

## ANNUAL GENERAL MEETING

### **The Association's Annual General Meeting took place in September 2020.**

Due to the current COVID-19 restrictions, it was the first time we have held our AGM via video conferencing. We found that we were still able to hold a productive meeting, despite all being located remotely.

Shareholders attending the AGM heard that the Association's income for the year was just under £5.3m which is an increase of over £100k from 2019; 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 7%. This was largely due to increased expenditure on maintaining our homes. It was reported that we had invested just under £2.1m in maintaining and improving our existing homes.

The Finance Director explained how we had acquired 26 properties, which totalled £1.9m mainly acquired from partner associations to ensure that properties remain at affordable rent levels.

The surplus before pension adjustments was reported at £651k, which was £263k higher than budgeted. Assets at the end of the financial year was reported at £36m net of grant.

In addition to the £1.9m spent on new acquisitions, the association spent £600k on component replacements such as windows, doors and kitchens.

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 officially presented the Annual Report and noted that this year we used the report to celebrate our achievements over the last 25 years since the merger between Arawak and Walton housing associations.

The Chair said that COVID-19 has impacted on everyone's way of working in the last six months and gave staff recognition in continuing to provide a normal service to our tenants. The Chair reported that we had retained our IIP Gold status in the year, which confirms Arawak Walton's mission in not just about creating opportunities for our tenants but also for our staff. She said that staff teams have adapted well to working from home and then re-opening the office during these difficult times.

The Chair said that times may have changed but the ethos of the association remains true to its mission of providing quality homes to multi-cultural communities in Manchester, Trafford and Stockport, providing homes at truly affordable rents.

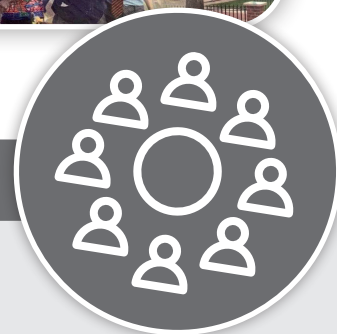
# ANNUAL REPORT 2020

We have included our latest Annual Report and Performance Information as part of this newsletter. We would love to hear your feedback on this.

Please complete the enclosed questionnaire and return via email to [bpandya@arawakwalton.com](mailto:bpandya@arawakwalton.com)

Your comments and feedback are always valued.

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



## SEPTEMBER BOARD MEETING

At the September Board Meeting members formally appointed Evelyn Asante-Mensah as Chairperson and David Brown as Deputy Chair.

During the course of the September Board meeting, members considered:

The Asset Management Review including Climate Change action plan, Communal schemes – future proofing and Sheltered housing - overview.

The Growth Strategy was also reviewed.

Members approved:

The Management Accounts to 30th June 2020

## NEW STARTERS AND LEAVERS

GOOD  
LUCK



### **Monika Rahman**

**Exciting News!**  
Monika is expecting a baby and will be going off on maternity leave from 26th October. We wish Monika and her family best wishes on the expected arrival of her new baby.

GOOD  
LUCK



### **Stephen Birrs**

Stephen will be embarking on a new adventure within Arawak Walton as he will be undertaking a secondment within the Communal Services team to cover for Monika whilst on maternity leave.

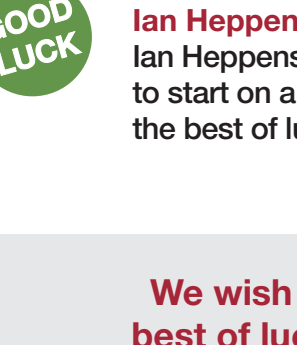
GOOD  
LUCK



### **Candice Clarke**

Candice has come to the end of her 12-month contract as our Trainee Customer Service Advisor and will be starting her teaching assistant course in October. We wish her the best of luck in her new career.

GOOD  
LUCK



### **Ian Heppenstall**

Ian Heppenstall has left the association to start on a new post. We wish him all the best of luck in his future endeavours.

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

NEW



### **Iain Tweedale**

Iain has joined the Maintenance Team on a temporary basis and has worked within the social housing sector for the last 12 years.

NEW



### **Panaishe Nyandoro**

Welcome Panaishe! Our new Trainee Customer Service Advisor who has experience within the Social Housing sector, previously working for Trafford Housing Trust.

NEW



### **Ben Humphries**

We are pleased to announce that we have appointed Ben Humphries on a fixed term contract to cover Stephen's role as Housing Officer. Some of you may recognise Ben already as he worked with us as a temporary housing officer earlier this year.



### **Natasha Daley**

We are pleased to confirm that Natasha is now a permanent member of the Customer Services team following a successful application for the permanent position.



## COMMUNITY NEWS

### (NOT SO) NEW KIDS ON THE BLOCK

**We are pleased to announce our newest approved contractor are Pommells G&C.**

Derrick and the Team have many years' experience between them and can cover all bases, from cleaning, decorating, plumbing, joinery to gardening. Pommells can do it all. All members from the Pommells team are from the local community so no need for a sat nav, these ladies and gentlemen know their way around.

Pommells became an approved contractor after attending a Contractors Workshop event back in February 2020, which Amazin' Business Solutions (ABS) Ltd facilitated and invited Arawak Walton to participate. 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.

The Managing Director Derrick Pommell says – "Pommells G&C Company Ltd, is very proud to be associated with such an organisation like Arawak Walton Housing Association. I appreciate that they give local businesses an opportunity. We enjoy providing an excellent service for the tenants and the feedback we receive from them will encourage us to continue to provide the best service possible.

**Welcome on board Pommells!**



## DEVELOPMENT NEWS

### NEW HOMES

Over the summer we bought 7 new homes which are currently being refurbished. One of which is the first we have bought in the Sale area.

We are hoping to move tenants into these homes between the start of October and the end of November.

### LARGER FAMILIES HOMELESSNESS PROJECT

In July we also bought our 5th home that we agreed to deliver through our collaboration with Manchester City Council as part of the larger family's homelessness project.

## INVESTING IN OUR PROPERTIES

**We are committed to investing in our properties and have made a difference to the lives of 3 families by creating their own personal space.**

The decision to provide individual fencing to previously open space in front of our housing was taken in consultation with our tenants as part of our longer term plan to maintain attractive and popular housing in the heart of the city.

This will be valuable more than ever, as our current lockdown restrictions remain in place in Greater Manchester.

We hope the families continue to enjoy their newly created gardens which has provided them with a private, safe relaxing environment.

Here is a quote from one of the tenants:

**"I would like to say a big thank you to Arawak Housing Association for providing us with a higher, more secure fence for our home. I am so happy and grateful of the end result. It feels private and my little boy is able to play out in the garden without me needing to worry that he will escape! I truly appreciate it.**

**Thank you so much".**

**Here are the before and after pictures.**

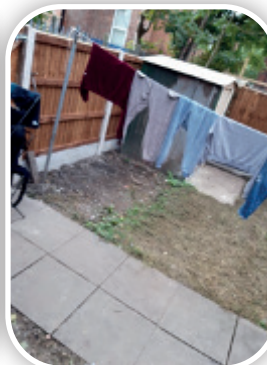
### **BEFORE**

3 properties  
low level  
fencing and gate  
open space



### **AFTER**

1.8m high  
fencing with new  
gates creating  
personal /  
private space





## IIP GOLD

**We are pleased to announce that following our interim review, Arawak Walton had no issues retaining our GOLD award!**

Specific feedback from our assessor included:

- We're making really good progress with the recommendations she suggested last year
- The assessor was really impressed with how we've coped with lockdown and managed to keep a tight grip on our KPI's during the process
- There was interest in some of our new projects – i.e. what we're doing around climate change / new IT systems etc.
- The assessor was pleased our staffing structure has remained stable so far during this very difficult period of months as so many other organisations have had to make difficult restructuring decisions

- Our assessor reiterated that she had to remind herself about our size as a smaller association given we must perform at the same level as a larger organization in relation to regulatory requirements.

We have been provided with further suggestions for us to focus on over the next 12 months. All in all, another great assessment. Well done to all of our staff team and we look forward to making lots more progress in the coming year.



## BLACK HISTORY MONTH

### OCTOBER IS BLACK HISTORY MONTH

**The main aims of Black History Month are to celebrate the achievements and contributions of Black people of past and present, not just in the UK, but throughout the world and also to educate all on Black History.**

During October there are many events to celebrate Black History Month.

If you would like to get involved and discover more about Black history, you will find a full listing of events and exhibitions taking place across the UK on the official Black History Month website

[www.blackhistorymonth.org.uk](http://www.blackhistorymonth.org.uk)

Follow us on social media @Arawakwalton to see how we will be celebrating BHM.



## NEW BOARD MEMBERS

Following a successful recruitment campaign, we are pleased to announce that we have officially appointed the following members onto our Board:



**Troy Tull** is a Senior Insolvency Administrator at Kay Johnson Gee LLP in their corporate restructuring and recovery department. He is responsible for managing a portfolio of formal insolvency procedures for businesses that are experiencing financial difficulties. Troy started his career at Arawak Walton Housing Association working in the finance department as a Finance and Data Assistant, in 2014 before leaving in 2016 to join Beever and Struthers.



**Rob Brown** works at Manchester City Council (MCC) as a Project Manager - Stakeholder Engagement Strategy & Partnerships Team. He has worked alongside Arawak Walton for a number of years as part of his role at the City Council. Rob has been on various Board's including Arawak Walton from 2005 – 2007. Rob brings with him 36 years of experience and knowledge of working in the housing sector at MCC.



**David McGovern** is currently the Group Company Secretary at ForViva Group and has recognised experience in Governance and Organisational and Improvement/Development. David has thirty years of experience in both the Public and Non-Profit sectors, with the latter twenty of these at a senior level. David has worked and been a volunteer in his local community for most of his adult life and has volunteered for and supported a number of Charities in that time.

**We welcome all three members and look forward to their wealth of knowledge and experience they will be bringing onto the Board.**

## 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**

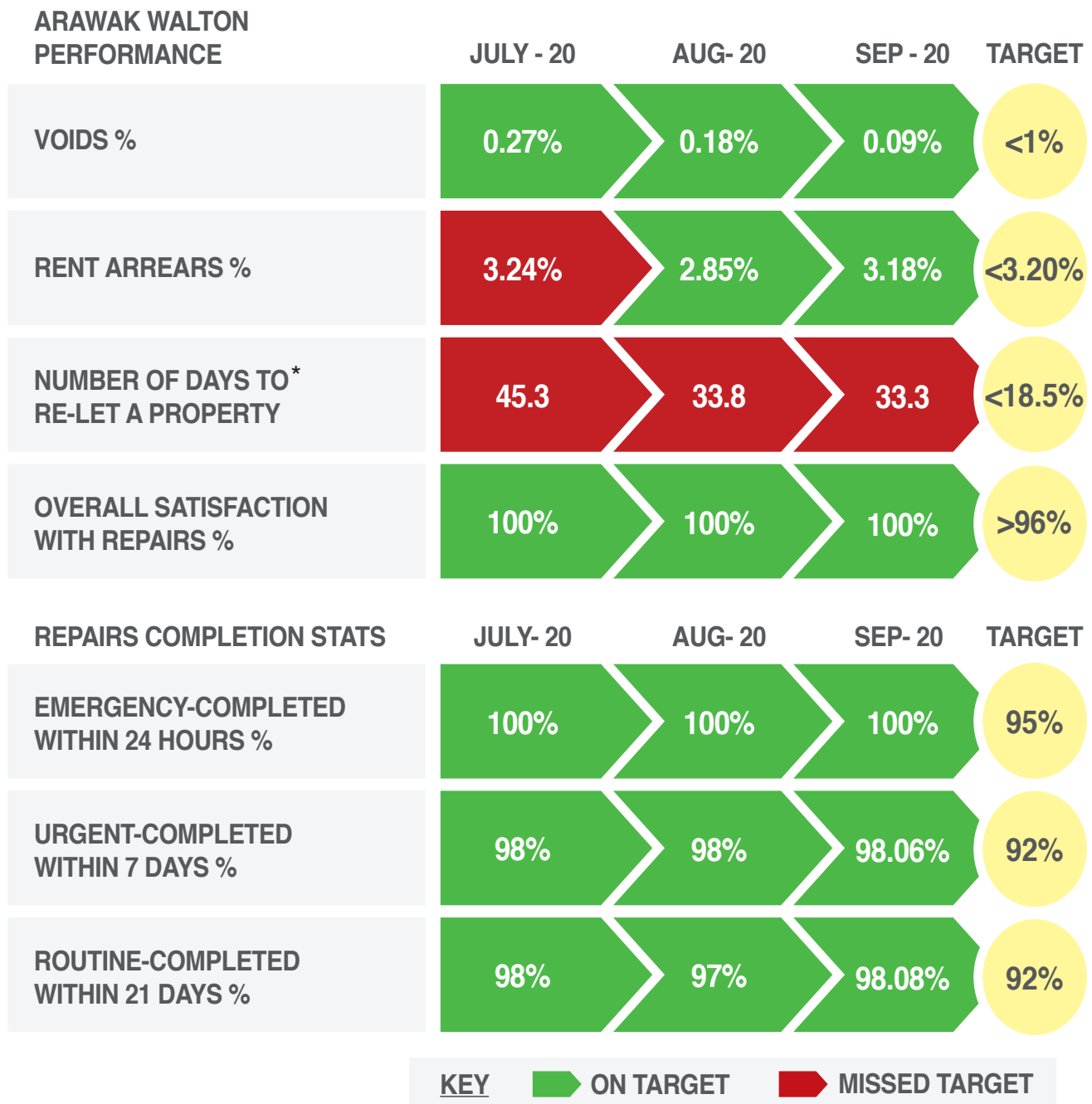
for a Shareholder/Board member pack.

This will give you all the information you need on the requirements for becoming a Board member as well.

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

**0161 272 5248**

## PERFORMANCE STATISTICS (KPI'S)



\*Access to contractors due to the pandemic has delayed our normal streamlined approach to voids turnaround

**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.**