



Spring 2019



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## THE BOAZ TRUST



Arawak Walton support and work very closely with The Boaz Trust by providing them with 2 houses which they rent out to destitute asylum seekers and refugees, in addition to managing their properties for them.

Their aim is to end asylum destitution and see people who are seeking sanctuary in the UK leading fulfilling lives. To this end, Boaz Trust provide accommodation and support for destitute asylum seekers and refugees, and speak up for asylum seekers in campaigning for a more compassionate asylum system.



### Some facts from January 2019

- Provided accommodation and support for 86 people through shared house, night shelters and hosting
- 250 bed spaces were provided through the winter night shelter
- 4 new clients moved in to shared houses
- 28 new referrals were received for shared housing
- Reunited refugee client with his wife and daughter and moved into temporary accommodation as a family
- One client was supported to submit a fresh claim to the Home Office and in January former clients contacted Boaz Trust who have recently been granted refugee status.

## ANTI-SOCIAL BEHAVIOUR & NUISANCE



Tenant responses to a recent postal survey about anti-social behaviour and nuisance has highlighted the need to clarify for our tenants what we can help with, and the responsibilities of tenants themselves.

### What is anti-social behaviour?

The term 'nuisance and anti-social behaviour' is widely used and means different things to different people – from disregard for wellbeing to criminal behaviour. Types of behaviour Arawak Walton consider to be anti-social behaviour include:

- Hate incidents / Hate crimes
- Use or threatened use of violence
- A single instance of, or repeated abusive language or behaviour
- Harassment
- Damage to property
- Domestic abuse or violence
- Excessive, persistent noise

Arawak Walton will not tolerate anti-social behaviour from tenants or any member of their household, family and visitors, and we will work in partnership with other agencies and support organisations to help provide support to tenants who are affected by anti-social behaviour.

### What is nuisance?

We often receive calls from tenants about incidents they find to be a nuisance, such as:

- Children playing ball games
- General day to day noise like washing machines, laughter, praying
- Reports related to people staring
- People being unpleasant to each other
- Parking disputes

Good neighbours are considerate, tolerant and understanding. We are all different and should respect that other people may not live their lives the same way we do. Many problems can be fixed by simply speaking to your neighbour. They may not be aware that their behaviour is bothering you.

### Criminal Activity

We do not have Police powers and reporting criminal activity to Arawak Walton is not a substitute for reporting it to the Police. Reports can be made anonymously to CrimeStoppers on **0800 555 111**.

If you are unable to resolve nuisance yourself, you can speak with your Housing Officer on **0161 272 6094**. Arawak Walton will not treat such incidents as anti-social behaviour, but where possible we will offer advice to help tenants to resolve the issue.

## HEALTH AND WELLBEING

### Lung Health Checks

#### Lung health checks are coming to North & East Manchester in April 2019.

If you're registered with a GP in north or east Manchester and are aged between 55 and 80, you'll be receiving a letter in the post about lung health checks very soon. The letter will invite you for a Lung Health Check if you fit the criteria and are, or have ever been, a smoker.

The checks will begin at the beginning of April and will take place at the following locations:

- **Etihad Stadium**
- **Tesco Cheetham Hill**
- **Asda Harpurhey**
- **Tesco Failsworth**

If you do not currently fit the criteria for the check but are worried about your lung health please make an appointment with your GP.



### Benefits & you

**Families with 3 or more children** will no longer be prevented from claiming Universal Credit from 1st February meaning anyone with 3 or more dependent children/young persons whose circumstances trigger the need for them to have to claim Universal Credit will need to do so, and anyone with 3 or more dependent children/young persons can make a new claim for UC if they wish.

**Mixed age couples** – i.e. where one is working age and the other is pension age – currently have a choice: they can claim Universal Credit OR they can claim Pension Credit, Housing Benefit and/or Tax

Credits instead. However, from 15th May 2019 mixed age couples will no longer be able to make new claims for Pension Credit and/or Housing Benefit unless they are already getting Pension Credit or Housing Benefit (under the State Pension Credit age HB regulations). Instead, if they need a financial top up and/or help paying their rent they will need to claim Universal Credit.

### Can't use a computer?

The DWP's expectation is that all claims for Universal Credit are made online. However, the DWP have increasingly recognised that some claimants will never be able to manage an online claim, and have therefore introduced an 'offline' system available in exceptional circumstances to some claimants. If you need to make a new claim you can request an 'offline' claim by calling the Universal Credit Helpline.

### EEA Nationals – Act Now!

On the run-up to Brexit the government have introduced a new 'EU Settlement Scheme' for EEA Nationals currently living in the UK. The scheme will make it easier for some EEA nationals to prove they have a right to claim benefits. The new scheme is for any EEA National (or a non EEA 'family member' of an EEA National) who has been living in the UK for 5 years or more continuously, without being out of the UK for more than 6 months in any 12 month period (some extensions allowed), who are not a serious criminal or a threat to national security. Once settled status is granted you can access benefits, education, healthcare and employment in exactly the same way as a British Citizen.

The deadline to apply is 30th June 2021 (or if there's a 'no deal' Brexit, by 31st December 2020).

**If you need more information on these or any other aspect of benefit advice, please contact your Housing Officer who will be able to answer your questions or refer you to someone who can help.**

**UC Universal Credit**

**ARE YOU READY?**

## PLANNED WORKS



In 2018/2019 Arawak Walton purchased 16 properties in the following areas:

6

Moss side & Rushholme

2

Cheetham Hill

5

Moston

3

Newton Heath

As you can see in the photos, some of these properties were in need of major refurbishment. We renovated all 16 to a good quality standard before being passed on to our tenants.



We have also replaced the following in homes:

16

Kitchens

Next year 2019/20 we propose to replace 14

49

Bathrooms

Next year 2019/20 we propose to replace 14

46

Windows & Doors

Next year 2019/20 we propose to replace 45

49

Boilers

Next year 2019/20 we propose to replace 11

16

Composite Doors

Next year 2019/20 we propose to replace 16

In 2019/2020 we plan to buy and refurbish another 25 properties for our tenants!

## FAMILY EVENTS



### Half term activities

It's Easter Sunday on the 21st April 2019. Here is a selection of easter egg hunts and trails in and around Manchester.

**Cadbury Easter Egg Hunt at Lyme**  
5th – 26th April 2019. Lyme, Stockport

**Easter Egg Hunt at Tatton Park**  
19th – 22nd April 2019. Tatton Park

Enjoy lots of entertainment at the farm including puppet shows, glitter tattoos & a magic show.

**Easter Egg Hunt – Wythenshawe Park**  
Saturday 31st March 2018. Wythenshawe Park (near the Courtyard Cafe)

Join us for an afternoon of fun with an Easter egg hunt, a range of stalls and children's games and activities. There will even be a visit from the Easter bunny.

Follow fabulous Easter trails & activities in the farm, mansion, park & gardens. Please contact the venues direct for cost and other information.



### Birch Court

At Birch Court, our residents took part in an art and craft workshop which was run by Helena from Everyman Art Gallery Ltd. During the workshop residents were creating floral calendar designs and valentine cards.



### International Women's Day @ Brunswick Parish Church

On Monday 4th March 2019, Housing Officer Charmaine Hylton and contractor Janice Ashworth in collaboration with S4B and Manchester City Council held an event at Brunswick Parish Church to celebrate the social economic, cultural and political achievements of women – International Women's day.

Residents from the Ardwick and Longsight ward were able to get together to enjoy a host of activities ranging from a taster Bollywood dancing session, Arts and Crafts, Caribbean food health and wellbeing stalls and a DIY session facilitated by Janice.



The event was a resounding success and provided the residents with an opportunity to have their say on further activities they would like to see throughout the year as well as make connections that will have a lasting effect on their lives going forward.

**International Women's day is celebrated all over the world.**

**It celebrates the achievement of women and also the issues that women are still facing today.**

**Arawak Walton sponsored the event by providing refreshments.**

### Opening Of St Ann's Hospice Furniture Shop In Ardwick

A local hospice has opened its fifteenth charity shop in Greater Manchester, and is appealing for volunteers to support its work.

The specialist furniture shop will sell a range of new and pre-loved furniture items, electrical goods, white goods and home ware. The shop will be offering 10% discount for students on donated items.

"All our shops are really busy community hubs – so busy in fact that we really need some extra support from willing volunteers! We need volunteer drivers, drivers mate and shop assistants to help us out."

St Ann's Hospice cares for people from across Greater Manchester from its three sites in Heald Green, Little Hulton and the Neil Cliffe Centre in Wythenshawe Hospital, as well as out in the community and in the places people call home.

As well as the shops, the hospice's Trading Company runs the online eBay and Amazon outlets, and a hospice lottery.

**\*The shop is open now.**

**Anyone interested in supporting the hospice by volunteering in the new Ardwick shop should collect an application form from the new shop at**  
**164 Stockport Rd, Ardwick,**  
**Manchester M13 9AB,**  
**call 0161 477 7839 or go to:**  
**[www.sah.org.uk/shopvolunteers](http://www.sah.org.uk/shopvolunteers)**



**Grand opening of St Ann's Hospice furniture shop**

### Bougainvillea Gardens

The tenants at Bougainvillea have made a start on their allotment. So far they have planted spinach, runner beans, and spring onions with more to follow.

They've also purchased some bulbs too as their overall aim is to have a vegetable and flower garden. It is hoped in the future that they can have a greenhouse for planting crops more suited to indoors e.g. tomatoes, cucumbers and so on.



## STAFF NEWS



### New Starters

**We are really excited to introduce our New Starters!**



**Natasha Daley**  
Natasha is our new Trainee Customer Service Advisor and only started in February on a 12 Month Contract. Natasha has joined us after university and has worked for a number of years in hospitality roles.

### Leavers

**We wish our leavers the best of luck!**



**Cheryl Samuels**  
Cheryl came to Arawak Walton as a Trainee Customer Service Advisor and during her time has built up some brilliant skills. She has since been offered a fantastic opportunity with the NHS. We wish you the best of luck in your new venture.



**Russell Gorman**  
Russell is our new Maintenance Inspector and is our newest member off staff. Russell has a variety of experience working in the maintenance industry as well as with Housing Associations and tenants.

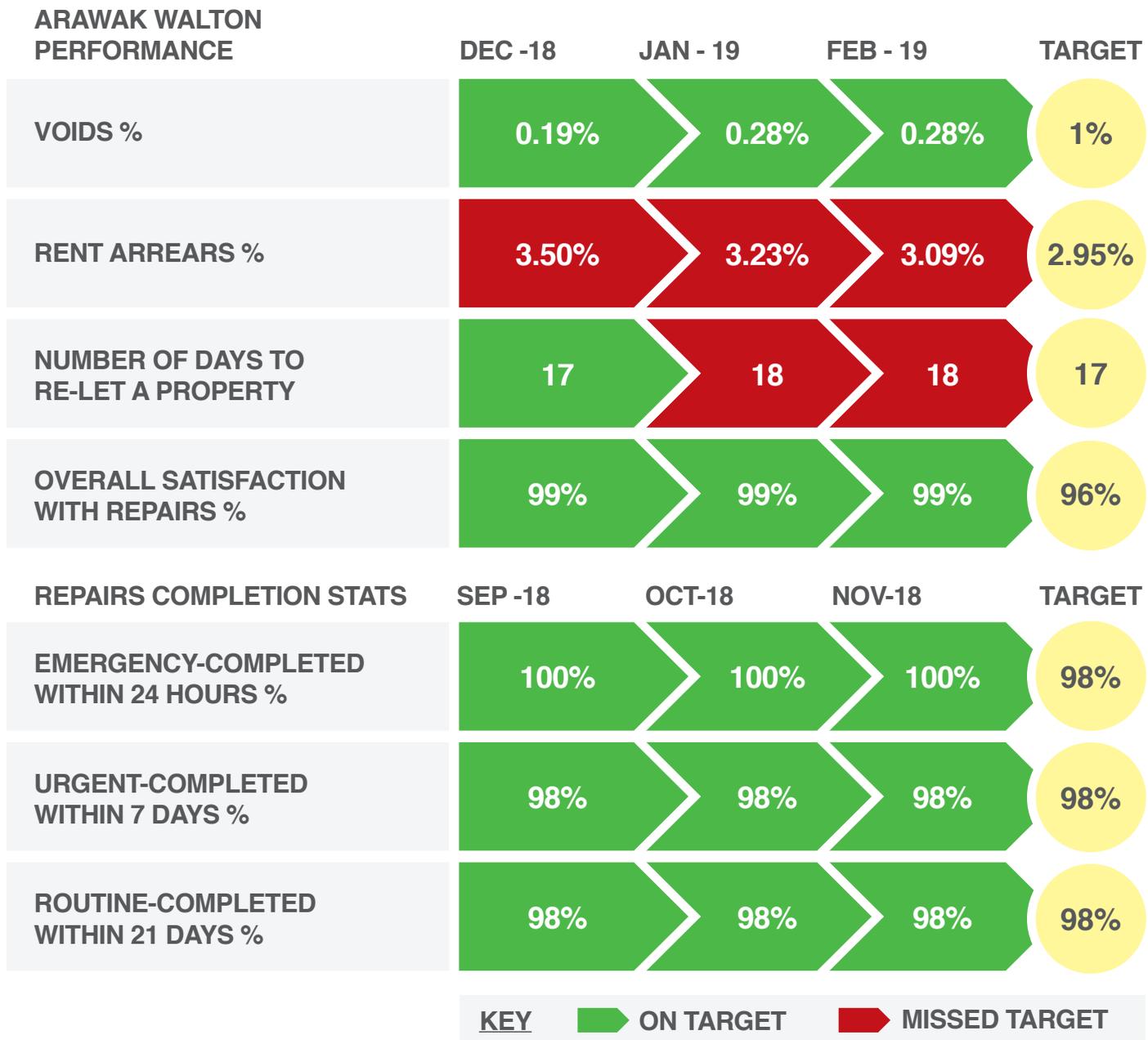


**Julie Clifford**  
Julie has worked at Sycamore Court for over 14 years. Over this time, she has become a familiar face at Sycamore Court and has been heavily involved in its progress. We wish you all the best for the future.



**Monika Rahman**  
We would like to welcome our Housing Officer Monika back to work who has now returned from Maternity Leave.

# HOW ARE WE PERFORMING



## PUZZLER COMPETITION WINNERS



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

**Miss Sonia Cameron**

**Mrs Shanaz Akhtar**

**Dr Hamied Haroon**

# 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 15th April 2019**



## SPOT THE DIFFERENCE There are 5 differences - circle the differences on image 2.

1



2



## WORD SEARCH

D	A	D	A	N	D	E	L	I	O	N	D
S	A	E	L	V	D	X	T	T	X	N	I
U	E	F	L	I	R	E	O	U	I	K	A
C	T	S	F	A	L	D	B	L	Y	J	N
O	X	F	O	O	Z	A	S	I	R	I	T
R	E	Q	I	R	D	A	C	P	N	T	H
C	Z	V	H	T	N	I	C	A	Y	H	U
D	A	I	S	Y	G	U	L	U	M	E	S

- |          |           |        |
|----------|-----------|--------|
| AZALEA   | DANDELION | LILAC  |
| CROCUS   | DIANTHUS  | ROSE   |
| DAFFODIL | HYACINTH  | TULIP  |
| DAISY    | IRIS      | VIOLET |

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

**Q: HOW MANY PROPERTIES DID ARAWAK WALTON PURCHASE IN MOSTON IN 2018/19?**

**A:**.....

**Name:**.....

**Address:**.....

**Telephone:**.....

**Email:**.....