



Autumn 2020

What's Inside

PAGES 2-3

COVID 19/UPDATES
TO OUR SERVICES

Revised service arrangements
& maintenance, Covid Survey

PAGES 4

SUPPORTING OUR
TENANTS

IIP Gold, Flu Vaccinations, Job Hunt,

PAGES 5

GOOD NEWS

Black History Month,
Thank you Arawak Walton

PAGE 6

STAFF NEWS

Leavers & Starters

PAGE 7

HOW WE ARE
PERFORMING

KPI's, Puzzler competition winners

PAGE 8

PUZZLER

Spot the difference, Wordsearch



PROTECT YOUR LOVED ONES
with the official
NHS COVID-19
contact tracing app for
England and Wales.



REVISED SERVICE ARRANGEMENTS



We are back in the office and now open to the public again!

Our office is open to the public and visitors are welcome

You can visit us from Monday to Friday between 9am and 5pm

Covid safe measures have been put in place to ensure the safety of our staff and visitors

Visitors are politely asked to ring the bell to be admitted and wear a face covering when entering

Only 2 adults at any one time in the Reception area at one time

We no longer take cash payments

The below table highlights our current approach to specific service areas:

Service Area	Current Approach
Repairs to housing stock	Repairs continue to be received and processed by the Customer Services Team. Where tenants agree, all repairs will be progressed and social distancing will be observed.
Maintenance Inspector appointments	Maintenance Inspections will take place, however, we ask tenants to send pictures where possible as some diagnosis can be done remotely.
Void Repairs	Void works are being undertaken.
Health and safety compliance	Service continues as normal with social distancing and PPE as required.
Gas & Electrical services	Gas Servicing and electric checks continue as normal.
Roofing	Service operating as normal.
Kitchen / Bathroom Replacements	All replacements programmes have recommenced and are expected to complete in this financial year.
Estate Services including grounds maintenance, trees, cleaning	Grounds maintenance, Lift Servicing, Window Cleaning, H&S Checks, Mobile Wardens, PAT Testing continue Internal cleaning will continue in sheltered schemes and in communal schemes.
Cyclical Works	Inspections for the cyclical programme have been completed and works are being tendered.

MAINTENANCE UPDATES



BOILER UPDATES

The 2020/2021 boiler programme has now been completed.

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.

PLANNED CYCLICAL WORKS

Our maintenance team are due to start the cyclical painting and fencing programme at the end of September which will last for 8 weeks.

WILLIAM COATES COURT

We are pleased to announce that we have now completed a full re-roof to the whole of William Coates Court.

LARGER FAMILIES HOMELESSNESS PROJECT

In July we bought the last of the 5 homes we agreed to deliver through our collaboration with Manchester City Council as part of the larger families homelessness project.

COVID-19 SURVEY



In April 2020, Arawak Walton sent a survey to all tenants on the subject of the current COVID-19 pandemic. We wanted to understand how you have been affected, and what we could do to help support you. Thank you to everyone who took the time to respond to the survey.

We received a total of 133 responses (12%), and we want to let you know what, collectively, tenants had to say, and how we have responded.

56% of you reported being negatively financially impacted by the pandemic, and **55%** of you felt your mental health has been affected by the pandemic.

Many of you told us that you are self-employed, on zero hour contracts, have been furloughed or have seen your agency work dry up, and have struggled financially. There were requests for a rent payment holiday, or consideration of the exceptional circumstances in relation to rent arrears.

33% of you told us you had been advised to shield, and a great number of you reported feelings of boredom, loneliness, anxiety, and missing your friends and loved ones.

For our part, we have responded by pausing rent arrears action for those of you who have been financially affected by COVID-19, and making sure you know what Government support you are entitled to.

We've assisted with benefits applications and food provision. We have been making welfare calls to our tenants to check on your wellbeing, share information on lifelines like pharmacy and food parcel deliveries for those unable to get out, and generally made sure you're ok. We have worked with partners to facilitate mental health support and 'buddy' calls for tenants who miss having someone to talk to, and have given tips and activity ideas for families to keep the children busy while schools were closed.

We know it's been a difficult time for everyone, and as an Association we are committed to continuing to support you, our tenants, through this crisis.

If your Housing Officer hasn't managed to reach you by phone, if you're struggling to pay your rent but haven't spoken to your Housing Officer about it, need help with medical or food supplies, or if there is anything else you think we can do – please reach out and call us on **0161 272 6094**, and we will see what we can do to help.



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 couldn't believe that a small association of our size can operate as professionally as a larger organization

We have been provided with further suggestions for our focus 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.



FLU VACCINATIONS



As part of an unprecedented drive, a free flu vaccine will be available to these new categories:

- People who are on the shielded patient list and members of their household
- All school year groups up to year 7
- People aged over 65, pregnant women, and those with some pre-existing conditions including at-risk under 2s

A significant new group will be eligible for the free flu vaccine as people aged 50 to 64 will be invited later in the season for a vaccination.

To book your free flu jab speak to your GP surgery. You can also get the jab at some pharmacies.



£10M JOB HUNT



As we emerge from Lockdown, BBC Radio Manchester is pledging to find £10 million of work for Greater Manchester.

They are sharing local job vacancies on air and online every day.

You can find a list of jobs on their website:

www.bbc.co.uk





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

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



THANK YOU ARAWAK WALTON

We would like to share a heartfelt letter that was sent to us on behalf of one of our tenants.

“On behalf of your tenant, please can I say a huge “thank you” to you all for moving so quickly to assist in providing housing for him. He is extremely grateful and feels very humbled. I honestly do not think he believed it until I said to him ‘go and open up your front door.’ I think it was only then that it sunk in, that after all he has gone through, in terms of the immigration process and still going through, in relation to his cancer diagnosis and treatment, he now has a place where he can call home. It means a lot to him.

To not have to think about being potentially homeless or having to sofa surf from house to house, sharing space with strangers, particularly whilst going through cancer treatment, is a huge weight off his mind. Once he has settled in, he will now be able to focus properly on keeping himself safe whilst coping with the impact of and recovery from the treatment he has received so far.

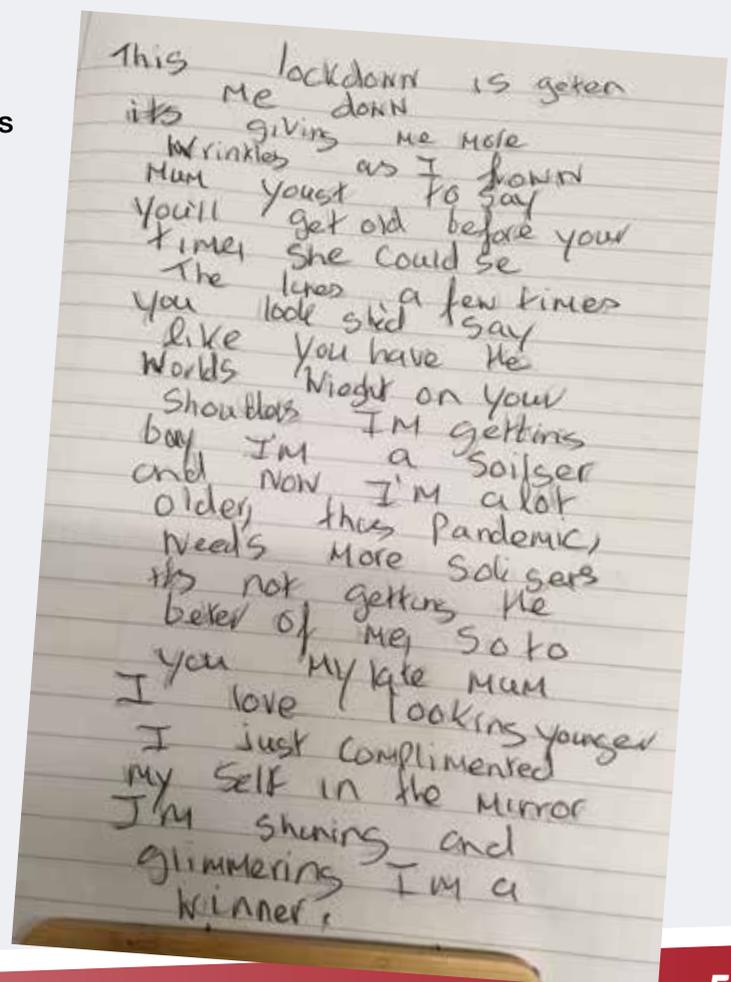
Arawak Walton has provided further hope to a man who came to Cancer Support UK in January 2020 thinking that his life was coming to an end.

Thank you so much for your immense contribution. Thank you so much to Arawak Walton.”

LOCKDOWN POEM FROM TENANT

We received a poem written by one of our tenants during lockdown. The poem was very touching and was beautifully written. With their permission, we would like to share this with you all.

Please send in any poems or short stories that you would like us to share in our next newsletter!



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.

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

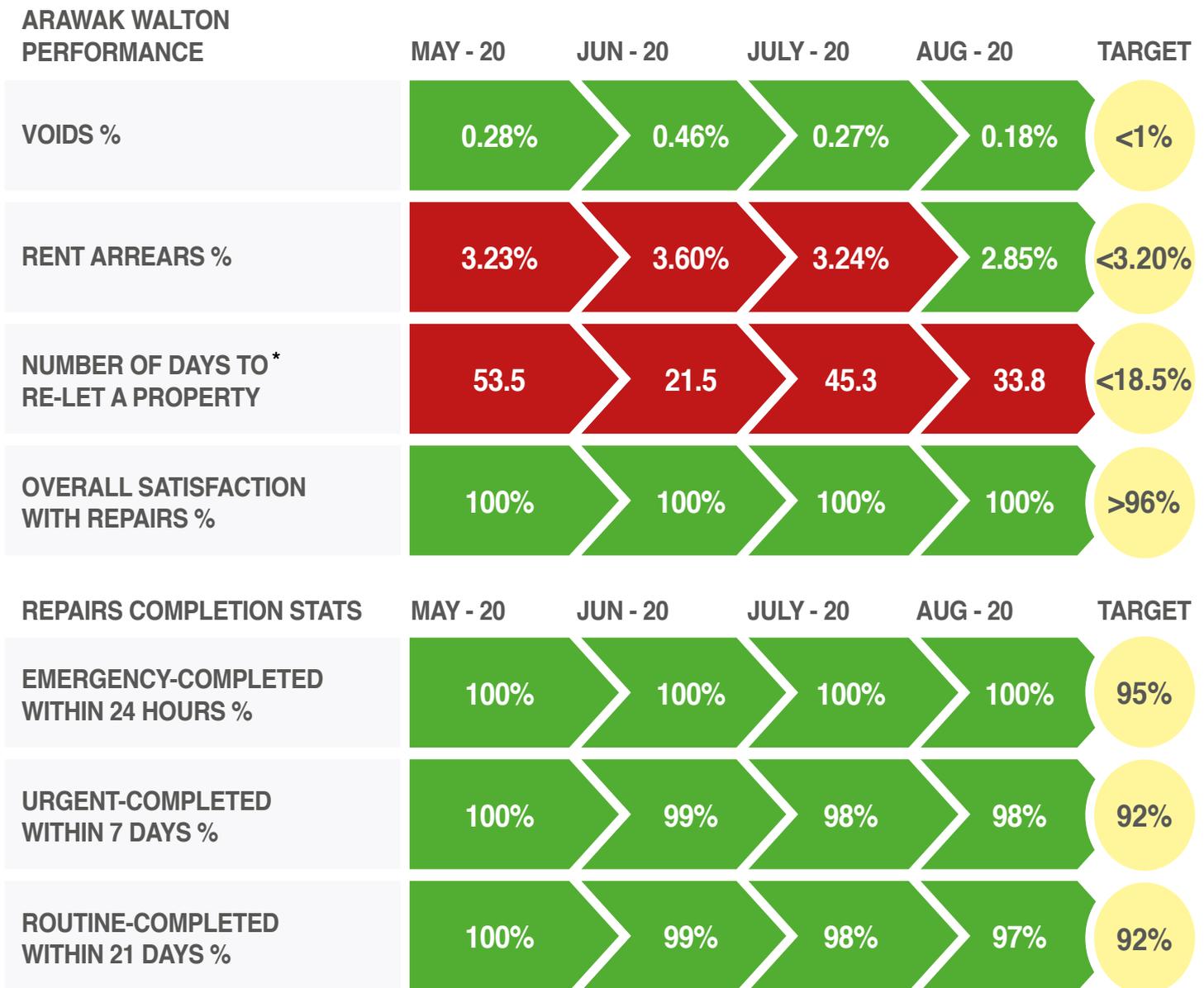


Ben Humphries
We are pleased to announce that we have appointed Ben Humphries on a fixed term contract to cover Stephen's role as Housing Officer. Some of you may recognise Ben already as he worked with us as a temporary housing officer earlier this year.



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.

HOW WE ARE PERFORMING (KPI'S)



KEY ON TARGET MISSED TARGET

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

PUZZLER COMPETITION WINNERS



Congratulations to our Summer Newsletter Winners who have all won a £10 Gift voucher!

MISS BELINDA EVERETT

MRS YVONNE EWERSE

MR JOSEPH DALE

MS MAZA MEHARI
TESFAHANS

MR PHILLIP JOHN MOSS

MRS PATRICIA EDWARDS

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 23rd November 2020



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



WORDSEARCH

p	u	o	d	n	i	r	c	t	g	s	g	e	e	
u	m	n	g	u	s	t	y	l	r	r	e	m	h	c
m	y	l	a	i	n	e	n	y	o	e	i	i	t	t
p	m	u	c	v	e	s	l	o	r	s	o	d	i	b
k	t	d	o	f	w	g	i	p	r	c	r	a	o	c
i	a	n	l	a	o	i	u	l	i	l	i	s	l	a
n	s	t	o	l	n	c	n	c	i	s	f	b	d	c
r	d	a	u	l	s	r	r	d	y	r	a	o	a	t
n	a	a	r	a	u	n	o	u	y	t	e	c	u	c
r	n	k	l	o	k	r	r	a	n	o	i	s	t	e
s	v	y	e	p	b	d	b	u	e	c	a	e	u	c
l	r	u	f	n	n	t	r	o	o	f	h	p	m	o
d	t	i	u	f	i	r	e	s	b	w	e	y	n	s
r	a	i	n	c	p	e	m	f	d	m	s	o	h	e
r	s	r	c	n	e	l	g	s	m	c	b	i	d	a

Autumn
Fall
Pumpkin
Windy

Colour
Fires
Rain

Crunchy
Gusty
Rake

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

Q: What month is Black History celebrated?

A.

Name:

.....

Address:

.....

.....

Telephone:

Email:

.....