

OPERATIONS TEAM REVIEW

We have been reviewing how our Operations team have been working over the past year to ensure we are continuing to give the very best service to our tenants and prospective tenants. We have revised the structure to incorporate new posts to enhance succession planning within Arawak Walton and as a result, we have appointed some new faces:



Howard Burgess

We are trialing a new Maintenance Team, headed up by a Maintenance Delivery Supervisor. Tracey Foster (previously Maintenance Inspector). Tracey will be supported by Dean Mooney, our Customer Services Advisor, who has been seconded to the team. Dean will

be training as a Maintenance Assistant. Tracey and Dean have been joined by Howard Burgess (Howard is our new Maintenance Inspector) and is new to the association. He joins us from Housing 21 where he was previously a Property Inspector.

This team will be responsible for making sure all our major works, cyclical programmes and compliance programmes are carried out during the year.

Our Trainee Customer Advisor, Panaishe Nyandoro, will be staying with us a little longer until March next year, to cover Dean's role whilst he is seconded to maintenance.

We have also appointed a new Trainee Customer Services Advisor called Daniel Gregson who will join us later in May.

A familiar face from Sycamore Court, Juliana Egbu, will be moving to our Housing Services Team to get some experience as a Housing Assistant until later this year. Whilst she's seconded, Juliana's role as Scheme Manager at Sycamore Court will be filled by Lorrene Adair.

Lorrene has lots of experience working in sheltered housing and we look forward to her joining the team. We have also made some other internal appointments as a result of the restructure which will be really positive for many staff looking to achieve their career ambitions.



Lorrene Adair



These changes will see: Ben Humphries staying with us in a permanent position with our Housing Services Team; Natasha Daley, a previous trainee, has been appointed to a Senior Customer Advisor position; and Charmaine Hylton has been appointed to the new post of Senior Housing Officer within the Housing Services Team.

We are really positive about all of the changes that we have introduced and pleased that we have been able to create lots of great opportunities for our colleagues.

DEVELOPMENT NEWS

In March 2021 we acquired a further 4 properties from Jigsaw Homes, which are a mix of 2 and 3 bed terraced properties in areas where we already have homes.

These are currently being fully refurbished and the homes will be ready to let in the Summer at social housing rents.

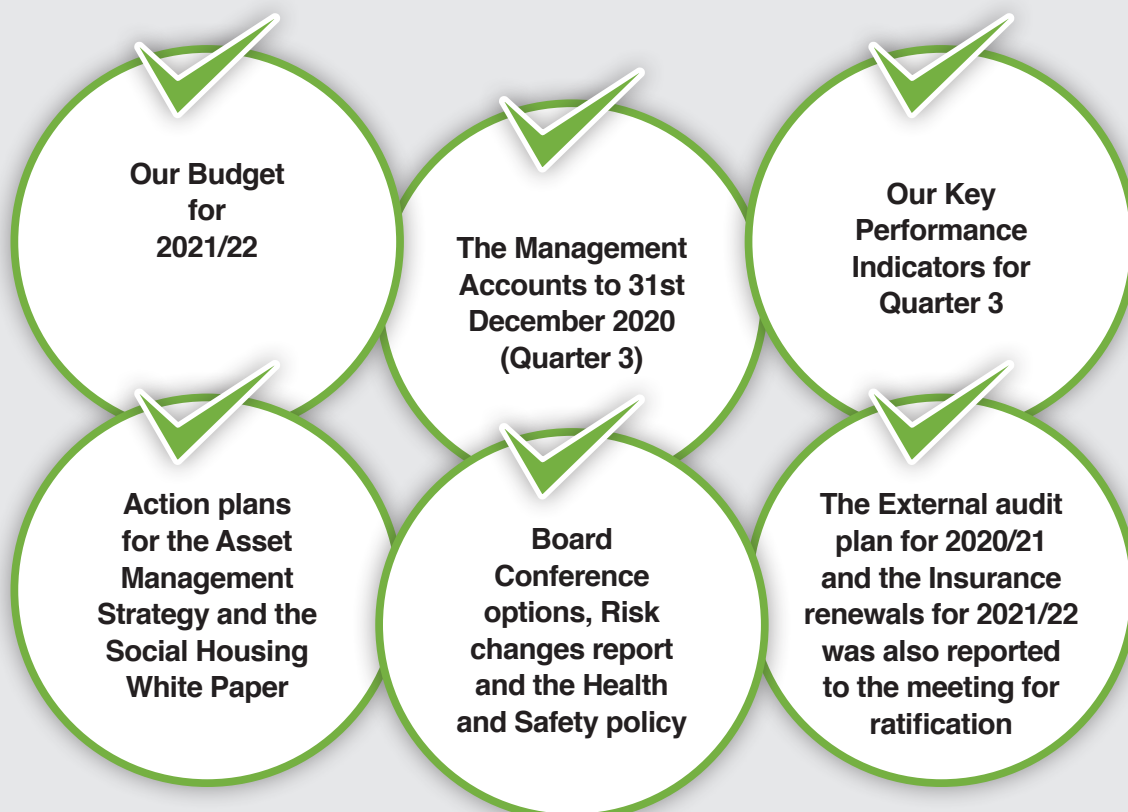
This has meant that we have acquired 13 properties during 2020/21, which has again exceeded our target of 10 properties per year.



MARCH BOARD MEETING

We held our March Board meeting via video conferencing, due to the current COVID-19 rules. We are delighted that we were still able to hold productive meetings, despite all being located remotely.

During the course of the meeting, members approved:



COMMUNITY NEWS

COMMUNITY COMPUTER PROJECT

Arawak Walton are delighted to promote a project which is run by My Outsourced IT, an independent charity which aims to provide a free computer in every home, along with offering IT support and classes to get the most out of the equipment.

The project is focused on getting as many of our tenants online and digitally inclusive,

so if you need access to a PC or laptop for online schooling, to look for work, or if you would just like to stay in contact with friends and family, you can apply.

To apply visit the address below and fill out the application form. Please note - any queries need to be directed to My Outsourced IT who are running the project.

Equipment maybe limited so don't wait around and apply today at
<https://www.myoutsourcedit.co.uk/scheme-request/>

THE SHARP PROJECT

Arawak Walton have also supported an initiative called the 'Sharp Project' and donated £100. The project receives donated hardware which they will then recondition in order to provide **FREE LAPTOPS, DESKTOPS AND TABLETS TO DIGITALLY EXCLUDED MEMBERS OF THE COMMUNITY.**

SICKLE CELL AWARENESS DAY

June 19th, 2021 is World Sickle Cell Awareness Day and is a day to increase public knowledge and an understanding of sickle cell disease, and the challenges experienced by patients and their families and caregivers.

We have, for a number of years worked in Partnership with Sickle Cell Care Manchester. The Sickle Cell charity is still encouraging individuals to wear red on the 19th June and to post pictures online and look out on social media for other online events and activities that may be taking place.

Please find attached a separate newsletter from Sickle Cell Care Manchester regarding the fantastic work they do.





SCCM

Sickle Cell Care Manchester

PERFORMANCE STATISTICS (KPI'S)

ARAWAK WALTON PERFORMANCE	FEB - 21	MAR - 21	APR - 21	TARGET
VOIDS %	0.55%	0.54%	0.18%	<1%
RENT ARREARS %	0.55%	2.51%	2.46%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	8	27	25	*<30 DAYS
OVERALL SATISFACTION WITH REPAIRS %	99.60%	99.46%	100.00%	>96%
REPAIRS COMPLETION STATS	FEB - 21	MAR - 21	APR - 21	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100%	100%	100%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.14%	98.20%	100.00%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.06%	98.00%	99.12%	>92%

KEY  **ON TARGET**  **MISSED TARGET**

*The target for re-let turnaround has been increased from 18.5 days to 30 days to reflect the impact of the COVID lockdown when we were unable to let properties for 2 months

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 0161 272 5248.