

Arawak Walton Excelling in Customer Services

We are proud to announce that Arawak Walton have been accredited the Customer Excellence Standard (CSE) award for another year with our best result yet, demonstrating that we are committed to providing excellent customer service to our tenants!

This year we were assessed as being fully compliant in all areas of the CSE accreditation and for the first time since 2000, we received no partials. In addition, we received one compliance plus which related to the element of "Customer Insight". This was linked to the great work we are carrying out through acquisitions and the refurbishment and regeneration work around the inner-city areas of Manchester.

The association has held the Charter Mark award 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.

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

The assessor enjoyed meeting staff and seeing our 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!

**CUSTOMER
SERVICE
EXCELLENCE**



The Government Standard

Cym voted in the Top 50 Power Players for 24Housing



It is with great pleasure to announce that our Chief Executive, Ms Cym D'Souza has made the Top 50 in the 24Housing Power Players List... Once again!

24Housing's Power Players top 50 list features some of the key figures in housing who play a vital role in raising the issues that face the sector.

We would all agree that Cym is in very distinguished company and her listing can only help raise the profile both of the BME housing sector and the role Arawak Walton plays in addressing the needs of its customers.



49. Cym D'Souza

Chief Executive, Arawak Walton; Chair, BME National

A return to this list for Cym is a just reward for the continuing hard work she does to make the sector more diverse and equal. As Chair of BME National, Cym worked with the National Housing Federation and Housing Diversity Network to put on a conference that helps the sector implement better diversity processes. Cym is a respected figure in the housing association sector outside of her work on diversity, too, with Arawak Walton showing itself to be a paragon of excellence within the industry. Cym will once again be one of the leading figures making sure the sector achieves its goals.

NEW ENTRY

**Well done
Cym.. we are all
Super Proud of
you!**



Arawak Walton Fun Day

We held yet another successful Family Fun Day in August at Medlock Primary School in Ardwick and as usual was enjoyed by all who attended.

Adults and Children enjoyed all the activities such as arts and crafts, face painting, henna, tombola and not forgetting the Bollywood dancing sessions where people really showed off their moves -the staff in particular.

We had hoped for the sun to shine on us however the heavens opened and down came the rain! This didn't stop the children running to the ice cream van, which was kept busy all day!

As we expected our photo booth provided by Boothtube was a huge success! We had a few new stalls this year including upcycling plant pots, Recycling games from BIFFA and some CPR Training by volunteers at St John's Ambulance.

The Lord Mayor of Manchester, Councillor Abid Latif Chohan attended and spoke about the importance of Arawak Walton regenerating inner city areas. The Lord Mayor thoroughly enjoyed the day too and got involved with all the activities.

Special thanks to our contractors 4 Seasons, Delph, Hadfield and Britain LTD, Redmire, One Manchester, IJM Electrical contractors, and Barlows UK LTD who sponsored this event.

All the proceeds from the event have gone to two charities that are close to our heart; Families Against Violence and Sickle Cell Care Manchester.



ARAWAK WALTON ACHIEVES INVESTORS IN PEOPLE GOLD



We are absolutely delighted to announce that following a rigorous first assessment process, we achieved Investors in People Gold accreditation, demonstrating our commitment to high performance through good people management.

Investors in People is the international standard for people management, defining what it takes to lead, support and manage people effectively to achieve sustainable results. Underpinning the Standard is the Investors in People framework, reflecting the latest workplace trends, essential skills and effective structures required to outperform in any industry. Gold is one of the highest levels of Investors in People accreditation that can be achieved.

Our assessment was completed by Carol Davidson. Following the assessment Carol noted some of the association's particular strengths:

- "Strengths were demonstrated across all indicators not least how the leadership team has inspired and motivated people to deliver the organisation's vision and acted as role models"
- "A culture of openness and trust has been created"
- "The values of Arawak Walton were clearly defined, highly visible and well embedded in the people management strategies"
- "People were confident and empowered to take decisions in their day to day work and had been encouraged to use their initiative"
- "Arawak Walton HA are commended for developing best practices policies and strategies that are comparable to those normally assisted with larger organisations."

Our Chief Executive, Cym D'Souza, is absolutely thrilled with the achievement: "This is a fantastic achievement that we are incredibly pleased and proud of. It not only recognises our commitment to staff but also our aim to create a positive and stimulating working environment, where the needs of our tenants are at the heart of everything we do. It showcases how hard we have worked to create a workplace where our diverse teams respect skill sets, embrace teamwork and encourage endeavour to enable every member of our association to be the best

they can whilst enjoying what they do. We are very pleased to be on our Investors In People journey and look forward to building upon the result that we have achieved this year.

Paul Devoy, Head of Investors in People, said: "We'd like to congratulate Arawak Walton Housing Association, Investors in People accreditation is the sign of a great employer, an outperforming place to work and a clear commitment to success. Arawak Walton should be extremely proud of their achievement."

Steve Burrows, Managing Director of Investors in People North of England delivered by IDG said:

"This is a fantastic achievement for Arawak Walton Housing Association, and I would like to congratulate all of the team. We believe that your people make the difference and by investing in them you are looking to create sustainable success. IIP is designed to help organisations and their people to realise potential, providing a simple road map for excellence. With their Gold accreditation, Arawak Walton is certainly working to realise their people potential."

For more information about Investors in People please visit:

www.investorsinpeople.com



We are really excited to introduce our New Starters to the Team...

NEW



Amanda Harris

Amanda is our new Finance Director who joined the association in July 2019 from Irwell Valley Homes. She is a CIMA qualified accountant and also has a BA (Hons) degree in European Finance and Accounting. She has worked in housing for over 22 years. Welcome to Arawak Walton Amanda!

NEW



Clayton Simpson

Clayton is our new Assistant Accountant who joined the association last month. Clayton joins us from NES Global Recruitment and is looking to build his knowledge and experience within the housing industry. He has settled in well and enjoying his time with Arawak Walton.

Paul Cooper

Paul has been with the association for 2 years as our Finance Director. Paul has taken the association through some tough times and we have developed in many ways whilst he was in post. Paul has secured a new role closer to home. While we recruit for a new Finance Director, Amanda Harris will fill the position as our Interim Finance Director.

GOOD LUCK



GOOD LUCK



Kola Akande

Kola has been with the association for the last 14 years as our Finance Assistant. However, due to ill health Kola has decided to leave the association to rest and concentrate on his wellbeing. We would like to thank Kola for his hard work and dedication over the years and wish him all the very best for the future.



Community News

Strike Soccer School

Ebi our Housing Officer, attended Strike School's football presentation. Strike Soccer School coaches football skills and provides mentoring and guidance to young people across Manchester and Trafford, promoting physical and mental development and social inclusion.

Strike aim to engage some of the hardest to reach young people in our communities by delivering alternative activity sessions which introduce life skills and self-respect, esteem, confidence, responsibility and values.



On the day of the presentation there were several football matches between local youths aged between 4 - 13 and the children were all presented with awards.

Arawak Walton are proud to have supported Strike Soccer School with a financial contribution to help buy some of their sporting equipment, so that they can continue to build togetherness in the community through football.

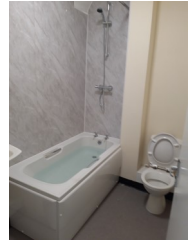


25 PROPERTIES ACQUIRED FROM JIGSAW GROUP

We very are pleased to announce that following the 25 properties acquired from Jigsaw Group in May 2019, we have renovated our first home, and this has now been let to a tenant! All 25 properties will be offered at social rents.



The renovation on the whole took 2 months which include two living rooms, kitchen, bathroom and two bedrooms. The renovations were a huge improvement to when we first bought it. We wish our tenants all the best in their new home.



DEMESNE ROAD

Arawak Walton have also purchased 5 flats on Demesne Road, Whalley Range. This flagship refurbishment project will be officially opened by Councillor Suzanne Richards on 16th October 2019.



We are very excited to showcase our project to our guests!

AGM & Annual Report

The Association's Annual General Meeting took place in September 2019. Shareholders attending the AGM heard that the Association's turnover for the year has increased to £5.25 million; this was due to the number of new properties acquired during the year and the full impact of those acquired in the previous year.

The Finance Director reported that the operating costs increased by around 5% (£182k). This was largely due to increased expenditure on maintaining our homes. It was reported that we had invested just under £1.9m in maintaining and improving our existing homes.

The Finance Director explained how we had acquired 14 new properties, which totalled £1.5m mainly acquired from partner associations to ensure that properties remain at affordable rent levels.

Surplus before pension adjustments was reported at £934k, which was £317k higher than budgeted. The Finance Director noted that in May this year, the Board agreed to use this additional surplus to invest in acquiring more properties in the year.

Thanks were given to the Staff, the Board, founder members, our partners, members of the Tenants Quality Panel and our lenders for their continued commitment and support.

The Chair also noted that the Annual Report confirms that our work has changed our tenants' lives for the better and enabled them to put down roots and become valued members of the communities in which they now live in. It was also noted that the association has also been awarded the prestigious IIP Gold accreditation which confirms Arawak Walton's mission in not just creating opportunities for our tenants but also our staff.

You can view our latest Annual Report at – <https://arawakwalton.com/our-performance/>

Interested in joining our Board?

First you have to become a shareholder. If you are interested in working more closely with the association to make a difference to peoples' lives, please contact Bindu Pandya on 0161-272-5248 for a Shareholder/Board member pack. This will give you all the information you need on the requirements for becoming a Board member.

Remember if you have any comments or would like to contribute an article to our newsletter, please contact
Bindu Pandya
0161 272 5248.

How are we performing?

Arawak Walton Performance	Jun-19	Jul-19	Aug-19	Target
Voids%	0.09%	0.00%	0.09%	0.1%
Rent ARREARS %	3.17%	2.78%	2.78%	3.20%
Number of days to re-re-let a property	9	8	8	18.5
overall satisfaction with repairs%	100%	100%	99.00%	96%
Repairs Completion Stats	Jun-19	Jul-19	Aug-19	Target
Emergency-Completed Within 24 Hours%	100%	100%	100%	95%
Urgent -Completed Within 7 Days%	98.70%	98.45%	98.62%	92%
Routine -Completed Within 21 Days%	97.99%	99.62%	98.68%	92%

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 on the above telephone number.