

ANNUAL REPORT 2020

25

Celebrating 25 years since the merger of Arawak and Walton

Staying true to our roots



RESPECTFUL
INNOVATIVE
CARING
SATISFIED
BRILLIANT
RESPONSIVE

Introduction

Arawak Walton Housing Association has been addressing our communities' housing needs in Greater Manchester for 25 years. However, Black and minority ethnic communities in Manchester have been supported for more than four decades by the founders of Walton Housing Association, one half of the two associations that merged in 1994.

Arawak Walton was formed from two existing Housing Associations; Walton, founded in 1978 and Arawak, founded in 1987.

In those intervening years Greater Manchester has seen many changes in the makeup of its communities and in its housing policies, but throughout it all, Arawak Walton has remained true to its original intentions of providing high quality, truly affordable housing to those who need it most, encouraging social cohesion and facilitating regeneration in areas which have become neglected.

This year's annual report celebrates 25 years since the merger of Arawak and Walton Housing Associations.



Our Mission

With its roots in the African Caribbean community, Arawak Walton Housing Association champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods.



Coat of Arms

The Association is firmly rooted in history, taking its name from the Arawak Indians – a tribe of farmers and fishermen who were the original inhabitants of the Caribbean Islands and can be seen today on the coat of arms of Jamaica.

Chairperson's Statement

Welcome to our 2019/2020 annual report, which celebrates our achievements in the 25 years since the merger of Arawak and Walton Housing Associations in 1994.

In the last year, our world has changed beyond recognition as our lives and livelihoods have been threatened by the Coronavirus pandemic.

COVID-19 has posed a particular threat to those of Black, Asian and Minority Ethnic communities and sadly we have lost members of our own communities as a result of this deadly virus. To those who have lost loved ones, I send my deepest condolences and to those who have been infected, I send warmest wishes for a return to full health.

This outbreak has touched the lives of everyone. From families locked down together trying to juggle working from home with childcare, to workers who have lost their jobs overnight, not forgetting elderly and vulnerable people forced to endure lockdown alone. Whatever your circumstances, we are all united in experiencing unprecedented changes in our lives.

For the Arawak Walton team, this has meant adapting to new working practices in order to stay safe but maintain as normal a service as possible for our tenants. I am proud of how our staff have adapted to working from home,

relying on team video calls to help them adapt and work together, maintaining contact with those who need it and offering support where necessary.

What happened in America with George Floyd has also made the world recognise that racism continues to be real and it is encouraging to see Black Lives Matter gain support and momentum across the world. For our association, inter-racial tolerance and acceptance has always been at the heart of what we do, and we remain true to the principles and values on which Arawak Walton Housing Association was built, which is to provide quality affordable homes in sustainable multi-cultural neighbourhoods.

I hope you will enjoy reading this annual report, which highlights our successes over the years and demonstrates how we have continued to deliver the vision and values of our founders. You will find numerous words repeated throughout the pages of this report. Those are words used by our tenants to describe what Arawak Walton means to them. We hope that many of them will resonate with you.



"Whatever your circumstances, we are all united in experiencing unprecedented changes in our lives."

Evelyn Asante-Mensah OBE
Chair
Arawak Walton Housing Association

Arawak Walton Housing Association Staff Structure 2020



December 2020

1 Tue	World AIDS Day 2020 Beginning of Advent
2 Wed	
3 Thu	
4 Fri	
5 Sat	
6 Sun	
7 Mon	
8 Tue	
9 Wed	
10 Thu	Human Rights Day
11 Fri	First Day of Chanukah
12 Sat	
13 Sun	
14 Mon	
15 Tue	
16 Wed	

TEAMS BRILLIANT RESPECTFUL
OUTSTANDING
ACHIEVEMENTS CARING
ETHICAL PROMPT

17 Thu	
18 Fri	Last day of Chanukah
19 Sat	
20 Sun	
21 Mon	Yule (Winter Solstice)
22 Tue	
23 Wed	
24 Thu	Christmas Eve
25 Fri	Christmas Day
26 Sat	Boxing Day
27 Sun	
28 Mon	
29 Tue	
30 Wed	
31 Thu	New Years Eve

 twitter.com/arawakwalton

 facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Managing Change

A year ago, the majority of people in the UK were completely unaware of Coronavirus, but in the first months of 2020 this new virus started to make its mark.



In March, the unthinkable happened and Prime Minister Boris Johnson announced the country would go into lockdown, with schools, businesses, shops, restaurants and pubs closing their doors and only essential services able to continue operating. People were urged to stay indoors, going out only for essential purposes, working from home where possible and home-schooling children.

Overnight, vibrant communities became ghost towns and we all realised that our very existence depended on the efforts, bravery and sacrifices of our health workers and other key community workers. Many of these people are part of the Arawak Walton family, and many of those that they have cared for were also part of this same family as we realised that those of Black, Asian or minority ethnic backgrounds were particularly susceptible to this life-threatening disease.



Within the Arawak Walton community, we did what we have always done in times of challenge. We assessed, we planned, and we responded. Working within Government/Public Health England Guidelines to protect our workforce and our tenants, we worked hard to ensure that the effect of COVID had minimal impact on our services, working within the guidelines set out by the Housing Minister to support those in social housing.

With all staff working from home over many months, telephone contact replaced face to face conversations, with extra efforts being made to support those who were shielding or especially

vulnerable, such as elderly residents living alone and those in sheltered schemes.

We were saddened to learn of people succumbing to the virus and heartened to hear of those who survived. COVID has touched us all and 12 months on many of us live very differently from how we did this time last year.

We are proud that we have managed to continue to deliver the majority of services, albeit differently and sometimes within different timescales from those previously expected. But most of all we are grateful to be able to continue our work to deliver quality affordable homes to those who need them the most.

January

1	Fri	New Year's Day
2	Sat	
3	Sun	
4	Mon	World Braille Day
5	Tue	
6	Wed	Epiphany
7	Thu	
8	Fri	
9	Sat	
10	Sun	
11	Mon	Seijin Shiki (coming of Age day)
12	Tue	
13	Wed	Maghi
14	Thu	Makara Sankranti
15	Fri	
16	Sat	Religious Freedom Day
17	Sun	World Religion Day
18	Mon	Martin Luther King Day
19	Tue	
20	Wed	Birthday of Guru Gobind Singh Bodhi Day
21	Thu	
22	Fri	
23	Sat	
24	Sun	
25	Mon	Burns Night
26	Tue	
27	Wed	
28	Thu	Thai pusam Tu B'Shvat
29	Fri	
30	Sat	
31	Sun	

HISTORY TEAM
COMMUNITIES
ASPIRATIONAL HOMES
ROOTS
DIVERSE

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Our History

"Out of many, one people". Those are the words on the Jamaican coat of arms, from which the origins of the association were created, taking the name Arawak from the original inhabitants of the Caribbean Islands, the Arawak Indians, a tribe of farmers and fishermen.

Our local story begins in 1978 in the Nello James Centre in Whalley Range, where the then Walton Housing Association organised a range of activities to support the African Caribbean community. This included a day nursery, advice centre, educational support, social groups and housing support.

Arawak Housing Association was created in the aftermath of the Moss Side riots and was formally registered with the Housing Corporation in 1987. A group of like-minded friends, led by the inspirational Louse DaCocodia, was responsible for its formation, with Louise becoming its first chairperson. The group was especially passionate about satisfying the housing needs of the maturing African Caribbean community.

With the support of Anchor Housing Association the Bougainvillea Gardens sheltered housing scheme was developed in Longsight.



By 1990 Walton Housing Association had 65 homes in the Whalley Range area and both associations recognised they had a common purpose, which would benefit from their merger. As a result, Arawak Walton Housing Association was created in 1994 and in the intervening 25 years has developed and prospered by offering an excellent, culturally sensitive and personal service to its very diverse residents.

Arawak Walton continues the work of its founders in contributing to local regeneration activities and maintains its commitment to tackling social deprivation. The Association is proud to work with partner



YEAR 1979

Walton Housing Association starts in Nello James Centre in Whalley Range.

"All contractors that have been to our property have treated it with respect."
Tenant

agencies to improve community cohesion in sustainable, multicultural neighbourhoods. The provision of good quality, affordable housing to all residents, regardless of age, gender or race ensures areas become and remain attractive to a diverse range of people.



YEAR 1987

Arawak Housing Association registered with the Housing Corporation. Mrs Louise DaCocodia appointed Chairperson. Arawak initially supported by Anchor Housing Association.

February

1	Mon	
2	Tue	Candlemas (Feast of the Purification) Setsubun
3	Wed	
4	Thu	World Cancer Day
5	Fri	
6	Sat	
7	Sun	
8	Mon	
9	Tue	
10	Wed	
11	Thu	
12	Fri	Chinese New Year
13	Sat	
14	Sun	Valentine's day
15	Mon	Nirvana day
16	Tue	Vasant Panchami Shrove Tuesday

IMPROVE SAFE
NEIGHBOURHOODS
SUCCESSFUL FOCUSSED
TEAM

17	Wed	Lent (begins) Ash Wednesday Rare disease day
18	Thu	
19	Fri	
20	Sat	
21	Sun	
22	Mon	
23	Tue	
24	Wed	
25	Thu	Ta'anit esther Purim
26	Fri	Shushan Purim
27	Sat	Fast of 17 Tammuz
28	Sun	

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Proud of our Roots

Arawak Walton has stayed true to its roots, continuing to work in its heartlands of Whalley Range, Longsight, Moss Side and Ardwick, whilst also branching out into other areas to encourage regeneration there, too.



However, in line with tenant aspirations, in recent years we have widened our geographical presence, purchasing and renovating homes in Gorton and Moston. This not only offers greater choice and opportunities for our tenants, but also, helps regenerate areas which have become run down and neglected.

Our pioneering approach over the past 25 years means we seize opportunities to work in collaboration with other organisations to help deliver the widest possible support to those who need it most. For example, our involvement in the Manchester homelessness project has enabled us to purchase homes with four or more bedrooms to enable us to help larger families who have difficulty finding such homes at truly affordable rent levels.



YEAR 1988

Arawak receives approval to develop a 32 unit sheltered housing scheme off North Moor, Longsight.

We put our tenants housing needs at the heart of all our plans, including when and where we acquire additional homes. Our policy of supporting those most in need of affordable, decent homes continues to be at the forefront of all we do and where we need to, we will invest extra in homes that ensure we deliver those plans. For that reason, we continue to purchase properties in established neighbourhoods and invest in programmes of modernisation to create attractive, affordable and environmentally friendly homes where our customers want to live, from sole tenants to large families.

"I feel safe and secure in my flat. My children and grandchildren love coming to visit and we often make use of the great communal facilities for family parties."

Sheltered housing resident



YEAR 1990

Arawak Housing appoints its first Board Director, Barbara Quarless.

Walton Housing acquires 21 homes at Marcus Garvey Court, bringing total number of homes to 39.

March

1 Mon	Nineteen day fast start St David's day
2 Tue	
3 Wed	
4 Thu	World book day
5 Fri	
6 Sat	
7 Sun	
8 Mon	International Womens day Commonwealth Day
9 Tue	
10 Wed	
11 Thu	
12 Fri	
13 Sat	
14 Sun	Mothers day
15 Mon	
16 Tue	
17 Wed	St Patricks day
18 Thu	
19 Fri	Nineteen day fast end
20 Sat	Naw Ruz Spring Equinox International day of happiness
21 Sun	International elimination of Racial discrimination day World Down Syndrome day
22 Mon	
23 Tue	
24 Wed	
25 Thu	Fast of Firstborn
26 Fri	
27 Sat	Passover (Starts)
28 Sun	Palm Sunday Holi British Summer Time Begins
29 Mon	Lent (Ends)
30 Tue	
31 Wed	

QUALITY GATEWAY
RESPONSIVE AFFORDABLE
BRILLIANT BUSY DIVERSE SUCCESSFUL

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

True to our Values



Our history, tradition and values have remained broadly unchanged since the beginning but have evolved to meet the changing requirements of a fast-moving world.

We strive constantly to offer the best support with the assistance of the latest technology, investing in training and communication skills which equips our staff to offer the best possible service to our existing and prospective tenants.

Statement of Values:

We Value People

We shall listen and respond to the needs of all people involved in Arawak Walton.

We Aim High

We shall improve the quality of our services.

We Are Proud of our Roots

We provide homes, not houses and support and promote our communities whenever we can.



We Move with the Times

We stay alert to changing circumstances and respond to them with imagination and innovation.

We Rely on Teamwork

We look for partners and alliances to help us achieve our aims both inside and outside the Association.

We are Keen Financial Managers

We need financial strength and effective financial management to underpin and expand our work; we use our resources to add value and release potential.

We are Open and Accountable

We promote user-friendly information about our performance as a housing association.



YEAR 1991

Bougainvillea Gardens sheltered housing scheme completed in Longsight.



"Everyone is very helpful and polite; they take time out to understand what we are trying to report."

Tenant



YEAR 1992

Walton Housing stock reaches 65 homes.



April

1 Thu	April fools day Maundy Thursday
2 Fri	World Autism Awareness day Good Friday
3 Sat	Holy Saturday
4 Sun	Easter Sunday Passover (Ends)
5 Mon	Easter Monday
6 Tue	
7 Wed	World health day
8 Thu	Yom HaShoah Vesak (Buddha Day)
9 Fri	
10 Sat	
11 Sun	
12 Mon	Ramadan (Starts)
13 Tue	Ugadi
14 Wed	Vaisakhi
15 Thu	
16 Fri	Guru Angad Dev Yom HaAtzmaut

Passionate about our People

Over the years, to attract the right calibre of people to deliver the high levels of service and care we aim to provide for our tenants, we have created a positive and stimulating working environment extending into the building next door in 2018.

Our diverse teams respect skills sets, embrace teamwork and encourage endeavour, to enable every member of our Association to be the very best they can whilst enjoying what they do. We have robust training and

development programmes which enable us to respond quickly and efficiently to change, always ensuring that the needs of our tenants remain at the heart of our activities.



"Your Scheme Manager has been so thoughtful sending us messages and also taking 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."

Sheltered housing resident



YEAR 1993

Arawak Housing stock reaches 65 homes.



GROWTH HOMES ACHIEVEMENTS

NEIGHBOURHOODS HISTORY TEAM IMPROVE

17 Sat	
18 Sun	Guru Tegh Bahadur Jayanti
19 Mon	
20 Tue	
21 Wed	Ram Navami
22 Thu	
23 Fri	St George's day
24 Sat	
25 Sun	Mahavir Jayanthi World Malaria day
26 Mon	
27 Tue	Hanuman Jayanti
28 Wed	
29 Thu	Lag B'Omer
30 Fri	



YEAR 1994

Merger of both Associations to create Arawak Walton Housing Association. By the end of that year the new association had a total of 221 homes, in an increasing number of areas, Ardwick, Moss Side, Longsight, Whalley Range and Trafford. Barbara Quarless oversees the newly merged organisation.



YEAR 1997

Arawak Walton has 500 homes in management.

May

1 Sat	
2 Sun	
3 Mon	Early May Bank Holiday (May Day)
4 Tue	
5 Wed	Birth of Guru Amar Das
6 Thu	
7 Fri	
8 Sat	Laila Ad-Qadr (Night of Power)
9 Sun	
10 Mon	
11 Tue	Ramadan (ends)
12 Wed	Eid Al-Fitr
13 Thu	Ascension Day
14 Fri	Akshaya Tritiya
15 Sat	
16 Sun	Shavuot Begins

INSPIRING TEAM
ACHIEVEMENTS QUALITY
MAINTAIN AFFORDABLE
GROWTH CARING

17 Mon	
18 Tue	Shavuot Ends
19 Wed	
20 Thu	
21 Fri	World Day for Cultural Diversity for Dialogue and Development
22 Sat	
23 Sun	Pentecost
24 Mon	
25 Tue	World Africa Day
26 Wed	
27 Thu	
28 Fri	
29 Sat	Ascension of Baha'u'llah
30 Sun	Trinity Sunday
31 Mon	Spring Bank Holiday World No-Tobacco Day

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Passionate about our Tenants

Our firm belief remains that our tenants deserve the best.

To achieve that aim, we strive constantly to ensure our communities are supported, their homes are well maintained, and their individual boundaries are respected, no matter what their ethnic origin.

As the areas in which we work have become more multi-cultural, we provide services to an increasingly diverse range of customers and work closely with them to ensure that our service is truly representative of their needs.

"I just wanted to say thank you for the support given to us during lockdown. As you know one of our neighbours has sadly passed away."

Tenant



YEAR 1998

Cym D'Souza replaces Barbara Quarless as CEO.
555 homes in management.



YEAR 1999

603 homes in management, including a large number of family homes in Trafford. Arawak Walton wins the Charter Mark award for excellent customer service.



YEAR 2000

St. Gregory's School site acquired for redevelopment into 49 new homes, the largest grant allocation in Manchester.

June

1	Tue	
2	Wed	
3	Thu	Corpus Christi
4	Fri	
5	Sat	
6	Sun	
7	Mon	
8	Tue	
9	Wed	
10	Thu	
11	Fri	
12	Sat	
13	Sun	Race Unity Day
14	Mon	World Blood Donor Day
15	Tue	
16	Wed	Martyrdom of Guru Arjan Dev

NEIGHBOURHOODS
QUALITY HOMES

RESPONSIVE
VALUES GROWTH

17	Thu	
18	Fri	
19	Sat	
20	Sun	Father's Day
21	Mon	Summer Solstice International Yoga Day
22	Tue	Windrush Day
23	Wed	
24	Thu	
25	Fri	
26	Sat	
27	Sun	
28	Mon	
29	Tue	
30	Wed	

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Passionate about our Homes

We create homes, not houses.

We want every single home, from small apartments to large family dwellings, to be regarded as safe havens for our residents, places where they can settle and thrive in a vibrant and diverse community which takes pride in its local surroundings.

We are constantly reviewing our housing stock to ensure that it remains contemporary and meets the changing requirements of residents, including aesthetic and environmental considerations. As well as day to day repairs, we have a comprehensive planned maintenance programme which allows for upgrades to facilities such as boilers, kitchens and bathrooms, to ensure our homes meet the requirements of 21st century life.



We work closely in the community to meet the more holistic needs of our residents, such as education, training and employment opportunities, access to adequate health support and support for community initiatives.

Our sheltered housing scheme managers are particularly active in supporting older residents, helping to alleviate loneliness and isolation and to check on their general wellbeing. Our ground-breaking work in this area attracts visitors from all over the UK as housing staff learn the benefits our work has reaped in creating stable communities for older people. In addition, this year we welcomed colleagues from Sweden and the African diaspora who wanted to learn more about our work.



YEAR 2002

Geographical spread expands to Cheetham Hill, with 14 new homes to be built round St John's Church. Association wins Charter Mark for excellence in customer service for the second time.

"...The core work that we do of housing people in need is very worthwhile and reinforces my faith in humanity"
Staff member



YEAR 2003

Winsome Richbell-Brown takes over as new Chair from Louise DaCacordia. 765 homes in management, including its first new build scheme in Trafford.

July

1 Thu
2 Fri
3 Sat
4 Sun
5 Mon
6 Tue <small>Birth of Guru Hargobind</small>
7 Wed
8 Thu
9 Fri
10 Sat
11 Sun
12 Mon
13 Tue
14 Wed
15 Thu
16 Fri

HISTORY AFFORDABLE
MAINTAIN
ACHIEVEMENTS RESPECTFUL TEAM

17 Sat
18 Sun <small>Tisha B'Av</small>
19 Mon <small>Eid Al-Adha (Feast of Sacrifice)</small>
20 Tue
21 Wed
22 Thu
23 Fri <small>Birth of Haile Selassie Tu B'Av</small>
24 Sat <small>Asalha Puja (Dharma Day) Pioneer Day</small>
25 Sun <small>St James the Great Day</small>
26 Mon
27 Tue
28 Wed
29 Thu
30 Fri
31 Sat

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Improving Communication with Technology

Keeping tenants informed about issues that are important to them is vital.

We consistently invest in technological innovations to help us communicate with our tenants more easily.



For example, our website is interactive, enabling tenants to pay their rent, report a repair or find homes online at a time that suits them. Our Housing Officers and Maintenance Staff have tablets to keep them up to date and contactable even when on the move, which not only allows them to offer real time information, but also reduces the amount of paperwork involved in activities such as pre and post tenancy inspections and reporting of faults.

This became even more important as the coronavirus lockdown in March 2020 forced all our staff to provide services whilst working from home. We are so proud of how our staff, so used to an office-based environment, have taken to this new way of working. We aim to learn from this experience in terms of future working arrangements.

"Arawak Walton has contributed greatly to my career progression and set me in the right direction for the future."
Former employee



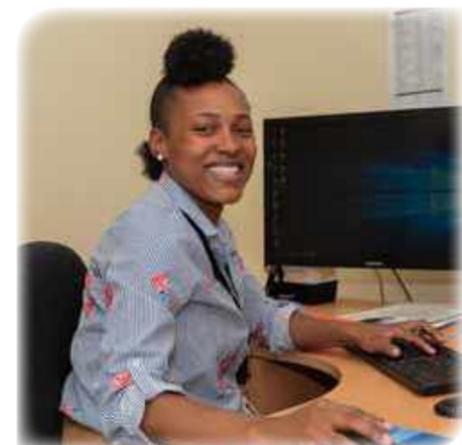
YEAR 2004

10 years since the merger. 800 homes in management, including its first home is Stockport.



YEAR 2006

Andrew Forbes takes over as Chair. Charter Mark for customer service excellence won for the third time. First formal tenant consultation event held. 816 homes in management.



August

1 Sun	Lammas
2 Mon	Guru Harkishan Singh Jayanti
3 Tue	
4 Wed	
5 Thu	
6 Fri	
7 Sat	
8 Sun	
9 Mon	International Day of the World's Indigenous Peoples Islamic New Year
10 Tue	
11 Wed	
12 Thu	
13 Fri	
14 Sat	
15 Sun	
16 Mon	

PARTNERSHIP COMMUNITIES
CARING
RESPONSIVE VALUES
IMPROVE SATISFIED

17 Tue	Birthday of Marcus Garvey
18 Wed	Ashura
19 Thu	
20 Fri	
21 Sat	Raksha Bandhan
22 Sun	
23 Mon	
24 Tue	
25 Wed	
26 Thu	
27 Fri	Manchester Pride Big Weekend
28 Sat	Manchester Pride Big Weekend
29 Sun	Manchester Pride Big Weekend
30 Mon	Manchester Pride Big Weekend Krishna Janmashtami Summer Bank Holiday
31 Tue	

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Looking After Families

In the last 25 years our financial strength has enabled us to offer more housing choice.



We embrace the diversity of today's family units in the same way that we celebrate cultural diversity. Whether our properties are homes to mums, dads, children and grandparents, single mothers, single fathers, gay or transgender couples, foster families,



"We absolutely love this house and the area. It's so close to the schools and all the local facilities."
Tenant

We work on consensus information and with our internal knowledge. Our acquisitions policy is to secure new homes to meet the requirements of the people we serve.

Our internal and externally based research ensures that we grow in areas where our tenants and prospective tenants want and aspire to live. We are particularly proud that many children brought up in an Arawak Walton property apply to be tenants as adults, choosing to stay within their local community to settle and raise families of their own.



YEAR 2009

Tenants Quality Panel established. Arawak Walton geographical spread expands to Withington.

or less abled people, all are treated with respect and consideration in allocating homes that best suit their needs.



YEAR 2010

Jayne Gouldthorpe takes over as Chair. 857 homes in management.



YEAR 2011

Arawak Walton takes over Birch Court and Daisy Bank Court from Anchor Housing.

September

1	Wed	
2	Thu	
3	Fri	
4	Sat	
5	Sun	
6	Mon	Rosh Hashana Starts
7	Tue	
8	Wed	International Literacy Day Jewish New Year
9	Thu	Fast of Gedaliah
10	Fri	Ganesh Chaturthi
11	Sat	
12	Sun	
13	Mon	
14	Tue	Triumph of the Cross
15	Wed	Yom Kippur
16	Thu	

POLITE FRIENDLY
INNOVATIVE BUSY
RESPECTFUL SUCCESSFUL
PROMPT

17	Fri	
18	Sat	
19	Sun	
20	Mon	First Day of Sukkot
21	Tue	World Alzheimer's Day
22	Wed	ARAWAK WALTON AGM
23	Thu	
24	Fri	
25	Sat	
26	Sun	
27	Mon	Shmini Atzeret
28	Tue	
29	Wed	Simchat Torah
30	Thu	

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

A Pioneering Approach

Our Customer Service Charter, first established in 1995, is at the heart of our whole operation and has been continuously improved over the years.

We are proud that many of the protocols which are embedded with every member of our association are now being adopted at a national level to encourage transparency and respect for all.



The Government Standard

Every single person connected to our organisation is committed to honouring the nine protocols laid out in that charter. In relation to our tenants and other stakeholders these are:

- To deal with you quickly, politely and fairly
- Give you useful and accurate information about the services we provide
- Provide a high-quality repair service
- Make it easy for you to question any of our decisions
- Provide information that is useful, accurate and easy to understand
- Ask you what you think of our service and act on what you say
- Keep you informed of our progress and performance
- Respect your confidentiality at all times
- Be positive in our efforts to serve you and the community you live in.



YEAR 2012

Tenant stories, videos launched. A testament to what our work means to our tenants and the difference that support makes to them.

I am incredibly proud to be the Chair of Arawak Walton Housing Association. We continue to build on the legacy of our founders and ensure that we are more than just a landlord.

Evelyn Asante-Mensah



YEAR 2013

Evelyn Asante-Mensah appointed as Chair.

Arawak Walton celebrates with 297 Cheetham Hill Road becoming the 1000th home in management.



October

1	Fri	Black History Month (full month)
2	Sat	Feast of Guardian Angels International Day of Non-Violence
3	Sun	
4	Mon	
5	Tue	World Teacher's Day
6	Wed	
7	Thu	
8	Fri	
9	Sat	
10	Sun	
11	Mon	
12	Tue	
13	Wed	
14	Thu	Dussehra
15	Fri	
16	Sat	

HAPPY AFFORDABLE
NEIGHBOURHOODS
OUTSTANDING BRILLIANT
ACHIEVEMENTS QUALITY

17	Sun	
18	Mon	Milad Al-Nabi
19	Tue	
20	Wed	
21	Thu	
22	Fri	Birth of Guru Ram Das
23	Sat	
24	Sun	
25	Mon	
26	Tue	
27	Wed	
28	Thu	
29	Fri	
30	Sat	
31	Sun	British Summer Time Ends Halloween

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Small but Influential

Although still a relatively small Association, Arawak Walton's pioneering approach has been recognised at both regional and national level within the housing sector.

The Association is a member of the North West Housing Forum, whose key objectives are to lobby governments to address the northern region's housing and regeneration needs. Arawak Walton sits on the Forum's advisory group, which is tasked with ensuring that North West housing priorities and concerns are



YEAR 2014

Property portfolio in Stockport is extended by the acquisition of 8 new affordable homes in a new development, the Heaton.

appropriately identified and lobbying avenues found.

Arawak Walton is a member of Manchester's Strategic Housing Partnership, Trafford's Joint Commissioning Partnership and is Stockport's lead BME partner. This enables us to raise issues that affect the communities we serve.



"Arawak Walton helped me when I needed it most. I will always be grateful to them."
Former Tenant



It also confirms that our stakeholders see us as having a significant role to play in achieving their objectives. In more recent years we have become a member of the Greater Manchester Housing Partnership which is a key player in the Greater Manchester devolution agenda.

The Association has belonged to BMENational, the body that sits within the umbrella of the National Housing Federation, for some years. BMENational ensures that national housing policies reflect and address



YEAR 2015

Chair and CEO recognised for their commitment to improving homes and communities. Evelyn Asante-Mensah received the Change Makers in the Community Award at the Heroes and Sheroes awards ceremony, while Cym D'Souza was ranked number 28 in the 24Housing Power Players list, which recognises top achievers in the sector.

the needs of BME communities. Our Chief Executive, Cym D'Souza, has been chair of this body for 6 years and our association is a member of the Executive Task Group that agrees the work plan for BMENational.

November

1 Mon	All Saint's Day
2 Tue	All Souls' Day Coronation of Haile Selassie
3 Wed	
4 Thu	Diwali
5 Fri	Guy Fawkes Night
6 Sat	
7 Sun	Birth of Baha'u'llah
8 Mon	
9 Tue	
10 Wed	
11 Thu	
12 Fri	
13 Sat	
14 Sun	Remembrance Sunday World Diabetes Day
15 Mon	
16 Tue	International Day for Tolerance

Creating a sense of Belonging

From inception both organisations believed that somewhere to live is a most basic human right, as it forms the springboard from which to grow and flourish.

We ensure our homes are of high quality and affordable to those who need them most. Because we want to continue working in the inner city, we work closely with partners where they are looking to increase capital receipts through stock rationalisation but who do not want social housing to be lost to the city.

Wherever possible they work with us to deliver effective acquisition solutions, which in recent years have enabled us to purchase additional homes in Moss Side, Rusholme, Cheetham Hill, Moston and Newton Heath. We now have homes in these communities as well as in our traditional areas of Whalley Range, Ardwick, Longsight, Gorton, Reddish, Old Trafford, Levenshulme and Heaton Moor.



YEAR 2017

Arawak Walton moves into mainstream regulation and after a series of rigorous assessments is awarded the top rating of G1/V1.



"We feel very safe here and are blessed with very kind neighbours."
Tenant



YEAR 2018

Head Office doubles in size with the purchase of the property next door in Manor Street, Ardwick. Staff move in the following year, after its refurbishment.

HAPPY AFFORDABLE
NEIGHBOURHOODS
OUTSTANDING BRILLIANT
ACHIEVEMENTS QUALITY

17 Wed	
18 Thu	
19 Fri	Birth of Guru Nanak
20 Sat	
21 Sun	
22 Mon	
23 Tue	
24 Wed	Martyrdom of Guru Tegh Bahadur
25 Thu	
26 Fri	
27 Sat	
28 Sun	First day of Chanukah
29 Mon	
30 Tue	St. Andrew's Day

December

1	Wed	Beginning of Advent World AIDS Day 2020
2	Thu	
3	Fri	
4	Sat	
5	Sun	Last day of Chanukah
6	Mon	
7	Tue	
8	Wed	
9	Thu	
10	Fri	
11	Sat	
12	Sun	
13	Mon	
14	Tue	Fast of 10 Tevet
15	Wed	
16	Thu	
17	Fri	
18	Sat	
19	Sun	
20	Mon	
21	Tue	Yule (Winter Solstice)
22	Wed	
23	Thu	
24	Fri	Christmas Eve
25	Sat	Christmas Day
26	Sun	Boxing Day
27	Mon	
28	Tue	
29	Wed	
30	Thu	
31	Fri	New Years Eve

TEAMS BRILLIANT RESPECTFUL
OUTSTANDING
ACHIEVEMENTS CARING
ETHICAL PROMPT

17	Fri	
18	Sat	
19	Sun	
20	Mon	
21	Tue	Yule (Winter Solstice)
22	Wed	
23	Thu	
24	Fri	Christmas Eve
25	Sat	Christmas Day
26	Sun	Boxing Day
27	Mon	
28	Tue	
29	Wed	
30	Thu	
31	Fri	New Years Eve

twitter.com/arawakwalton

facebook.com/Arawak-Walton-Housing-Association

24 hr repair line: 0800 389 4616

www.arawakwalton.com

Ready for the Future

Our founders could never have anticipated what the future held when they first discussed the idea of a housing association over a cup of coffee.



"Arawak Walton rescued me from a desperate situation. My life is much easier now because everything is on one level."
Sheltered housing resident

We too have no crystal ball to determine what will happen in the future. But we know for sure, that whatever happens, our success and ability to grow will be based on the core values laid down all those years ago. Over the years we have adapted, but we have stayed true to our roots and our purpose, to provide quality affordable homes in sustainable multicultural neighbourhoods. The past year has shown us how the world can change in the blink of an eye, but we have demonstrated our ability to adapt and survive and hopefully to continue to thrive.



YEAR 2019

Association awarded the Gold status at its first ever assessment for Investors In People.

25 properties purchased from Jigsaw Homes Group, for release to tenants following extensive renovation.

Collaboration with Manchester City Council to deliver 5 properties under the larger families' homelessness project.



YEAR 2020

A new way of working as the world fights COVID-19. Teams work remotely and connect with tenants via phone, email, the internet and social media to ensure that as far as possible all necessary services can be delivered safely and without risk to our customers, our staff and our contractors.



What Arawak Walton means to me

Many people have come into contact with the Association over the years. Here are some thoughts about what Arawak Walton means to them.



Winsome Richbell-Brown
Former Board Member and Chair

I was persuaded to join the Board of Arawak Walton Housing Association by the wonderful Mrs Louise DaCacodia in 1997. At the time the Association had just over 600 properties in management. We recruited a new Chief Executive, Cym D'Souza and I was excited to be part of building sustainable affordable homes and communities for Black and minority ethnic groups. Board and staff worked well together and it didn't feel like work because we were doing what we passionately believed in and

loved. One of my fondest memories was our expansion into Cheetham Hill with 14 new homes round St John's Church in 2001. We worked collaboratively with the community and diocese and I was extremely proud of the Board and staff at the official opening of the scheme – it was aesthetically beautiful! I resigned from the Board in 2011 when I become a self-employed HR Consultant and continued to support and advise the Association on human resource matters until 2019.

Andy Kippax
Stakeholder

Arawak Walton were invited to join the Stockport Housing Partnership to help support the work of all our Partners with our BAME population about 15 years ago and have been a strong and much valued member ever since. Through Cym they have helped to bring a fresh customer focussed approach, with active and greatly appreciated participation, guidance and support.



Rob Brown
Stakeholder

Arawak Walton have been a long-standing partner of Manchester City Council and have assisted in delivering the city council objectives over a number of years also sharing the good times and bad times that have built a fantastic city that we know and love.

Arawak Walton is admired for its focus and its identity in times when other similar sized parties have had to merge and join other housing groups to guarantee their existence. This is where the strength of the Arawak Walton identity shines

brightest and longest. Playing a key role in the diverse identity of the city Arawak Walton continues to build on its strong values and works side by side with some of the biggest providers in the North West.

A very professional, visible organisation that has moved with the times and attained a national profile with one of the most charismatic CEOs in the sector.

Manchester is proud to have the focus of Arawak Walton on its communities and residents.

Elouise Edwards
Founder Member

It seems unbelievable to think that the ideas that started off in someone's front room over a cup of coffee have resulted in this financially strong organisation which owns over 1,000 homes and houses over 4,000 tenants.



Cym D'Souza

Chief Executive

Working as Arawak Walton's Chief Executive has been a humbling experience. I have seen at first hand the adversities and challenges our tenants and staff have, and continue to face, to make a better life for themselves and their families. It makes me want to work even harder to play my part in that endeavour. An important part of this is ensuring that Arawak Walton remains properly governed and financially strong, so that it retains an independent voice to challenge injustice and promote equality of access to all the services people need in order to live a rewarding and fulfilled life.



Richard Davis

Founding Member / Shareholder

Arawak and Walton Housing Associations 25 years merger was a "marriage of convenience", brought together for practical, financial and cultural reasons.

I am proud to have played a significant part in the historical milestones of these two housing organisations which was born out of the Manchester Caribbean community.

I recall attending a special board

meeting of Arawak Housing Association at Copthorne Hotel in Salford Quay to discuss the merger, with great apprehension regarding the road ahead and the reason[s] for such a merger.

25 years later, Arawak and Walton Housing Association merger has proved to be a game changer as it has transformed into a very successful organisation and grown from strength to strength each year.



Sandra McKenzie

Housing Officer

During my time at Arawak Walton Housing Association I have seen the organisation grow from 18 to over 1000 homes to help those that require good, affordable Social housing.

The housing officer role is very demanding but can also be extremely rewarding, for me it is a great achievement being part of this.



Barbara Quarless

Our First Chief Executive

It was a merger of two young community based and led housing associations, who had the same aims of serving the housing needs of the Black communities in Manchester. The Board members of both organisation's did a fantastic job of putting their heads together for the better good of the community they served.

Many of them have passed away but my full congratulations to those who are still stalwarts of the community, the new figureheads and to Cym, current Chief Executive who has been there for most of this time steadfastly committed to steering the organisation with her staff, to today a highly respected and successful organisation.



Our Staff



Cym D'Souza
Chief Executive



Chris Page
Operations Director



Amanda Harris
Finance Director



Kirsty Miller
Corporate Services Manager (P/T)



Bindu Pandya
PA to Chief Executive (P/T)



Jo Moon
Customer Services Manager (P/T)



Tara Horner
Housing Services Manager



Susan Forbes
Finance Manager (P/T)



Rashid Yaman
IT Manager



Ian Heppenstall
Asset Manager



Lisa Jowrey
Communal Services Manager



Pauline Flowers
Corporate Services Assistant



Candice Clarke
Trainee Customer Service Advisor



Sandra McKenzie
Housing Officer



Simon Gray
Trainee Management Accountant



Ebi Wellington
Housing Officer



Sarah Atta
Corporate Services Officer (P/T)



Stephen Birss
Housing Officer



Victoria Benson
Corporate Services Assistant (P/T)



Jackie Graham
Scheme Manager



Joan Bennett
Customer Service Advisor (P/T)



Monika Rahman
Housing Officer (Communal Services)



Dwaliqa Brown
Scheme Manager (P/T)



Natasha Daley
Customer Service Advisor



Sabrina Khan
Scheme Manager (P/T)



Juliana Egbu
Scheme Manager



Dean Mooney
Customer Service Advisor



Charmaine Hylton
Housing Officer



Tracey Foster
Maintenance Inspector



Clayton Simpson
Assistant Accountant



Michelle Knight
IT and Finance Assistant



Marcia Brown
Domestic Assistant (P/T)

Adelle Abdul
Domestic Assistant (P/T)

Our Board



Ms Evelyn Asante-Mensah OBE, DLtt, MA
Chair of Board
Chair, Pennine Care NHS Foundation Trust

Chair of Bridging the Gap Manchester (Manchester South Central Foodbank), Governor at Manchester Metropolitan University, Associate Community Governor at St. Mary's CoE Primary School

Length of Service: Since 2013



Mr David Brown MCIH
Deputy Chair
Director of Operations, Pine Court Housing Association

Length of Service: Since 2014



Ms Hilda Kaponda FCCA, MBA, BEng
Honorary Secretary & Chair of Audit Committee

Executive Director of Resources – South Lakes Housing Executive Director – Hilko Limited

Length of Service: Since 2015

Members



Ms Anita Patel Masters in Housing Studies, MCIH
Chair of Remuneration
Business

Intelligence/Business Change Manager, Great Places Housing Group

Length of Service: Since 2014



Mr Rob Wakefield BSc (Hons), CPFA
Chief Executive, Community Gateway Association

Trustee of Preston Vocational Centre

Length of Service: Since 2016



Ms Sally Penni LLB (Hons) in Law, FRSA, C.C.M.I
Barrister at Kenworthy's Chambers,

Vice Chair of Association of Women Barristers & Non-Exec Founder and CEO of Women in the Law UK

Length of Service: Since 2017



Mr Paul Roberts BA (Hons)
Head of Corporate Governance, Manchester Health and Care Commissioning

Length of Service: Since 2017



Ms Jenny McGarry
Head Teacher, St Mary's C.E. Primary School

Length of Service: Since 2019



Ms Elizabeth Webster
Tenant

Length of Service: Since 2019

Board Resignations:

Dr. Charles Jarvis
Professor Carol Baxter

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

T: 0161 272 6094 F: 0161 273 4080 www.arawakwalton.com

twitter.com/arawakwalton facebook.com/Arawak-Walton-Housing-Association

24 hour repair line: 0800 389 4616

Design & Print by Astwood Design www.astwood.co.uk 01789 778111



Passionate About People