



# Arawak Walton NEWS

Housing Association



December 2018

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Happy Christmas from the Arawak Walton Team

Arawak Walton Housing Association  
Margaret House,  
23 Manor Street,  
Ardwick,  
Manchester M12 6HE

Tel: 0161 272 6094

Fax: 0161 273 4080

Website: [www.arawakwalton.com](http://www.arawakwalton.com)

Email: [contact@arawakwalton.com](mailto:contact@arawakwalton.com)

Check us out on Twitter @arawakwalton and facebook.

## CHRISTMAS OPENING TIMES



**THE OFFICE WILL CLOSE ON  
Monday 24th December 2018 at 4pm**

**AND WILL RE-OPEN ON  
Wednesday 2nd January 2019 at 9.00am**

Non-emergencies/non-urgent repairs  
should be reported to our office  
(0161 272 6094) on  
**Wednesday 2nd Jan 2019.**

**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.

## CHRISTMAS PAYMENT SCHEDULE



**If your expected payment date is not shown, you will get your money on  
your usual payment date.**

EXPECTED PAYMENT DATE	UNIVERSAL CREDIT WILL BE PAID ON	OTHER BENEFITS WILL BE PAID ON
Monday <b>24 December</b>	Monday <b>24 December</b>	Monday <b>21 December</b>
Tuesday <b>25 December</b>	Monday <b>24 December</b>	Friday <b>21 December</b>
Wednesday <b>26 December</b>	Monday <b>24 December</b>	Friday <b>21 December</b>
Tuesday <b>1 January</b>	Monday <b>31 December</b>	Friday <b>31 December</b>

### **IMPORTANT:**

Call the DWP immediately if there are  
any problems with your payments.

#### **Universal Credit:**

if you have a Universal Credit online account  
use your journal or call **0800 328 5644**  
(textphone **0800 328 1344**).

If you do not have a Universal Credit  
online account call **0800 328 9344**  
(text phone **0800 328 1344**).

Other benefits: **0800 169 0310**  
(text phone **0800 169 0314**).

For more information go to  
**[www.gov.uk](http://www.gov.uk)**

## SYCAMORE COURT PANTO



**On 29th November 2018 the residents of Sycamore Court in Miles Platting held their annual Christmas party, but this year it had a little twist.**

Not only was it an opportunity for tenants and staff and their families and friends to get together to enjoy a festive buffet and Christmas party music, but they were also treated to a fantastic performance of Jack and the Beanstalk by local theatre group North East Producers. It was a really enjoyable afternoon, with participation from all of the attendees...even Scheme Manager Julie Clifford joined in the performance – dressed as Daisy the Cow! It was a lovely start to Arawak Walton's Christmas celebrations and an event which I'm sure we'd like to see again in the future.

**Thank you to all who attended, staff who organised the event and North East Producers or making the afternoon a success.**



## WW1 GENERATION FUNDRAISING EVENT



**One of Arawak Walton's Sheltered Schemes, Sycamore Court held a Fundraising event on the 16th November for Tenants and the Community who joined together to celebrate the 1st World War centenary and to say thank you to our service men and woman.**

The entertainment was provided by DJ Jed and quiz master. A superb buffet lunch was provided by local caterers and there were raffle prizes galore. The donations have reached £410.40 donated to the Royal British Legion. Thank you to all who supported the event and made it a memorable occasion.



## ARAWAK WALTON AND MUSTARD TREE



**Arawak Walton has worked closely The Mustard Tree in the past, but we have made some new plans for how we will support them more closely in the future.**

Mustard Tree has an established track record over the past 25 years, supporting people across Greater Manchester in poverty and facing homelessness.

They create opportunities for people to help themselves through providing practical support, friendship, connections into work, improvements to health and wellbeing plus new experiences to encourage aspiration.



Our plans to support Mustard Tree include:

- Putting together a donation of books, clothes, furniture, games and media from our own staff and friends.
- Referring relevant tenants to food clubs where they can buy 10 food items for £2.
- Promoting money smart classes which are 3 week courses which help people to manage their money.
- Improving employability and confidence through a range of new services provided by Mustard Tree.
- Promoting Mustard Tree events via our social media and networks.

We look forward to strengthening our connection with this fantastic charity in order to further support those facing poverty and homelessness in Greater Manchester.

For more information please visit Mustard Tree's website at <http://www.mustardtree.org.uk/>

## SICKLE CELL MANCHESTER



**We are supporting and working closely with Sickle Cell Manchester. We believe their organisation can help many Sickle Cell patients as well as families and friends.**

Their aims are:

- To promote and support the physical, social and emotional well-being of individuals living with the tribulations of Sickle Cell Disease.
- To offer support, education and practical advice to those striving to live successfully with Sickle Cell Disease.
- To provide resources to inform the general public in all areas relating to Sickle Cell Disease.
- To provide care and guidance in surviving the afflictions of SC. Helping them understand how to fight against the condition.

### Self Care Tips this Winter!

- ✓ Drink lots of water and tea
- ✓ Keep stress levels down
- ✓ Stay warm (layer your clothing)
- ✓ Keep up with medication
- ✓ Eat healthily
- ✓ Plenty of rest

We will be letting you know more about Sickle Cell's work and how we support them. If they would like to find out more or get in touch with the Charity they can via website address.



To find out more visit <http://sicklecellcaremanchester.co.uk/>

## HATE CRIME AWARENESS



**Staff from Arawak Walton recently delivered a Hate Crime Campaign to children at Medlock Primary School, to raise awareness of what Hate Crime is and how we all have a part to play in stopping it.**

Hate Crime is when someone commits a crime against you because of your disability, gender identity, race, sexual orientation, religion, or any other perceived difference. We used 'Chatterboxes' to help the children to celebrate their differences and similarities.

**You can make your own Chatterbox using the insert with this Newsletter.**

It doesn't always include physical violence. Someone using offensive language towards you or harassing you because of who you are, or who they think you are, is also a crime. The same goes for someone posting abusive or offensive messages about you online.

Hate crimes and incidents hurt; they can be confusing and frightening. By reporting them when they happen to you, you may be able to prevent these incidents from happening to someone else. You will also help the Police understand the extent of hate crime in your local area so they can better respond to it.

There are several ways to report hate crime, whether you have been a victim, a witness or you are reporting on behalf of someone else.

- Contact the police either in person or by telephone (**always dial 999 in an emergency**)
- Report online or download a form – **www.report-it.org.uk**
- Contact Crimestoppers anonymously **0800 555111**
- Report it to Arawak Walton

Arawak Walton is an approved hate crime reporting centre. This means you can speak to us instead of the Police. Copies of any reports will then be sent to the Police hate crime reporting centre. If you contact us to let us know you are a victim or have witnessed a hate crime, we promise to get back in touch with you within 24 hours, or by the next working day.

**Call us on 0161 272 6094**

**email us at: [contact@arawakwalton.com](mailto:contact@arawakwalton.com)  
or visit our office where you can speak with us in complete confidence.**

**Chatterbox**



## FROZEN PIPES



**When it's really cold your pipes can freeze and burst! If your pipes do freeze, you will need to act quickly to reduce the risk of them bursting.**

You should:

- Turn the water supply off at the stopcock.

**If you are not sure where this is please call our office before we close for Christmas on 0161 272 6094.**

- Try to thaw the pipes by placing warm towels or a hot water bottle on them or using a hairdryer on its lowest setting.

- Pipes must be thawed slowly.

**If your pipes burst you should contact the repairs team and also inform your neighbours in case they may also be affected.**



## STAFF NEWS



### New Starters

We are really excited to introduce our New Starters!



#### Somayeh Shiri

Somayeh is our new Trainee Finance and Data Analyst and started with us in November. Somayeh has had varied experience working within Finance and also with homeless charities more recently.



#### Victoria Benson

Victoria will be joining the Corporate Services Team very soon as the Corporate Services Assistant and will be working on a part time basis. We are very excited to have a full team again!

### Leavers



#### Juliana Egbu

Juliana is the new Scheme Manager at Birch Court and will be covering for Dwaliqua Brown who has now gone on Maternity Leave. I'm sure everyone at Birch Court has already made Juliana feel welcome!



#### Jayanthi Jayaraman

Jayanthi started at Arawak Walton over a year ago on a voluntary basis to gain some work experience and shortly after was employed Arawak Walton to work in both the Finance and Corporate Services Team.

Jaya thoroughly enjoyed her time her and gained valuable experience. We were all very sad to see her go back to India! Good luck Jaya!

## COMPETITION WINNERS



### REPAIR SATISFACTION WINNERS

**Congratulations to our Repair Satisfaction Winners who have all won a £25 Gift voucher!** Return your Repairs Satisfaction form to be entered into a prize draw!

Mrs Eula May Oughton

Ms Lillette Gill

Miss June Stoddart

Mr Azizyllah Alimi

### PUZZLER COMPETITION WINNERS

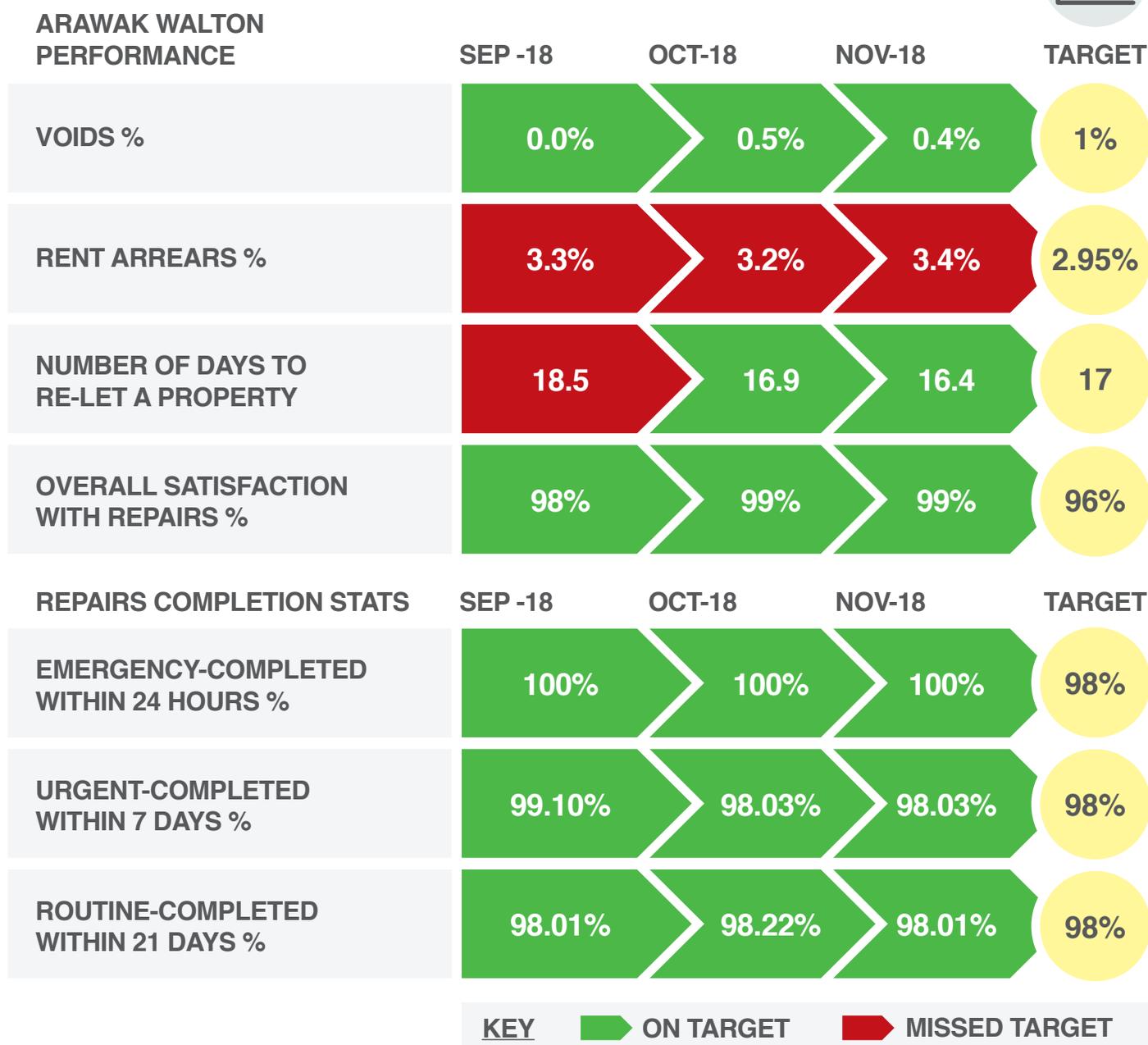
**Congratulations to our September Newsletter Winners who have all won a £10 Gift voucher!**

Mrs G.Y Thorpe

Alan Saide

Olivia Walker

## HOW ARE WE PERFORMING



### We hope you like our Newsletter!

Our Tenant Quality Panel (TQP) have been reviewing the Newsletter to discuss what things Tenants would like to read and we have now implemented these suggestions. You will see more regular features on aspects such as repairs, money advice, staff news, events and more. A new edition to the Newsletter will be something a tenant would like to share which could be a poem, short story, a recipe or anything else you think other tenants would like to read!

Simply email us at [bst@arawakwalton.com](mailto:bst@arawakwalton.com) or send it in via Freepost:  
Arawak Walton Housing Association,  
FREEPOST NWW7441A, Manchester, M12 9AQ.

If you would like to find out more information about our **Tenant Quality Panel** or would like to join, please contact us on **0161 272 6094**.

### We would love to hear from you!

Submit your poems, short stories, recipes or anything else that you would like to share with other tenants!

# PUZZLER



Complete the word search and spot the difference along with the survey question and send them back to us along with your name and address  
**Arawak Walton Housing Association, FREEPOST NWW7441A, Manchester, M12 9AQ**

You will be entered into a prize draw to win a £10 gift voucher.  
 Three winners will be selected. We will reveal the winners in the next Newsletter! Good luck!

*Good luck!* ★★

**Must be submitted by 14th January 2019.**

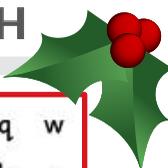


## SPOT THE DIFFERENCE

There are 5 differences - circle the differences on image 2.



## CHRISTMAS WORD SEARCH



h	u	e	b	c	k	s	b	t	c	q	w
h	d	c	h	e	a	b	r	a	r	k	u
o	r	h	l	s	l	e	i	g	h	e	c
l	o	r	w	z	s	a	n	t	a	p	e
l	i	i	r	o	k	w	u	f	r	z	m
y	b	s	e	r	e	i	n	d	e	e	r
s	m	t	a	i	y	z	w	f	i	f	m
m	t	m	t	y	p	a	f	z	t	c	e
r	r	a	h	n	t	s	k	l	j	a	r
n	h	s	r	q	c	a	r	o	l	a	r
v	p	r	e	s	e	n	t	s	i	y	y
b	o	p	u	d	d	i	n	g	y	m	d

- |           |          |        |
|-----------|----------|--------|
| CAROL     | PUDDING  | TREE   |
| PRESENTS  | STAR     | MERRY  |
| SLEIGH    | HOLLY    | SANTA  |
| CHRISTMAS | REINDEER | WREATH |

Please answer the following questions and send them along with your competition entry in order to be entered into the prize draw.

**Q: What was the average number of days to re let a property in November 18?**

**A:**.....

**Name:**.....

.....

**Address:**.....

.....

.....

**Telephone:**.....

**Email:**.....

.....