mar-18	Target
Emergency-Completed within 24 hours	100.00%	100.00%	100.00%	98%
Urgent-Completed within 7 days	97.89%	97.76%	98.06%	98%
Routine-Completed within 21 days	98.30%	98.12%	98.01%	98%

Please put this newsletter up on your reception notice board or circulate it to others who you think may find it of interest. Alternatively, if you feel your organisation would benefit from having more copies available, please contact Bindu Pandya on 0161 272 5248.