



Summer 2020

What's Inside

PAGES 2-3

COVID 19/UPDATES
TO OUR SERVICES

Message from Cym D'Souza,
Revised service arrangements

PAGES 4-5

SUPPORTING OUR
TENANTS

A Day in the life of Housing
Officers, Activities for you

PAGES 6-7

GOOD NEWS
STORIES

Some highlights throughout
the pandemic

PAGE 8

CAMPAIGNS AND
INFORMATION

Sickle Cell and Windrush

PAGE 9

HEALTH AND
WELLBEING

Advice and contacts for support

PAGE 10

HOW WE ARE
PERFORMING

KPI's

PAGE 11-12

PUZZLER

Spot the difference,
Wordsearch



SUPPORT THE

NHS

STAY ALERT,
SAVE LIVES



EID MUBARAK
TO ALL WHO CELEBRATED!



Dear Tenants,

I would like to reassure our customers that we are working very hard to deliver services and support for you as we move through these uncertain times and we would like to thank you for your understanding and patience. We will do so, whilst continuing to protect the health and wellbeing of all our customers and colleagues, in line with current Government advice.

To date the Coronavirus situation has impacted the level of services we have been able to provide to our customers and we may not always have met all our service standards. However, we are working hard to reinstate all our services and will, as part of this, put the needs of our most vulnerable customers first.

Following the most recent update from the government on Thursday 28th May, we are now able to plan for how we can start to increase the provision of services to our customers. Full details of our revised service arrangements are kept up to date on our website www.arawakwalton.com

I can assure you that all our staff are working tirelessly and incredibly hard to maintain services. I know many of you have been in contact with one of the team during the last few months and we have received many messages thanking our staff for their support which is fantastic to hear. Our Housing Officers and Customer Service team have been making welfare calls to our most vulnerable tenants, providing advice and signposting to relevant services and offering additional support where necessary.

This is an incredibly difficult time however I believe that we must continue to stay strong, follow and keep up with safety measures in place and have hope that we will soon begin to see happier days.

I would like to offer my deepest condolences to all those who have lost family and loved ones due to this virus and lastly, on behalf of everyone at Arawak Walton, thank you to all the key workers who continue to carry out their work day in, day out.

Please contact us via telephone on

0161 272 6094

or via our website

www.arawakwalton.com

if you have any questions or require any support from us during this time.

***Stay safe,
Cym D'Souza***





A detailed version can be found on our website www.arawakwalton.com/covid19

We are now piloting tenant facing services for full implementation shortly. For specific service questions please contact us via our website or on 0161 272 6094.

Rent Arrears

We will liaise with tenants over the phone and online only and continue to provide a limited service; making referrals to and liaising with outside key worker agencies, providing guidance to people who find themselves falling into debt and negotiating payment plans where possible.

Teams are not offering face to face appointments as they would normally, but they are offering the same service of advice and support, via phone and email.

Repairs and maintenance services

The range of services will continue to vary over the coming weeks to respond to the impact brought about by Covid-19. The Asset Manager and Operations Director will review daily our service provision and plan resources that protects staff whilst maintaining services to customers.

Where services are carried out, in close proximity to residents, either due to an emergency, health and safety compliance needs, or routine repairs, we will ensure that social distancing and protective clothing requirements will be observed by us and our contractors. The following approach has been agreed today and this will be reviewed and updated every few days or in response to national announcements.

The screenshot shows the Arawak Walton Housing Association website. At the top left is the logo. To the right are navigation icons for Home, About Us, Contact Us, Find a home, You and your home, and News. Below this is a large banner with a red background and blue/purple virus particles, with the text 'COVID-19'. Below the banner is a section titled 'Important Information for Customers' with a red underline. The text in this section reads: 'We would like to reassure our customers that we are working very hard to deliver services and support for you as we move through these uncertain times and we would like to thank you for your understanding and patience. We want to ensure that we are here to help and support you however we must also continue to protect the health and wellbeing of all our customers and colleagues, in line with current Government advice.' Below this is another paragraph: 'Unfortunately the Coronavirus situation will impact the level of services we are able to provide to our customers and we may not be able to meet all our service standards.'

A DAY IN THE LIFE OF AN ARAWAK WALTON HOUSING OFFICER



Arawak Walton's Housing Officers are still very much here for tenants during these strange times.

Although we are all working remotely, we're still delivering all the same services, and we've been focussing on helping tenants to navigate the pandemic in whatever ways they need. For example, we're undertaking welfare calls to every tenant, asking how they are, how they've been affected by the current situation and how we can help.

This has involved advising tenants on what financial government support is available to them and helping them to access this, signposting people to support services to protect their mental health, and recommending ways to keep the kids busy, amongst other things. Sometimes tenants just want to have a natter, which is fine too!

You can reach your Housing Officer between the hours of 9am & 5pm, Monday to Friday, on the numbers below:



Charmaine Hylton
07801047786



Sandra McKenzie
07734792245



Stephen Birss
07734792247



Ebi Wellington
07837278261



Monika Rahman
07770017624

**Or call 0161 272 6094 if you're not sure who your Housing Officer is.
Remember – we are here to help and support you,
so please don't hesitate to get in touch**

OUR TOP IDEAS FOR EVERYONE TO DO AT HOME



If you're running out of things to do to keep yourself entertained during the coronavirus lockdown, these ideas should help you pass the time!

If your children like drawing, illustrator Rob Biddulph's online videos show children how to create everything from a sausage dog to their very own Fred Bear. <http://www.robbiddulph.com/>

Improve your neighbourhood by imagining your a town planner. Draw or write about your perfect neighbourhood! Think about what would be important to have, like green spaces, theatres and community halls.

Pebble art has been quite a thing over recent years. Painting pebbles with different colours and designs for your garden is a fun activity for all the family.

Experience the magical sights and sounds of Chester Zoo... LIVE from your living room with their virtual tours. Visit their website to watch.

You can enliven any room with a pot plant and in room gardening is a wonderful hobby. Begonia, Rosemary and Aloe Vera are some easy to grow plants.

Who doesn't like watching the birds feed, especially when there's little else happening at the moment. Make your own bird feeders using items from around the house.





Throughout the Coronavirus Pandemic our team have still been working hard to ensure our services run smoothly and our tenants receive as much support as possible.

Below highlights some of the good news stories that have happened at Arawak Walton over the past 2 months.

We recently fixed a broken gate for a tenant, which would not usually be treated as an urgent matter but because she is a front line worker we prioritised it so she felt happy the kids could play out safely while she got some rest.

During the lockdown we successfully completed a social distance letting. This applicant was severely overcrowded in her previous accommodation so this has really helped her out.

The Health & Well Being of our tenants is always priority. Recently, a tenant of ours was in hospital who needed some adaptations to their property. We liaised with his social worker & had all the equipment fitted whilst he was in hospital so he could come home.

We had a tenant who was struggling financially, who we assisted in applying for a discretionary Housing Payment (DHP).

...

The tenant was awarded DHP and received a backdated payment of over £600, this has considerably reduced his rent arrears and the tenant now has more income to help him with day to day living costs.

Arawak Walton have made donations to a number of charities and organisations including Ardwick and Longsight COVID19 Mutual Aid Group,

...

Rainbow Surprise Food co-op which operates in Cheetham Hill, The Mustard Tree, and FC United which operates in Moston and Blackley.

A letter written sent to us by one of our tenants!
"Dear Arawak Team,
I just wanted to say thank you for the food and treats you have given us during this time. As you know one of our neighbours has passed away.

Your Scheme Manager has been so thoughtful sending us messages and also talking on board our worries and concerns and acting upon them with verbal and written

...

... information around the scheme about social distancing and gatherings which relieves anxiety to allow us all to try and live safely. Once again thank you all.



Arawak Walton featured on All FM represented by our lovely Housing Officer Charmaine, who was called for an interview! Charmaine explained that although staff were working from home, they have been and will continue to keep our tenants' welfare a priority.

...
If you missed this, you can listen via

<https://www.mixcloud.com/ALLFMBulletin/>

and choose the show dated 6.5.2020

Ardwick and Longsight COVID19 Mutual Aid Group have continued to build a network of organisations to support local people. They have supported the community with cooked meals,

...

... food parcels and toiletries as well as signposting to other agencies. If any tenant is struggling financially, please contact the COVID Mutual Aid Group on 07930 261 920.



SICKLE CELL AWARENESS DAY



June 19th 2020 is World Sickle Cell Awareness Day and is a day to increase public knowledge and an understanding of sickle cell disease, and the challenges experienced by patients and their families and caregivers.

Normally Manchester Town Hall would be lit up with red light and the crowd would wear red in order to raise awareness, however due to social distancing this will not be taking place.

The Sickle Cell charity is still encouraging individuals to wear red on the 19th June and to post pictures online and look out on social media for other online events and activities that may be taking place.

BURNING WORK: IN THE WAKE OF WINDRUSH - ANTHONY BROWN



To help those affected by the Windrush scandal, an online conference will take place on Windrush day; Monday 22nd June 2020 addressed by Home Office officials on the Windrush compensation scheme.

With Covid-19 disproportionately impacting the black community with four times as many deaths as the wider population, panel discussions will take place on race disparities in Health, Work, Education, Criminal Justice, and how the community and strategic partners can tackle the disparities to build Community Cohesion. The event will introduce WD Legal and the 'burning work' while engaging in a more detailed look at the proposed themes.

On June 22nd, the Digital Forum aims to host a conversation on how institutional forgetting of constructions of race have constituted inequities in community cohesion within the African Caribbean diaspora, with the aim of cultivating a conversation between these lines of inquiry, along with strategic partners, to construct a design brief on the social and legal infrastructure required to respond to inequities that continue to blight our communities.

Windrush Defenders, a new Digital forum will be launched in association with West Indian Sports & Social Club, Louise DaCocodia Educational Trust - Future leaders, Arawak Walton Housing Association, and Channels Research Group.

For more information about the digital conference or if you came to the UK between 1948 and 1st January 1973 or up to 1988 please visit www.wdlegal.co.uk





Coronavirus (COVID-19) is affecting all our lives. Things are changing fast and many of us are worrying about what it all means for ourselves and for our loved ones. Those of us already living with mental health problems are facing extra challenges too.

Mental health services across Greater Manchester are still available for those who need it.

MIND

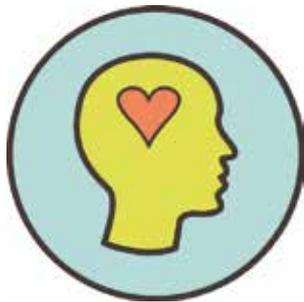
Provide advice and support to empower anyone experiencing a mental health problem –
0300 123 3393 - Monday to Friday 9am – 6pm.

Shout Crisis Service

A 24/7 text service with trained crisis volunteers who will chat using trained techniques via text responses – Text 85258.

Galop

For members of the LGBT+ community -
0800 999 5428.



SANE

Emotional support, information and guidance for people affected by mental illness, their families and carers
– 0300 304 7000
- Daily 4:30pm – 10:30pm.



Domestic Abuse

Measures announced over recent weeks to tackle coronavirus (COVID-19) have seen people's day-to-day lives drastically altered. These changes are essential to beat coronavirus and protect our NHS.

The government acknowledges that recent changes can cause anxiety for those who are experiencing or feel at risk of domestic abuse. There is never an excuse for domestic abuse, no matter what the circumstances are.

National Domestic Abuse Helpline

Call for free, and in confidence, 24 hours a day on 0808 2000 247.

The Men's Advice Line

A confidential helpline for male victims of domestic abuse and those supporting them - 0808 801 0327

COVID-19 LETTER TO TENANT WITH QUESTIONNAIRE



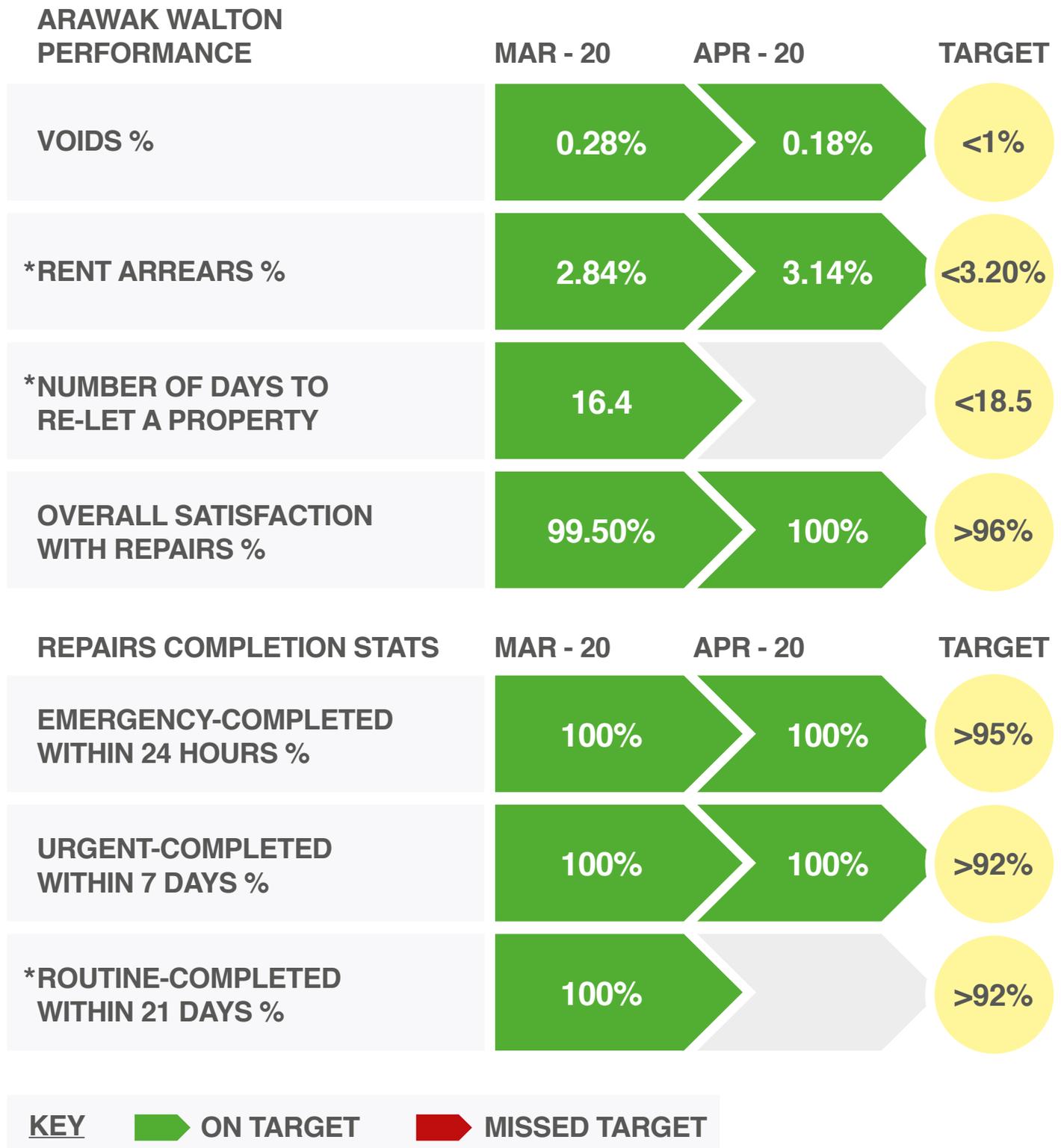
We recently sent out the above survey to all our tenants as we are keen to understand how best we can support our residents during this time.

We would like to hear from you and would be grateful if you could take the time to complete the questionnaire either by post or online via our website by logging on to:
<https://arawakwalton.com/survey-april-2020/>

We can confidently assure you that the answers you provide to the questions will not be shared outside of Arawak Walton and will only be used to help improve the services we provide to our tenants.

The deadline for completing the survey is 3rd July 2020.

HOW WE ARE PERFORMING



***Rent arrears are being affected by the impact of Covid 19 situation.
 *In line with Government guidelines no lettings or routine repairs were carried out during April.**

PUZZLER COMPETITION WINNERS



We apologise about the errors and difficulty in completing our Word search in our March Newsletter. We have noted this and will therefore pick 6 winners from this edition who will be announced in our next newsletter.

FUN DAY



With regret, our summer fun day planned will not be able to go ahead this year due to restrictions in place.

YOUR LOCKDOWN STORIES

We would love to know what all our tenants have been busy doing. Please send us any poems, stories, artwork and highlights of your time in lockdown. You can send these to us via email to bst@arawakwalton.com, or via post (address on the front cover).

To show our support to the NHS during this difficult time, Arawak Walton have developed some colouring sheets to keep your little ones busy, which we have included in this newsletter.



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 to **Arawak Walton Housing Association, FREEPOST, NWW 7441A, Manchester, M12 9AQ**

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

Good luck!

Must be submitted by 6th July 2020



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



WORDSEARCH

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

SUMMER	BEACH	JUNE
SUNNY	SWIMSUIT	JULY
SUNSCREEN	BUGS	HOT
POOL	VACATION	AUGUST
LEMONADE	BASEBALL	SUNGLASSES



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

Q: On what date this year do we celebrate National Windrush Day?

A.

Name:

.....

.....

Address:

.....

.....

Telephone:

Email:

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