

SPECIAL POINTS OF
INTEREST:

- Family Fun Day
- Empire Windrush
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- General Data Protection Regulation
- Community Events

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Arawak Walton Housing Association TENANT NEWSLETTER

JUNE EDITION 2018



Back by popular demand is the Arawak Walton Fun Day. Our Family fun afternoon will be on the 1st August, at Medlock Primary School. Thank you to IJM Electrical, Hadfield & Britain, DJ Hughes Construction, Barlows, EP&S Builders and Redmire for sponsoring this community event.



**Family Fun Day leaflet
inside this Newsletter**

Empire Windrush



Celebrating the 70th Anniversary of the Empire Windrush arriving in Tilbury Docks in 1948, Manchester has been holding local events during the month of June in celebration of this historical occasion. Our very own Bougainvillea Gardens celebration was featured on Granada Reports on ITV on Friday 22nd June 2018, see <https://arawakwalton.com/celebrating-70th-anniversary-of-empire-windrush/> to watch!

Article and pictures will be in the next Tenant Newsletter.



*Arawak Walton
Housing
Association
successfully
maintaining a
high standard of
Customer
Service*

Arawak Walton Achieves Excellence in CSE 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!



*New Customer
Service Suite*

Customer Suite

Introducing our fantastic Customer Suite! We have been improving our office space at Arawak Walton over the last few months to increase the space where we can interact with tenants. As a result we now have a brand new "Customer Suite" for everyone to use when they visit.

It has a comfy seating area, toys to keep the children busy and a computer for all of our customers to access the internet. Why not check it out next time you visit us. We have also improved our private interview room to make them more comfortable and spacious.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on 25th May 2018. It contains six principles, which organisations must comply with. Arawak Walton and its partners will ensure that when processing your personal and special category personal data it will be:



- ◆ Lawfully, fairly and transparently processed
- ◆ Processed for specified explicit purposes
- ◆ Adequate, relevant and necessary
- ◆ Kept accurate and up to date
- ◆ Kept no longer than is necessary for the purpose processed
- ◆ Kept securely, preventing unauthorised or unlawful access

You will have received a flyer in the post outlining how we process your data and where to access more information about this.

If you would like to know more about this or how to access data we hold about you, please visit <https://arawakwalton.com/about-us/fair-processing-notice/>



100 Home Challenge

The 100 Homeless Challenge is an initiative inspired by the Mayor of Manchester, Andy Burnham, taking on the problem of homelessness in the city. Registered Housing Providers across the city were challenged to permanently house an extra 100 homeless households in partnership with the City Council.

Arawak Walton is one of the housing providers and enthusiastically took up the challenge and has already housed their allocation of 3 houses within a short period of time! In addition to this we are going to be providing a further 3 houses to larger homeless families as part of the same initiative!



Update on 'Right to Buy' & 'Right to Acquire'

We are still awaiting guidance from the Government on this. There is currently a pilot scheme being conducted in the West Midlands where we hope to receive further guidance when the results of this trial are published.

The government have yet to confirm a start date for the national launch

Arawak Walton Staff News

Dwaliqua Brown



Customer Service Trainee, Dwaliqua Brown, has now secured a new role within Arawak Walton as Scheme Manager of Birch Court on a part-time basis. Dwaliqua is pleased to be staying on at Arawak Walton and we are pleased we have helped her progress her career ambitions.

Cheryl Samuels



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

We would like to say welcome Cheryl, we hope you are enjoying your time here.

How are we performing?

Arawak Walton Performance	Mar—18	Apr—18	May—18	Target
Voids %	0.20%	0.28%	0.28	1.0
Rent Arrears	3.07%	3.47%	3.48%	3%
Number of days to re-let a property	18	11	12	20
Overall Satisfaction with repairs	98%	99%	98%	99%
Repairs Completion Stats	Mar—18	Apr—18	May—18	Target
Emergency-Completed within 24 hours	100%	100%	100%	98%
Urgent-Completed within 7 days	98.06%	100%	95.54%	98%
Routine-completed within 21 days	98.01%	100%	92.46%	98%

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