

Promoting Diversity, Supporting Communities

We would like to pay tribute to **Mrs Louise DaCacodia** and to her immense contribution to the success of **Arawak Walton** over the past 21 years



Annual Report 2007 - 2008

In celebration of our 21st birthday!



Welcome to our special 21st birthday Annual Report & Calendar!

Throughout the calendar we have highlighted some of our most memorable achievements from the past 21 years with you, our tenants.

Statement of Values

1. We value people;

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

2. We aim high;

We shall improve the quality of our services.

3. We are proud of our roots;

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

4. We move with the times;

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

5. We rely on teamwork;

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

6. 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.

7. We are open and accountable;

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

A Tribute to...

Mrs Louise Da-Cocodia MBE, JP, BEM, D1, MA

One of our founder members and longest standing Board members has passed away. Louise Da-Cocodia was a passionate fighter for fairness and justice and was awarded the MBE for services to the community in 2005. She moved to Britain from Jamaica in the late 1950's and spent most of her life in Manchester, where she had a 26 year career in nursing.

Her daughter Semi said "She was black and proud of it but she didn't focus on that. She fully believed that everyone is equal and worked tirelessly to help the whole community".

"She believed in living life to the full. She never stopped working and she was a brilliant mum. Both I and my brother Richard are immensely proud of what she achieved, though she never sought recognition for it".

"Her crowning moment was receiving an MBE from the Queen. She was a dedication royalist and so proud of that moment."

Mrs Da-Cocodia had achieved so much in her lifetime. To name but a few she was Deputy Lord Lieutenant for Greater Manchester, had always been closely involved with Arawak Walton Housing Association and an advisor on the Moss Side and Hulme task force. She was also a member of the General Synod of the church of England and a lay canon. Louise helped kick start a number of voluntary organisations and business ventures including Cariocca Enterprises, formed to develop business programmes and projects for inner city residents.

Louise will be sadly missed by us all the staff, Board Members and many of the tenants too.

We would like to dedicate this years Calendar & Report to Louise and there are quotes and memories throughout from friends, family and staff members.



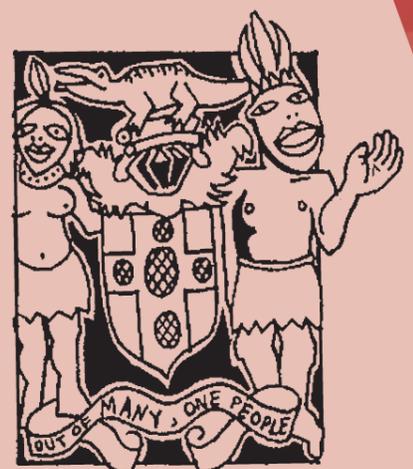
October 08

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Mission Statement

With its roots in the African Caribbean community, Arawak Walton Housing Association exists to provide quality, affordable homes in sustainable, multi-cultural neighbourhoods.



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

Andrew Forbes overview of the past year

2007/08 has been another successful year for Arawak Walton; it has also been a year of change.

We continue to be the only independent Housing Association in the northwest specialising in housing for Black and Minority Ethnic communities. We bring a unique perspective to the task of creating healthy and thriving multicultural neighbourhoods, where people of all backgrounds can live in harmony. And we continue to grow steadily, with a total of 851 homes now under our management, spread widely across Manchester, Trafford and more recently in Stockport. In addition, we continue to meet our targets in terms of arrears, voids, maintenance response times and ethnic make up of our tenants.

On top of our role as housing provider we offer much more. As Chairman, I am particularly pleased that we continue to hold the government's Charter Mark award for excellent customer service.

I am also proud of the Association's contribution to the Business Plus project led by Places for People, which has won the Housing Corporation's 2008 Gold Award for Tackling Worklessness.

Behind the scenes, there have been a number of changes to our senior staff team and to the Board of the Association. We were particularly sad to lose the services of our founder member, and longest standing Board member, Mrs Louise Da-Cocodia MBE. The continued success of the Association is testament to her energy and vision, and we dedicate this year's Annual report to her memory.

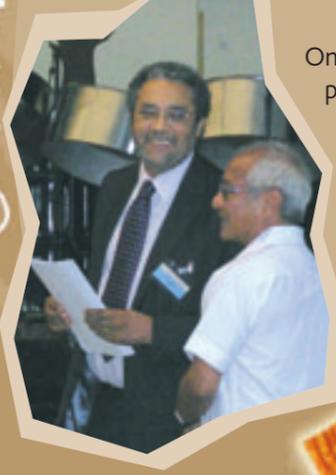
We will continue to invest in our communities in every way we can, as a landlord, as an employer and as a partner in community development. We give thanks to the many partners who enable us to do this - local authorities, funding agencies, housing associations, banks and building societies - and ofcourse, our tenants.

Please take time to read this latest chapter in the story of Arawak Walton, because it is your story as well as ours.



"She was a tower of strength, her compassion, integrity, good humour and determination enabling many obstacles to be overcome."

Andrew Forbes
Chair, Arawak Board



1987



Arawak registered with the Housing Corporation & appointed its first Chair Mrs DaCocodia

In the beginning...

November 08

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Facts & Figures

Lettings in the Year April 2007 to March 2008 (total)

Sources of Applicant	No.	%
Nominated by local authority	32	42
Direct application to the association	25	33
Transfers within stock	16	21
Referrals from a specialist agency	2	3
Other	1	1
No of formerly homeless	14	

1988

In the Community...

This year we have been extremely busy involving our tenants and working in the community.

We have worked closely with Medlock Primary school, and donated (£200) which the school chose to use for "Wet play equipment" for the children- for times when it rains during playtime. Thus allows the children to be entertained, and allows them to participate in physical activities. (working in partnership with the healthy eating schools plan).

We also donated £200 worth of educational "anti bullying" books to the children of Medlock Primary school. These books will be used as part of the national "anti bullying" campaign through schools in the region.

Arawak Walton truly believe that the children are the future, and anything we can do to promote their growth, is a venture in money well spent.

As well as the primary school children AWHA have also worked closely with the local secondary school, Cedar Mount. Last year we were able to donate shirts for their Cricket Team, these were well received from the school.

We were also extremely fortunate to use Cedar Mounts premises to hold our AGM. This proved to be a great success as we were able to meet some of the staff of Cedar Mount.

"Arawak Walton really values its relationship with Cedar Mount High School because it gives us a direct way to be involved in the education and development of the children, many of whom live in our properties.



As a community based association we are involved in more than bricks and mortar when it comes to addressing the needs of our tenants.

By sponsoring the school's cricket team and holding our Annual General Meeting there, hopefully, we provide to the external world, clear evidence of our commitment to the school and what it trying to achieve."

"Arawak Walton's consistent sponsorship of our student and staff cricket squads emphasises the community commitment to expertise in many areas and also concentrates the mind wonderfully when I ask, "Do you deserve the shirt?" at the start of a match!

We are proud of our association and hope to build on new relationships to significant mutual benefit."
Guy Hutchence, HeadTeacher Cedar Mount



1989



A 32 unit elderly sheltered housing scheme was approved in Longsight. After much searching & challenges the Board agreed to develop this off North Moor Road.

"We have lost a great lady of inspiration, who was a catalyst for changing the face of our community and the housing sector."

Arawak Walton Housing Association (Manchester)

December 08



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Facts & Figures

Economic Status of New Tenants

	No.	%
Working Full Time	20	26
Working Part Time	8	11
Retired	8	11
Job Seeker	5	7
Not seeking work	25	33
Full Time Student	5	7
Long Term Sick	5	7

1990



The Board appoints its 1st Director Barbara Quarless & a Warden for Bougainvillea Gardens, Jackie Hanchard.

Developments - Alderford Parade

During 2007/8 the association completed two stock transfer arrangements with Mosscare HG and Arcon HA to provide us with twenty one additional homes in Moss Side.

The on street properties are mainly two and three beds homes. However, we have plans in place to remodel a number of the two bed properties to provide larger family homes using Arawak Walton's free equity. It's an exciting time for the association given the level of in-house development we are undertaking this year.

Work will start on site in September 2008 and is due to complete in March 2009. Handover of another six properties on Alderford Parade took place at the end of June 08.



This development of six 4 bed 8 person houses was initially let via 100% local authority nominations. It brings our homes in Cheetham Hill to 59.

The completion of these schemes means that at the end of June 2008 we had 851 homes with a further 22 homes in our development pipeline.



1989

"Louise was one of the most energetic, enthusiastic and selfless people I have ever had the pleasure to encounter. I also worked with her in the Manchester Sickle Cell & Thalassaemia Centre in the 1980s and 90s. Louise had a wonderfully straightforward and genuine manner and approach which won her so much respect. It was an absolute privilege to have known her."

Dr Harry Waters (Then MRI, now Fife)

January 09

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Ethnic Origin of Applicants Housed by Arawak Walton

Ethnic Origin - Head of Household	No.	%.
Black/Black British: African	17	23
Black/Black British: Caribbean	18	24
Asian/Asian British: Pakistani	2	3
Asian/Asian British: Indian	1	1
Asian/Asian British: Bangladeshi	0	0
Asian/Asian British: Other	0	0
Black/ Black British: Other	4	5
Chinese/Other: Other	0	0
Mixed: White & Black Caribbean	3	4
Mixed: White & Black African	0	0
White Irish	2	3
Mixed: White and Asian	0	0
Total B&ME	53	71
White British	21	28
White Other	3	4

1990

staff Conference

The Association held its 2nd Annual Staff Conference in June 2007. Facilitated by Olive Strachan who has worked with the Association for many years, yet another successful event took place.

Staff learnt more about how to implement the FISH philosophy:

- Play
- Make their Day
- Be there
- Choose your attitude.

Staff talked about some of the preferred learning and team playing roles that we identified last year and how this fitted in. Discussions took place on how best to deliver a quality service to our customers, given our limited resources. There was also a discussion about how to make Arawak Walton a more fun place to work in, given the stresses and strains encountered in a normal working day.



Olive commented, "I never cease to be amazed by the innovative thinking of the staff and how well the Association utilises the skills of all its staff members. This event is a real reminder of the commitment and enthusiasm of all the staff! It's been yet another great day."

Staff & Board Conference 2008

The Association also held its Annual Staff & Board Conference in March 2008. Over a very intensive couple of days the Staff and Board decided what the key challenges are, both internal and external, that need to be addressed.



1991



Bougainvillea Gardens is handed over and the first tenants move in.

"We have all lost a tremendous professional, determined, passionate, caring and very talented woman who will be missed by the thousands who even if they did not know her benefitted from her talents and convictions."

David Gibson (ex-Manchester, Wiltshire)

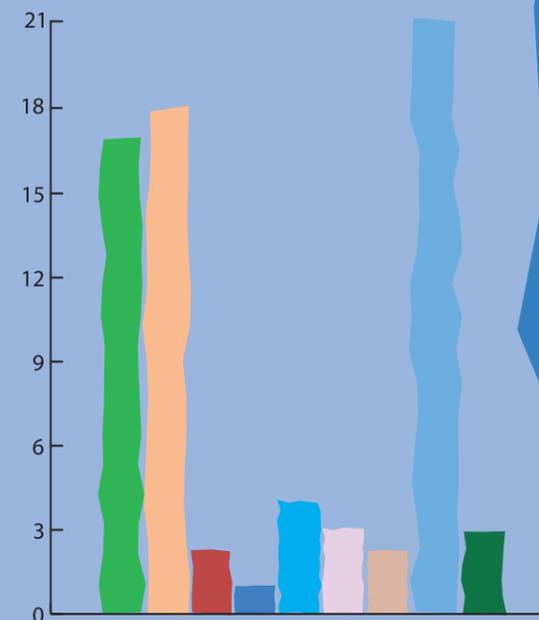
February 09

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Facts & Figures

Ethnic Origin of Applicants Housed by Arawak Walton



1991



The Mayor of Stockport came along to help us officially open our homes at Houldsworth Street, Stockport.

1992

Antilles Close, a scheme for the elderly, is handed over



Moving into Stockport

The association has recently taken handover of its first scheme in Stockport. To introduce the area to Arawak Walton Housing Association we took part in the Stockport Black History Month Celebrations. The association's stall was adorned with images of people who have inspired the association and who's names we have taken for some of our properties.

One of our partners in the area Northern Counties Housing Association said "We are pleased to be helping Arawak Walton develop a presence in the area, adding to the diversity of housing providers in Stockport". We look forward to further developing our presence in the area and welcome our new Stockport Tenants.

Recent months have been a busy time for development. The housing services team took handover of; Lincoln Grove, Longsight - the remodelling of 9 hard to let flats to provide two 7 bed houses. Ayres Road, Old Trafford - 6 new build 2 bed flats, and also the transfer of the first of 3 homes at Houldsworth Street, Stockport from Northern Counties.

We are pleased to be able to report that all the properties were let from the date of handover with very happy tenants!



"I had the privilege to work with Louise in the 80's & 90's in the Sickle Cell & Thalassaemia centre. She was a lovely lady, very dedicated to the cause. It was an honour to associate with such a wonderful person."

Professor Keith Hyde (Manchester)

March 09

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Facts & Figures

Direct Repairs Expenditure	£
Cyclical and planned works	368,885
Day to day reactive	405,248
Annual servicing of equipment	411

Repairs Performance	Response Target In Days	Repairs Completed Within Target	Peer Group Benchmark (%)
Emergency	1	99.9	93 - 98%
Urgent	7	92.6	
Routine	28	97.3	

1993

The Association buys 13 houses in Whalley Range

Mrs Louise DaCocodia

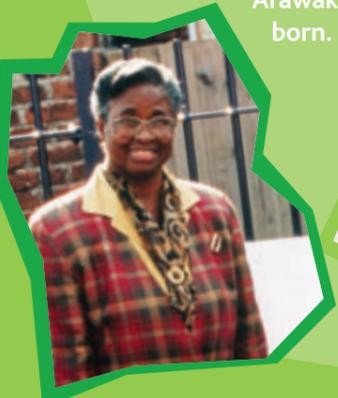
In the early 1980's, Louise Da-Cocodia, having retired from a distinguished career in nursing, was increasingly aware of the numbers of African and Caribbean people struggling with inadequate housing. It is typical of the person she was that Louise decided to do something about this directly rather than waiting for others to take action. She set out to create a Housing Association run by the community for the community, and in 1986 Arawak was born.

Louise had a unique ability to inspire and motivate people from all sections of the community to work with her and from the start Arawak set out to be a genuinely inclusive housing organisation. She led the Association for 13 years as Chair of the Board, through the merger with Walton, through many changes to finance and funding, and through many changes to staff and Board membership. Throughout she was a tower of strength, her compassion, integrity, good humour and determination enabling many obstacles to be overcome.

She represents all that is best in the Caribbean character, enormously proud of being Jamaican, but wishing to embrace people of all nationalities, cultures and backgrounds. She was passionate about the right of everyone to be treated fairly and with honesty and respect and a tireless campaigner for justice.



Now financially strong, employing over 20 local people and widely respected, Arawak Walton is part of Louise's immense legacy to the communities of Manchester. We who follow her, the staff and Board of Arawak Walton, will honour her memory by ensuring that the organisation, in its mission and values, stays true to her spirit.



"You were always so lovely and supportive to me and such an advocate for the community. Your commitment to CCM was outstanding and I am sure that you will be greatly missed."

Sue Middlehurst (Hastings, East Sussex)



1994

A merger with Walton Housing Association increases housing stock

April 09

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Facts & Figures

Growth since 1995

1995	318	
1996	399	
1997	482	
1998	555	
1999	603	
2000	620	
2001	664	Including 4 Shared Ownership
2002	745	Including 4 Shared Ownership
2003	770	Including 4 Shared Ownership
2004	804	Including 4 Shared Ownership
2005	817	Including 3 Shared Ownership
2006	816	Including 2 Shared Ownership
2007	826	Including 2 Shared Ownership
2008	845	Including 8 Shared Ownership

“A visionary and truly inspirational woman. You were a lady in the very best sense of the word. Rest in peace.”

Dawn Edge (Stockport, Cheshire)



1995



The Association manages its first properties in Trafford.

Marlene West - Tenant Board Member

We are pleased to confirm that Marlene has now returned to the Board following her resignation to concentrate on her studies.

Marlene was born in London after her Jamaican mother and American father moved to the UK. Her father was a Doctor of Psychiatry and her mother a Nurse who later went on to IT Management and programming. Marlene completed her A-levels and took a particular interest in Psychology. She then moved into the field of Housing, taking posts as Housing Co-ordinator. The first challenge Marlene encountered was working within a homeless persons' unit, assisting with re-housing and settlement. This position was then combined with a Drugs and Alcohol rehabilitation unit, this was a position in which she thrived.

In 2001 Marlene decided to make the move up North with her two sons Matthew and Mark.

Now studying at University to achieve a degree in Criminology and Politics, it is Marlene's long term goal to become a Criminal Profiler.

Marlene is active in many community initiatives including Panel Leader for the Youth Offending Team, a Lay person for the Valuation tribunal of the Office of Communities and Local Government Department and is also involved with the British Transport Police on the National Independent Advisory Group (Chair) policy writing. This also involves taking part with the NorthWest Citizens Panel.

Marlene is also qualified to work with the Crown witness service and victim support giving support to adults whilst they go through court proceedings. After enjoying this challenge she took a further qualification to assist vulnerable children who have been victims of abuse, through the ordeal of court. This then lead to her becoming a Family Liaison Officer working with people whose family members have been the victim of a serious crime. Last but not least Marlene has trained with the Manchester City Council to help mediate with tenancy issues.

If she ever gets a spare minute Marlene enjoys appreciating Art in many of the NorthWest's galleries!



1996

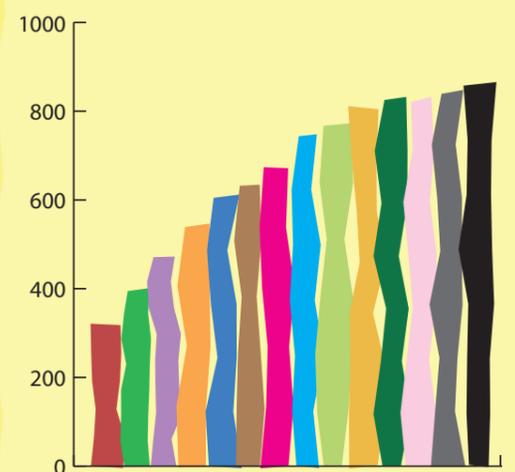
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Facts & Figures

Growth Since 1995



Homes in Management as at March 2007	No.
Homes to rent managed on behalf of others	55
Homes to rent owned by the association	782
Shared ownership	8

1997

Great Fun for all at Neighbours Day!



We recently held two Neighbours Days in May. One in Cheetham Hill and one in Hulme. Both events were well attended and everyone involved commented on what a great day they had.

Our Housing Officer Maynette Francis rounded up some great support from Manchester City Council, Places for People, People first, Tung Sing, Johnnie Johnson and ASDA Hulme.

Activities included music, bouncy castles, a coconut shy, face painting, henna, a magician, games, plenty of food and fun and much, much more.

Over at Hulme the All FM radio station came along to broadcast live, interviewing tenants and playing music. We also invited the Hulme residents to take part in making their own hanging baskets to brighten up the street.

A big Thank You to the Police Community Support Officers who came along to Hulme to support the event. They were even good enough to volunteer for the stocks, getting soaked in the process. Over in Cheetham Hill the possibility of a residents committee was discussed and future events are a big possibility.

The association would like to give special thanks to two of our tenants, Maggie Stone and Diane Higgins. Both helped to organise the events and worked tirelessly to make them a success.

1998



Barbara Quarless, our first director leaves and Cym D'Souza is appointed, the start of a new era.

"She believed in living life to the full. She never stopped working and she was a brilliant mum."

Sarah, Mrs Da-Cocodia's daughter

June 09

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Notes

Location of Stock District	Flats	Houses	Elderly	Adapted for Disability	Total for District
Manchester					
Ardwick	26	109			135
Cheetham Hill		53			53
Fallowfield	8	3		1	12
Hulme	15	37		5	57
Levenshulme		44			44
Longsight	3	37	48	3	98
Moss Side	38	107	4		131
Newton Heath*	5				7
Rusholme		77		1	78
Whalley Range	93	56	4	2	162
Withington		3			3
Total	188	526	56	12	784

*Newton Heath has 2 Shared Ownership Properties and 7 Lease Properties

1998

"Mrs Da-Cocodia will be greatly missed. She was a woman ahead of her time, yet in time. The work she did was and is still relevant for the community today. Sleep well. God bless"

Pat and Gilroy Ferguson, Stockport



Our Charter Mark Assessor Confirms It!



1999



Arawak win the Charter Mark Award for excellent customer service for the 1st time & arrange a loan for 149 properties

Arawak Walton HA is delighted to announce that following our annual surveillance visit by our Charter Mark assessor, he confirmed we truly understand the principles of continuous improvement! Our level of customer care has gone from strength to strength over the past year and the assessor has commented on our improvements.

Extracts from the feedback document say: "You have set precise, measurable and challenging standards covering rent collection and repairs performance. Your standards cover local priorities including the amount of arrears and the number of voids. Members of your staff confirmed to the assessor that they feel involved in the service delivery planning process."

"People are well aware of the service and there is a long waiting list as the average tenancy is over 10 years."

"It is part of your ethos to provide housing services for the black and minority ethnic communities. I was able to visit a number of recently refurbished properties and observe the changes made to meet the needs of different minority groups."

Thanks again must go to all the staff who were involved in gathering new evidence to include in the bid and to our tenants and other colleagues who made themselves available on the day to be interviewed by the assessor. It is heartening to know that our "marks" actually improved following the surveillance visits!

Now all we have to do is start thinking about next year's visit and how we will continue to improve on our services!

July 09

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Facts & Figures

Location of Stock	Flats	Houses	Elderly	Adapted for Disability	Total for District
District					
Trafford					
Altrincham*		6			6
Old Trafford	6	41			47
Total	6	47		1	53
Srockport		2			2
Grand Total	194	575	56	12	845

*Altrincham also has 6 Shared Ownership Properties

1999

Golbourne Avenue Meets The Highest Environmental Standards



On Wednesday 19th March 2008 the Association unveiled its latest properties. The project in Golbourne Avenue has been developed in Partnership with Manchester City Council, Southway Housing Trust and the Housing Corporation.

The association were keen to meet the highest environmental standards to reduce the costs for tenants and to do our bit to reduce carbon emissions for everyone's benefit. The building was transformed from a 2 storey 3 bed property into a 3 storey 5 bed property. The properties included the energy efficient features that you would expect in an Arawak Walton Property such as double glazing and excellent wall and ceiling insulation. However it also strived to use reclaimed materials and incorporated design features that enabled several generations of families to live and work within it.



These features included space for a home office and the ability to use a downstairs room as a bedroom. In addition the property included facilities to enable tenants to separate their waste for recycling and to enable rainwater to be captured to water the garden. Councillor Eddie Newman opened the property and congratulated the association for its excellent example of partnership working and innovative environmental design.

2000



Our largest development allocation in Manchester, St Gregory's site will be built using 'Green' construction methods.

"Mrs DaCocodia's steadfastness in taking forward Arawak Walton was unbelievable"

Cym D'Souza, Chief Executive Arawak Walton

August 09

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Notes

Facts & Figures

Empty Properties 31st March 2007	No.	%
Vacant and available for letting	10	1.07
Vacant and unavailable for letting	15	1.70
All empty properties	25	2.96
Housing Corporation Target		Less than 3%
Peer Group Benchmark		3.5

Average Void Period	No. of weeks
Arawak Walton	7
Housing Corporation Target	3
Peer Group Benchmark	6

2000

Different Time, Different Venue & a Great Success!

Arawak Walton held its Annual General Meeting on 12th September 2007 at Cedar Mount High School as a late afternoon event. It is the first time for a number of years that we've used a different venue from Bougainvillea Gardens, so we were all a little fraught!

During the meeting shareholders and other guests heard that the association had had another good year with turnover tipping £3m and an asset base of over £41 million. The association had made a healthy surplus before transfers of £219,000 (2006 - £403,000). However, the Chair noted that these surpluses needed to be used in future years to assist the association in achieving the government's target rents and to carry out major repairs.

The association's Chair, Mr Andy Forbes took the opportunity to launch the association's annual report that had been written with a theme of "communities working together". He was delighted to confirm that our tenant satisfaction survey confirmed levels of satisfaction above the upper quartile for mainstream housing associations!

Mr Forbes also took the opportunity to present some flowers to Sandra McKenzie, senior housing officer, in recognition of her 20 years service to Arawak Walton.



"Louise has left her mark in Manchester and the people who knew her well will make her legacy live on"

Delores Thompson (WHALLEY RANGE, Greater Manchester)

Mr Simpkins, Board member gave a vote of thanks to the Board members and staff for ensuring the association had achieved another successful year. Finally, Mr Guy Hutchence, head master of Cedar Mount took the opportunity to give an update on the good work the school is doing and of its plans to move to a newly built, state of the art venue in 2008. Mr Hutchence went on to say he was delighted to have this long standing relationship with Arawak Walton, given that we both have such a diverse customer base, indeed many of the school's pupils came from the association's homes.

2001



Jamaican and Canadian visitors come over to celebrate Bougainvillea Gardens 10th Birthday!

September 09

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Facts & Figures

Average Assured Rents

Property Type	£
One bedroom	61.05
Two bedrooms	71.80
Three bedrooms	77.30
Four or more bedrooms	86.02

Rent Collection	%
The proportion of rent due collected for the year was	98.37
Our average level of rent arrears for the year was	7.17
Peer Group benchmark for arrears	9.50

“Everytime that I look at the Two Schemes (Bougainvillea Gardens and Antilles Close) I will remember her for all what she has done for us in the community.”

Jackie & Clarke Graham (Longsight, Manchester)

2002



Cheetham Hill sees 14 homes being built around landmark St John's Church

Housing Corporation Gold Award Winner 2008 - Tackling Worklessness



Many of our tenants will already be aware that we were involved for a number of years in a project working with the 'Places for People' Group. The scheme called Business Plus, was a partnership that included two other housing associations (Tung Sing and MossCare). It delivered "pre-Start" and "post-Start" business support and training. We are proud to announce that the Places for People scheme has just won the Housing Corporation's Gold Award 2008.

About the Award

The Gold Award was established by the Housing Corporation to identify and share excellent practice in the social housing sector and to ultimately support improvements to services for residents.

Winners of the Gold Award embark on a nine month knowledge sharing programme to share their best practice with their peers. This programme, highlighting replicable examples of excellence and innovation, is the very foundation of the success of the Gold Award. New competition themes are introduced each year that reflect the priorities of the social housing sector at the time.



2003 Winsome Brown becomes Chair

October 09

Mon	Tues	Wed	Thur	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Notes

Rent Increases

Year	Arawak Walton	RPI Inflation
April 2008	2.29%	3.9%
April 2007	2.73%	3.6%
April 2006	1.83%	2.7%
April 2005	2.1%	3.1%
April 2004	2.2%	2.2%
April 2003	2.0%	1.7%
April 2002	2.1%	1.3%
April 2001	3.8%	3.3%
April 2000	2.4%	2.6%
April 1999	2.8%	3.0%
April 1998	3.0%	3.7%
April 1997	3.2%	3.0%
April 1996	3.0%	2.9%

staff News

staff Restructure

Following an in-depth review of the staff structure implemented in 2007, the Human Resources Committee concluded that some changes were necessary to streamline our internal working arrangements and customer service provision.

As a result of this we have implemented a revised staff structure which sees the replacement of the Corporate Services Director and the appointment of an Administration Manager who heads a team now directly reporting to the Chief Executive. For further updates about our new appointments or for more details on how this affects staff contact arrangements please visit our website or check out our latest newsletter.

“Louise DaCocodia was a remarkable and irreplaceable person, a rare gem of a humanitarian Christian.”

Tony Nightingale

New Maintenance Team

In 2008 we are looking forward to bringing our repairs service home and expanding our team. The age of our properties means that we need to pay much more attention to them to keep them in good condition. We are creating 2 new posts and employing a 12 month student placement to safeguard the long term future of our properties and to ensure that the repairs service continues to be consistently of a good standard.



Congratulations!

Its is a delight when staff members expand their family and the association is committed to enabling them to make the most of this precious time. When our housing officer Natalie decided that she wanted to work part time after having a child we saw an opportunity to facilitate some flexible working for her and others in her position. We therefore created 2 part time roles to replace the one full time role.

All the staff here at Arawak want to send a big congratulations and best wishes to Natalie Rowen, who has recently had a baby girl called Beau.



2004

2005



The St. Gregory's site, our largest allocation to date is completed, 10 years after the merger

2006

Andrew Forbes becomes Chair

November 09

Mon	Tues	Wed	Thur	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Notes

Staff per 100 Dwellings

2008	2.48
2007	2.18
2006	2.32
2005	2.54
2004	2.31
2003	2.46
2002	2.56
2001	2.69
2000	2.77
1999	2.83

Ethnic Origin of Staff (as at 31st March 2007)

Black/Black British: Caribbean	3
Black/Black British: African	5
White: British	7
White: Other	2
Asian/Asian British: Indian	3
Asian/Asian British: Pakistani	
Asian/Asian British: Bangladeshi	
Asian/Asian British: Other	3
Mixed Other	1
Total paid staff	24

2007 Tenant satisfaction improves in all areas

staff News



Elaine Taylor
Following a revision of the staff structure, Elaine has been appointed to the new position of Administration Manager. Her new team consists of Bindu Mistry, HR/Administration Officer, Kelly Birrell, Administration Assistant, and Jermaine Thomas, Administration Trainee.

Elaine says "I have worked at Arawak Walton for many years and am proud to head up this new and exciting team. Our new structure will allow the Administration Department to really branch out and realise its maximum potential."

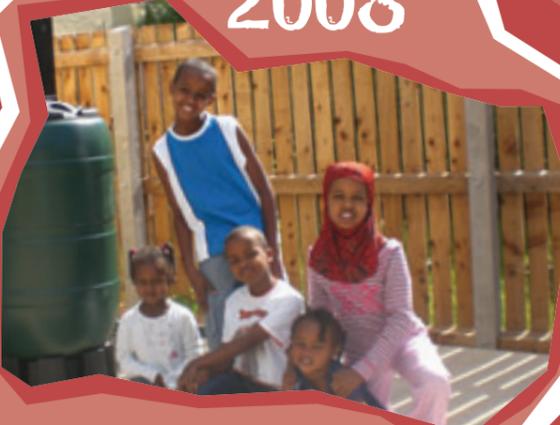
Pure Innovations

Arawak Walton expressed an interest in working with Pure Innovations to provide employment opportunities for people experiencing barriers into work. In order for a placement to be successful it is imperative that the employer is supportive and understands the needs of our clients. AWAHA have been accommodating from the start and their staff have all embraced the supported employment model and welcomed our clients. This is integral when introducing a person into work as it can be an extremely daunting experience, especially if the person has never worked before.

The result has been two successful placements, Sue & Jermaine, and AWAHA have continued to offer ongoing support and professional development. AWAHA were one of the contributors to Pure Innovations' 2007 OFSTED inspection in which we were awarded an outstanding rating with no areas of improvement. It is thanks to employers like Arawak Walton that we are able to provide employment opportunities to people facing significant barriers to accessing employment because of a disability or social disadvantage and hope to continue this invaluable working relationship in the future.



2008



Golbourne Avenue is handed over and tenants move in to the property.

"She touched the hearts of all who met her and her legacy will touch the lives of future generations."

Fred Frederick, Chair of the Board of Directors, Cariocca Enterprises

December 09

Mon	Tues	Wed	Thur	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Notes

Staff Gender

Male	8
Female	16
Total	24 Total FTE 21

Staff Salaries

	Male	Female
£0 - £10,000	1	4
£10,001 - £15,000	1	3
£15,001 - £20,000	2	
£20,001 - £25,000		7
£25,001 - £30,000	1	
£30,001 - £35,000	1	1
£35,001 - £40,000		
£40,001 - £45,000	1	
£45,001 - £50,000	1	
£50,001 - £55,000		
£55,001 - £60,000		
£60,001 - £65,000		1