

JANUARY BOARD MEETING

At the January Board meeting members considered and approved reports on:

- The Governance review update
- Rent setting 2020/21 including options and implications
- KPI options for 2020/21
- Treasury strategy/policy review
- Equality and Diversity Strategy
- Stock acquisition opportunities during 19/20 and feasibilities
- Financial Regulations and Standing Orders Review
- AGM and Annual Report production
- The annual management plan for 2020/21 Board meetings, which was approved and the action plan was agreed.

Members also received reports on risk management post general election/Brexit, an update on Strategic Bridges delivery. The Operations Director updated members on the outcome of our Equality and Diversity monitoring of our tenants, provided an update on postal surveys 2019 and information on Housing Aspirations data 2019/2020.

BOARD CONFERENCE

Following the Board meeting in January, members spent a day discussing the association's vision outcomes contained in the Strategic Bridges and how this could be delivered. They also looked at how we engage and involve Arawak Walton customers and communities in delivering what they really want.

The members also spent time considering what growth means to Arawak Walton in terms of funding, surpluses, staff resources and how we ensure it meets the needs and aspirations of our tenants.

Throughout the day, members also looked at what good governance means in Arawak Walton bearing in mind we must maintain our G1/V1 and good reputation to remain a key stakeholder at local, regional and national levels. External factors and challenges were considered and what this meant for Board activity, focus and delivering good Governance in a relevant way.

Overall, it was a very productive day which was externally facilitated by The Connectives which meant we could really focus on the core business activities.

STAFF CONFERENCE

The staff conference was held in December 2019. The day was very productive and was used to cover topics such as:

- Equality and Diversity updates and issues facing our customers since Brexit.
- Looking back at 2019 and what we have achieved as an association.
- A presentation was delivered by Community on Solid Ground (COSG) which is a local community group that we have supported over the last 4 years. This highlighted all the great work they do in our communities and what a difference our donations means for them.

Overall, it was a very productive day and great to see that staff were very positive about the future of Arawak Walton despite the challenges ahead. The day ended on a high with personal recognitions and thanks for individual members of staff as seen by their line managers.



STAFF NEWS

New Staff



Michelle Knight started with us in January as our IT and Finance assistant.

Michelle joins us from Greater Sports and has extensive knowledge and experience in finance and IT. This is the first time Michelle has worked within the housing industry and is enjoying her new role and has settled in really well.

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.

COMMUNITY NEWS

We continue to support small and local groups around Manchester in helping them to deliver projects and events that they would otherwise find difficult to hold due to funding limitations.

Throughout December we supported various groups including Socio -Economic Regeneration CIC who held a Christmas dinner for residents who feel lonely and isolated. The pictures below were taken at the Moss Side Christmas lunch where we donated money. It was very successful, and it was a great turnout with a lot of the community coming together to meet friends and new people. This project helped tenants who do not have family living locally and may live alone, it helps them in so many ways.

We also supported Whalley Range Methodist Church for their Christmas Hamper Session where we provided lunch for pupils who helped to put the hampers together.

Another worthwhile donation was made to Families against Violence group for a donation towards their annual Christmas party by sponsoring the trophies given out on the night.

Sickle Cell Care Manchester received a large donation to continue the great service they provide for people and their families who have Sickle Cell disease.

We have started 2020 off with some more fantastic community events. In January we held an Ardwick Clean-up day with the local community and achieved the following:

- Removal of 460kg of litter from the park
- Cleared and unblocked 4 rainwater grids
- Removal of 590kg of leaves and branches
- Recovery of a bag of cocaine which was passed to GMP
- Removal of a number of needles in and around the phone box on Ardwick Green North
- Removal of 810kg of waste from St Gregory's Road.

The day was a resounding success and it was good to see the community come out to support their area.



BUILDING STRONG RELATIONS IN THE COMMUNITY

Earlier this month we held a Contractors Workshop in conjunction with Amazin' Business Solutions (ABS) Ltd. The "Meet the Buyer" workshop was a resounding success. There was a large turnout of local business owners at the Innospace Business Centre, in Manchester. The workshop was the first step to understanding more about securing potential work in the housing sector.

"To become 'Contract Ready!' is to be one step ahead of your competitors when preparing a contract bid, thereby making your business more prepared and desirable to buyers" explained Richard Davis, CEO of Amazin' Business Solutions (ABS) Ltd and one of the founder members of Arawak Walton.

With its roots in the African-Caribbean community, Arawak Walton continues the work of its founders in contributing to local regeneration activities and continues its commitment to tackling social deprivation. One of its key policies is to support local businesses.

Here is some of the feedback received from the workshop...

"Thank for planning the workshop today. It was interesting and really helpful on many levels. I will be pursuing the recommendations that you gave and hopefully, our paths will cross again. Many thanks again and keep up the good work."

"Great event and good turn out!"

"The event was highly informative and filled with practical examples and a great exercise that encouraged careful thinking when considering contracts with buyers. In addition, Arawak Walton Housing staff provided invaluable information about how to become contract ready."

As a major buyer of both goods and services, Arawak Walton Housing Association, who sponsored the workshop gave local black business owners the opportunity to become more aware of Arawak Walton and what they need to do to work with Arawak Walton and similar housing associations across Greater Manchester.

There was strong participation at the workshop by Arawak Walton staff including Cym D'Souza, CEO; Chris Page, Operations Director; Tracey Foster, Maintenance Inspector; and Joanne Moon, Customer Services Manager. By the end of the workshop, a number of local business owners have already committed themselves to collaborative working.

With regard to the **"What Next"** – Watch this space! A big thank you was given to Ritz Caribbean Catering for the lovely buffet-style lunch; and Raphael Ogunrinde, founder and Managing Director of Calyx Drinks Ltd for providing us with a variety of sorrel drinks.



DEVELOPMENT NEWS

Earlier in the year we announced that we had acquired 25 properties from the Jigsaw Group. The properties are 2 and 3 bed properties over various locations in Abbey Hey, Rusholme, Gorton, Cheetham Hill, Moss Side and Moston.

Over the last 6 months we have been busy renovating them using three local contractors. The renovations have cost over £1½ million. However, as the properties were transferred from another housing provider it has meant that we will still let these.

We have let 22 of these properties to applicants from our waiting list and the local authority, with 3 left to complete in terms of the works.

And we're not stopping there – we have plans to carry on growing by at least 10 properties each year so that we can continue to address the shortage of truly affordable housing.





HATE CRIME AWARENESS WEEK

As part of Hate Crime Awareness Week, we held an event at our sheltered scheme in Miles Platting to raise awareness of Hate Crime and the reporting of Hate Crime and any other nuisance/crime issues likely to face the community.

The event was well attended by local Neighbourhood police and our Housing Officers and our tenants. There was a question and answer session and useful information given out to those who attended. This included crime prevention information as well as hate crime information.



PERFORMANCE STATISTICS

ARAWAK WALTON PERFORMANCE	NOV- 19	DEC- 19	JAN - 20	TARGET
VOIDS %	0.19%	0.46%	0.46%	1%
RENT ARREARS %	2.96%	3.12%	3.13%	3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	8	15	17*	18.5
OVERALL SATISFACTION WITH REPAIRS %	96%	100%	100%	96%
REPAIRS COMPLETION STATS	SEP - 19	OCT - 19	NOV - 19	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100%	100%	100%	95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.05%	98.06%	97.27%	92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.01%	98.00%	97.49%	92%
KEY  ON TARGET  MISSED TARGET				

*This quarter we had an unusual number of failed offers for one property that has disproportionately affected our re-let times. Without this our re-let number of days would have been 12 days.

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 0161 272 5248**