

WORKING WITH YO



**Arawak
Walton**

Housing Association

Passionate About People

ANNUAL REPORT 2022



Chairperson's Statement

This is the last time I shall be contributing to Arawak Walton's annual report as Chairperson.

Arawak Walton was a very different organisation back in 2014, in that now it is much larger both numerically and geographically. There were many great milestones achieved under my stewardship, perhaps the greatest was how we adapted to many challenges along the way, whilst remaining true to the vision of our founders, which was to provide truly affordable, quality homes for Black and minority ethnic people.

I was already aware of Arawak Walton Housing Association and the work they did when I was approached to consider applying for the role of Chairperson. I liked the fact that this was a Black-led organisation with a challenging mission.

The initial meeting took place at Birch Court, a scheme for residents over 55. I was struck by the standard of the accommodation, layout, cleanliness and the ethos of residents having the privacy of their own living space, combined with access to community space and support, enabling independence for many years. I thought: "I would be happy for my own Mother to live here," which, for me, is an important benchmark.

My role has been an enabler, empowering both the Board and management team to work collaboratively to achieve our objectives. We remain true to our roots and have a culture that many associations respect and want to implement. Our size means

that we can adapt to challenges more nimbly. We have been early adopters of many policies which are now embraced by others in relation to services.

There are so many highlights during my time, but a particularly proud moment was in 2017, achieving 1,000 homes in management. It meant that we would be regulated in the same way as much larger organisations. That first assessment was challenging because we were not really sure if our approach, as a smaller association, would meet the Regulator's requirements. To receive the top G1/V1 rating was a huge vote of confidence. My pride has continued as this top rating has been maintained ever since.

Others include keeping our Customer Service Excellence (CSE) standard at top level and achieving gold status at our first Investor in People submission. To achieve and retain these accolades is a source of great pride and shows how we value our tenants and our staff, from the most junior to the head of the organisation. Recently, we signed the 'Time to Change' pledge because we are committed to creating a workplace free of stigma and discrimination surrounding Mental Health Issues. This organisation is like a family, which has grown and developed, creating an even stronger legacy to build on. By encouraging and developing our Chief Executive, Cym D'Souza, we have taken our place on the national stage.

Cym has been Chair of BME National for many years and is regularly asked to contribute her views and experience on policymaking concerning housing and other issues affecting Black and minority ethnic communities, locally and nationally. The success of our work in creating harmonious and vibrant communities in areas where there was previously mistrust and unrest is now used as a benchmark for others wishing to make similar progress.

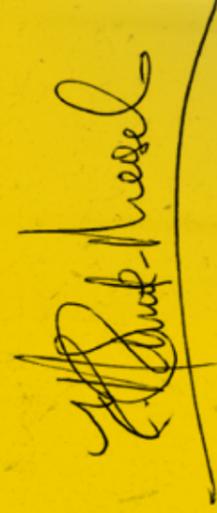
Our work with The Boaz Trust, which supports people who become homeless after achieving asylum status, is one of the most notable among several community projects we facilitate. It underlines

our fundamental belief that the provision of decent quality, truly affordable homes kickstarts hope and a fresh start in life.

The Covid pandemic has been a challenging time for everyone, yet it provided opportunities for us to demonstrate our ability to change working practices and continue to deliver the services and quality our tenants expect. Staff went above and beyond to deliver. Their commitment and compassion demonstrated their total belief in the mission of our organisation.

I am leaving the organisation in great shape to continue to achieve the best outcomes for our community. It is apt that

our theme this year is 'Working With You', as I thank everyone who has worked so hard to make Arawak Walton the respected and successful organisation it is today, from the founder members, current and past Board members, staff, partner organisations and our great tenants who make our work so worthwhile.



Evelyn Asante-Mensah OBE
Chair
Arawak Walton Housing Association



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.

January 2023

1 Sun	New Year's Day
2 Mon	
3 Tue	
4 Wed	World Braille Day
5 Thu	Birthday of Guru Gobind Singh
6 Fri	Epiphany
7 Sat	
8 Sun	
9 Mon	Seijin Shiki (coming of age day)
10 Tue	
11 Wed	
12 Thu	
13 Fri	
14 Sat	Makar Sankranti
15 Sun	World Religion Day
16 Mon	Martin Luther King Day/Religious Freedom Day

17 Tue	
18 Wed	
19 Thu	
20 Fri	
21 Sat	
22 Sun	Birth of Haile Selassie /Chinese New Year
23 Mon	
24 Tue	
25 Wed	Burns Night
26 Thu	Vasant Panchami
27 Fri	
28 Sat	
29 Sun	
30 Mon	
31 Tue	

WORKING WITH YOU

...to keep your homes up to date

Our work with diverse communities gives us a unique insight into the needs of our residents and we are mindful of particular requirements of differing cultures.

In recent years we have focused on acquiring larger properties to accommodate larger families seeking a new life in Greater Manchester. Our teams invest time to understand how particular fixtures and fittings can help create a better home environment. This can range from supplying facilities to allow easier access for more elderly family members, to incorporating larger sinks and better storage facilities into larger family homes.

Before



Before



We also work closely with contractors who understand these individual requirements and who are able to incorporate special adaptations into their plans for new kitchens and bathrooms as part of our planned maintenance programmes. One such company is Novus Property Solutions, which has a great understanding of how we work to adapt our standard plans wherever possible to meet particular needs. They worked with Arawak Walton to install new kitchens to our properties on Heald Grove.

After



After



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February 2023

1	Wed	World Hijab Day/St Davids Day
2	Thu	Candlemas (feast of the purification)
3	Fri	Setsubun
4	Sat	World Cancer Day
5	Sun	Thai Pusam
6	Mon	Tu B'Shvat
7	Tue	
8	Wed	
9	Thu	
10	Fri	
11	Sat	
12	Sun	
13	Mon	
14	Tue	Valentine's Day
15	Wed	Nirvana Day
16	Thu	

17	Fri	
18	Sat	
19	Sun	
20	Mon	
21	Tue	Shrove Tuesday
22	Wed	Ash Wednesday/Lent Begins
23	Thu	
24	Fri	
25	Sat	
26	Sun	
27	Mon	
28	Tue	Rare Disease Day

WORKING WITH YOU

to repair and maintain your homes promptly

In July 2021, a semblance of normality returned post Covid, with offices re-opening and planned maintenance projects resuming.

Among the planned maintenance projects completed during the year were new doors and windows at Horace Barnes Close; refitted bathrooms at Epping Street and at Clarendon Road flats; internal decorations at Birch Court and Daisy Bank Court; external decorations at Houldsworth Street and Morborne Close and new kitchens at Deerhurst Drive and Oundle Close.

 Kitchens have been installed at Oundle Close, Brydon Avenue, Deerhurst Drive

 Bathrooms installed at Epping Street

 Doors and windows at Horace Barnes Close



 We have replaced the roof at Sycamore Court

 Fencing repairs have been carried out to Triscombe Way / Thorncombe Road



We employ local contractors to put back into the local economy. Pommell's G&C are one of Arawak Walton's trusted maintenance providers. Many of the team live locally to Moss Side and Whalley Range and know our areas really well. Pommell's is always striving to be more environmentally friendly, considering things like the products they use and how to reduce journey times. In a pilot scheme to reduce road pollution, Desmond is now using an electric bike to travel between local minor repair jobs.

Another is 4 Seasons Lawn and Garden, which maintains the gardens at some of our properties. The team visits twice a month during the summer months and once a month during the winter. They are also happy to answer any gardening queries tenants may have.

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March 2023

WORKING WITH YOU

to support local community activities

Arawak Walton has become increasingly involved in a wide range of local projects to enhance local communities, offer opportunities for socialising and support charities. For example we provided assistance to community groups delivering Christmas hampers.

Last summer, a partnership comprising Arawak Walton, Buzz, NTCG, Mancunian Way, Manchester City Council and MCLO held a community action day in Cheetham Hill. The day was designed to be fun as well as helpful. A community skip was provided to assist tenants in removing bulky household items they wished to dispose of.



Colleagues from Customer Services and Housing Services were on hand to log any repairs and give general advice in relation to any tenancy related issues, as well as litter picking and a general clean-up of the area. There were a host of activities ranging from planting, children's prize giveaways and the local children also took part in an activity where they gave their views on the community and what they would like to see.



Tenants at Sycamore Court enjoyed a fancy dress Halloween party at Sycamore Court, complete with a delicious buffet of pumpkin soup and corned beef hash, and a prize for the best costume.



A McMillan coffee morning was hosted at Bougainvillea Gardens where £180 was raised for McMillan Cancer, while residents of Sycamore Court enjoyed a coffee morning so much that they decided to make it a regular Friday fixture.



1 Wed	
2 Thu	Nineteen day fast starts
3 Fri	World Book Day
4 Sat	
5 Sun	
6 Mon	Feast of Esther/Purim
7 Tue	Holi
8 Wed	International Women's Day/Shushan Purim
9 Thu	
10 Fri	
11 Sat	
12 Sun	
13 Mon	Commonwealth Day
14 Tue	Mother's Day
15 Wed	
16 Thu	

17 Fri	St Patrick's Day
18 Sat	
19 Sun	
20 Mon	Nineteen day fast ends/ Spring Equinox/ Naw Ruz/International Day of Happiness
21 Tue	World Down Syndrome day/International Day for the Elimination of Racial Discrimination
22 Wed	Ramadan Starts/ Ugadi
23 Thu	
24 Fri	
25 Sat	
26 Sun	British Summer time starts
27 Mon	
28 Tue	
29 Wed	
30 Thu	Rama Navami
31 Fri	

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April 2023

WORKING WITH YOU

to help keep our communities safe

As well as ensuring we provide safe homes for our residents, we also work closely with the police and other external organisations to minimise crime and antisocial behaviour.

Tara Horner, Housing Services Manager and Ben Humphries, Housing Officer joined other housing providers, Greater Manchester Police and local Councillors for a walkabout exercise in Moss Side. It was an opportunity to meet tenants, discuss local issues, see at first-hand what is happening on the ground and to make new community connections.



17 Mon	Laila Ad-Oadr (Night of power)
18 Tue	Guru Angad Dev / Yom HaShoah
19 Wed	
20 Thu	Ramadan Ends
21 Fri	Eid al-Fitr
22 Sat	Akshaya Tritiya
23 Sun	St Georges Day
24 Mon	
25 Tue	Yom Haatzmaut / World Malaria Day
26 Wed	
27 Thu	
28 Fri	
29 Sat	
30 Sun	

1 Sat	April fool's day
2 Sun	World Autism Awareness Day / Palm Sunday
3 Mon	
4 Tue	Mahavir Jayanthi
5 Wed	Fast Of the First Born / Passover
6 Thu	Maundy Thursday / Hanuman Jayanti
7 Fri	World Health Day / Good Friday
8 Sat	Lent ends / Holy Saturday
9 Sun	Easter Sunday
10 Mon	Easter Monday
11 Tue	
12 Wed	
13 Thu	Passover ends
14 Fri	Vaisakhi
15 Sat	
16 Sun	

Since February 2021, Arawak Walton has been working in partnership with community group Mancunian Way to tackle the issue of youth unrest, discontentment, and frustration in the Cheetham Hill community. We have provided funding to support the work of Mancunian Way which involves going into the community every week to engage with the local youth and provide help with and support in areas such as counselling, mentoring, assistance with CV writing, addressing mental health needs, building on core life skills to develop greater understanding and relationships within the community and prevent violence and exploitation.

This successful community project has been delivered by our Housing Services team working closely with Mancunian Way. We have received great feedback from tenants about the difference the project has made to their lives and has



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May 2023

WORKING WITH YOU



to help newcomers settle into their new homes

Many of the people we help have become homeless through no fault of their own. They may have been displaced by war and are seeking asylum.

We work closely with a range of organisations to help provide quality, affordable accommodation to enable a fresh start for those who need it most. One of these is The Boaz Trust, a Manchester based charity working to end destitution amongst people seeking asylum and refugees. They offer safe accommodation and tailored one-to-one support for people who have become homeless after claiming asylum.



1 Mon	May/Day
2 Tue	
3 Wed	
4 Thu	
5 Fri	
6 Sat	
7 Sun	
8 Mon	
9 Tue	Lag B'Omer
10 Wed	
11 Thu	
12 Fri	
13 Sat	
14 Sun	
15 Mon	
16 Tue	
17 Wed	
18 Thu	Ascension Day
19 Fri	
20 Sat	
21 Sun	World day for Cultural Diversity for Dialogue and Development
22 Mon	
23 Tue	
24 Wed	
25 Thu	World Africa Day/Shavuot (Begins)
26 Fri	
27 Sat	Shavuot (Ends)
28 Sun	Pentecost
29 Mon	Ascension of Baha'u'llah/Spring Bank Holiday
30 Tue	
31 Wed	World no tobacco day



boaztrust

We have a longstanding relationship with The Boaz Trust and two of the 20 shared houses they manage locally are leased from Arawak Walton. Rob Clarke, Head of Operations at the Trust, explained: "Our longstanding partnership with Arawak Walton is a key relationship for us as a charity. Some of the benefits for us are that it ensures that the properties are maintained to a high standard, that rents are collected from our refugee clients, and that policies and procedures are in line with statutory and regulatory requirements."

"We draw on Arawak Walton's expertise in areas such as repairs, maintenance and rent management. It's a partnership based on shared values that plays to the strengths of each organisation."

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June 2023

WORKING WITH YOU



to support our tenants

We recognise that many people on low incomes are used to juggling to make ends meet, but others often struggle to make their budgets stretch until pay day. With higher energy bills and increased cost of living costs, this can only get more difficult, so advice and support is even more important.

Our Housing Officers regularly offer informal guidance and support to access grants and other support and we can help point our residents to other organisations such as Citizens Advice who may be able to help with individual needs. The most important asset to protect is the roof over your head, and we always urge anyone struggling to get in touch so we can work out the best way to offer help and support.



1 Thu	
2 Fri	Vesak (Buddha Day)
3 Sat	
4 Sun	Trinity Sunday
5 Mon	
6 Tue	
7 Wed	
8 Thu	Corpus Christi
9 Fri	
10 Sat	
11 Sun	
12 Mon	
13 Tue	
14 Wed	World Blood Donor Day
15 Thu	
16 Fri	Martyrdom of Gury Aijan Dev

17 Sat	
18 Sun	Father's Day
19 Mon	
20 Tue	
21 Wed	Summer Solstice/International Yoga Day
22 Thu	Windrush Day
23 Fri	
24 Sat	
25 Sun	
26 Mon	
27 Tue	
28 Wed	
29 Thu	Eid Al-Adha (feast of sacrifice)
30 Fri	

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July 2023

WORKING WITH YOU



to direct you to help and support when required

Whilst the majority of our residents have jobs, many are on zero hours contracts or minimum wage so may need help to access the additional support to which they are entitled. We can help, by pointing people in the direction of food banks, or help them access income support or other benefits they may be entitled to.



17 Mon
18 Tue
19 Wed Islamic New Year
20 Thu
21 Fri
22 Sat
23 Sun
24 Mon Pioneer Day
25 Tue St James the Great Day
26 Wed
27 Thu
28 Fri
29 Sat
30 Sun
31 Mon

Whilst we offer access to IT facilities at our head office in Ardwick, it is also our aim to get many of our tenants online and digitally inclusive. With this in mind, the association is 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.



We have also supported an initiative called the 'Sharp Project' with a £100 donation to the project, which reconditions hardware donated to provide free laptops, desktops and tablets to digitally excluded members of the community.

We made a donation to KYSO, a youth organisation whose goal is to identify and help young people who are likely to have a turbulent transition to adulthood and offer a positive support system to avoid the pitfalls that can derail their lives. The donation was used to purchase JD Sports gift cards which were given out to their members as prizes.



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

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

WORKING WITH YOU

to help influence Government agendas and policies affecting BME families

This year Arawak Walton teamed up with other housing associations across Greater Manchester for a campaign which provides an opportunity for staff and colleagues to showcase what they are 'Proud to Be.'

The project was a month-long celebration of the richness and diversity of Black and Brown heritage in the UK.

We also work with the National Housing Federation to share stories about why Black History month is so important to us. It is not just a month to celebrate the continued

achievements and contributions of Black people in the UK and around the world, it is also a time for continued action to tackle racism, reclaim Black history, and ensure Black history is represented and celebrated all year round. As each year continues to show, Black history is being made every day, in all kinds of ways.



"Black History Month for me is all about celebrating and remembering all those diverse people past and present who made a difference to the lives of ordinary people. They gave hope for change, acted as role models to young people to aspire to greater things. It's good to revisit their journeys. It encourages me to continue to raise my voice when I see injustice and inequality."



Cym D'Souza, Chief Executive of Arawak Walton Housing Association

CELEBRATE
BLACK HISTORY MONTH
NATIONAL HOUSING FEDERATION

WORKING WITH YOU



to ensure Manchester and Greater Manchester partners diversify their leadership teams

Greater Manchester Housing Partnership (GMHP) has developed the ‘Boost’ programme, a unique partnership and research programme with Manchester Metropolitan University which aims to address the underrepresentation of Black and Minority Ethnic (BME) employees in leadership positions in the housing sector. Our Chief Executive, Cym D’Souza sits on the advisory group for the project.



Through a combination of reciprocal mentoring and dedicated ‘Change Champions’, the project seeks to identify and address unfair barriers to leadership and create lasting culture change that encourages BME leaders and progression, enabling improved routes to senior roles.



The first phase ran between 2019-21 leading to a detailed research report outlining eleven recommendations to be taken forward by GMHP members, with the aim of embedding lasting solutions to the lack of diversity in senior teams. Each housing provider is now supporting the ongoing development of the programme and has committed to a future mentorship programme beginning in 2022.



GMHP partners have not been afraid to shine a light on challenging issues and have worked collaboratively to identify long-term solutions that will ensure a more level playing field for anyone who wants to progress their career in the housing sector. Our learning and recommendations are not only being embedded across GMHP, but others in the sector are also taking them on board, becoming a catalyst for lasting change, both in Greater Manchester and beyond.

1	Fri	
2	Sat	
3	Sun	
4	Mon	
5	Tue	
6	Wed	Krishna Janmashami
7	Thu	
8	Fri	International Literacy Day
9	Sat	
10	Sun	
11	Mon	
12	Tue	
13	Wed	
14	Thu	Triumph of the Cross
15	Fri	Rosh Hashana (starts) Jewish New Year
16	Sat	

17	Sun	
18	Mon	Ganesh Chaturthi / Fast of Gedaliah
19	Tue	
20	Wed	
21	Thu	World Alzheimer's Day
22	Fri	
23	Sat	
24	Sun	
25	Mon	Yom Kippur
26	Tue	
27	Wed	Milad Al Nabi
28	Thu	
29	Fri	
30	Sat	First Day of Sukkot

October 2023

WORKING WITH YOU

to ensure we always

provide the best possible service



1 Sun Black History Month (full month)

2 Mon International Day of Non-Violence/
Feast of Guardian Angels

3 Tue

4 Wed

5 Thu World Teachers Day

6 Fri Shmini Atzeret

7 Sat

8 Sun Simchat Torah

9 Mon

10 Tue

11 Wed

12 Thu

13 Fri

14 Sat

15 Sun

16 Mon

17 Tue

18 Wed

19 Thu

20 Fri Birth of Guru Amar Das

21 Sat

22 Sun

23 Mon Dussehra

24 Tue

25 Wed

26 Thu

27 Fri

28 Sat British Summer Time Ends

29 Sun

30 Mon

31 Tue Halloween

We are proud to announce that Arawak Walton has been accredited the Customer Service Excellence standard (CSE) award for another year with our best result yet, demonstrating that we are committed to providing excellent customer service to our tenants!

For the second year running we were assessed as being fully compliant in all areas of the CSE accreditation. In addition, we received one 'compliance plus' which related to making efforts to identify hard to reach and disadvantaged groups and individuals and developing our services in response to their specific needs.



This highlighted that we have significant evidence of continuous improvement and acknowledged that the evidence we presented was testament to our continued customer focus in spite of the effects of the pandemic. The assessor enjoyed meeting staff and visiting some recently refurbished properties and gave positive feedback about the relationships we clearly have with our tenants and stakeholders.



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November 2023

1 Wed	All Saints Day
2 Thu	All Souls Day
3 Fri	
4 Sat	
5 Sun	Guy Fawkes Night
6 Mon	
7 Tue	
8 Wed	
9 Thu	
10 Fri	
11 Sat	
12 Sun	Diwali/Remembrance Sunday
13 Mon	
14 Tue	World Diabetes Day
15 Wed	
16 Thu	International Day for Tolerance

17 Fri	
18 Sat	
19 Sun	Guru Nanak Jayanti
20 Mon	
21 Tue	
22 Wed	
23 Thu	
24 Fri	Martyrdom of Guru Tegh Bahadur
25 Sat	
26 Sun	
27 Mon	Birth of Guru Nanak
28 Tue	
29 Wed	
30 Thu	St Andrews Day



WORKING WITH YOU

to offer the best development opportunities for our staff

Despite being a relatively small organisation, Arawak Walton adheres to the same employment policies operated by much larger operators.

We have a People Strategy and action plan which promotes a positive working environment and recognises the importance and value of all our employees. We have generous maternity and paternity provisions and operate a work/life balance policy, which allows opportunity for home working as well as being office based. Just over a third of our staff are employed in permanent part time positions, many of whom are working mums. We have mental health and wellbeing forums and have placed greater emphasis on this recently.

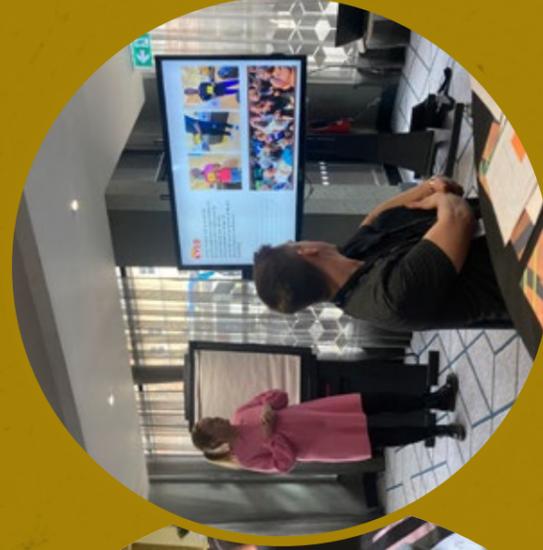


We are always looking to improve our offering to our staff and involve them in discussions about benefits and rewards.

We are proud of our staff retention record, with 25% of staff having more than five years' service, and 25% having more than 10 years' service. Two staff have been with Arawak Walton more than 20 years and a further two have been with us for more than 30 years.

There are many opportunities for job progression within Arawak Walton. For example, three members of our current management team were originally appointed

to more junior roles and others who started via job schemes such as Kickstart have been given opportunities to train for specific roles and, in time, gain promotion to more senior positions. We are particularly proud of our efforts to grow talent in the Black and minority ethnic communities locally and applaud those who have used their grounding with the association to move on to great career success externally. One of our Board members, Troy Tull, who is now a Senior Risk Analyst at Worldpay/FIS, started his career as a trainee with us before progressing to more senior positions in Beevers & Struthers audit department.



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December 2023

1 Fri	Beginning of Advent/World AIDS Day
2 Sat	
3 Sun	
4 Mon	
5 Tue	
6 Wed	
7 Thu	First Day of Hanukkah
8 Fri	Bodhi Day
9 Sat	
10 Sun	
11 Mon	
12 Tue	
13 Wed	
14 Thu	
15 Fri	Last Day of Hanukkah
16 Sat	

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

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WORKING WITH YOU Always



Over the decades Arawak Walton has faced many diverse challenges and changes, but we have always remained true to our roots, adapting and changing how we work without compromising our core objectives.

By helping people from Black & minority ethnic communities have happy and fulfilled lives, as part of a community that welcomes and appreciates the diversity they bring, we believe we create better places to live. It is testimony to our work and those of other stakeholders we work with, that Manchester, Stockport and Trafford are popular destinations, where people are keen to live and work.

We have been passionate about encouraging multi-cultural living where people from all backgrounds, religions and cultures can learn about each other and develop harmonious friendships.

We have been working in Greater Manchester since 1978 and plan to be here for as long as our communities want and need our support.



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Passionate About People

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