

ANNUAL CELEBRATION EVENT

We say goodbye to Evelyn and welcome new Chair Adrian

We held our Annual General Meeting in September and used it as an opportunity to celebrate the success achieved under Evelyn Asante Mensah who has been the Chair of the Board at Arawak Walton for nine years and to thank her for her dedication and commitment.

To celebrate Evelyn's time as Chair we created a timeline of some of the achievements and accomplishments that Arawak Walton have achieved during her tenure. This included purchasing Sycamore Court from Anchor homes, surpassing the 1000 homes mark and moving into new areas in Manchester. We also became part of the Housing First Homelessness Project with our purchase of a property in Whalley Range, created new partnerships with organisations like the Boaz Trust and achieving our first G1/V1 accreditation.

This celebration also allowed us to welcome Adrian Carridice-Davids as our new Chair of the Board.

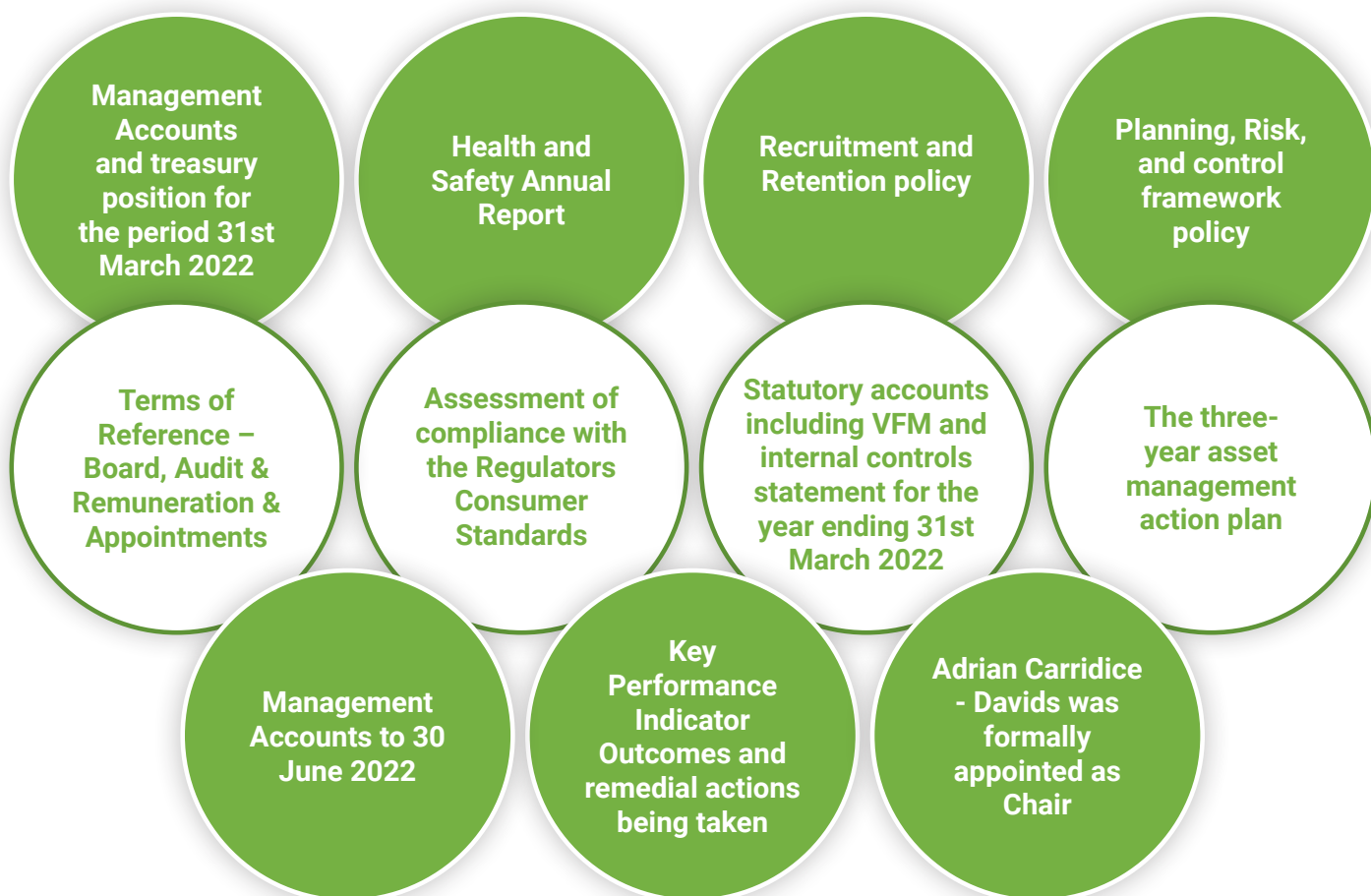
We also surprised our Chief Executive Cym D'Souza with a cake and balloons to celebrate her 25 years as Chief Executive at Arawak Walton Housing Association.

This was a fantastic day enjoyed by everyone who attended. Arawak Walton would like to give special thanks to the Lord Mayor Councillor Donna Ludford who came and gave a talk, the African Caribbean Care Group who had a stall at the event, Valrie from the Louise DaCocodia Trust who dedicated a poem to Lousie Dacocodia and Honey Pot caterers for providing an amazing hot buffet.



JULY AND SEPTEMBER BOARD MEETING

During the course of July and September, Board meetings, members approved the following:



OUTCOME OF OUR TRIENNIAL TENANT SATISFACION SURVEY

Every 3 years we carry out an independent survey of tenant satisfaction, so that we can gauge our tenant's views on a range of areas related to the services we deliver, with a view to learning from the feedback and making any improvements that we need to. This is to ensure that our tenants are fully satisfied with the services that they receive from us.

This year, the survey took place again, carried out on our behalf by TLF Research who are an independent third-party research company.

We are delighted to tell you that we received excellent results.



Some key findings...

- Satisfaction levels were particularly high for our housing for older people (86.2%)
- The survey results showed that what matters most to our tenants is that we treat them with fairness and respect, closely followed by the 'quality' of their home.
- They also want us to be easy to contact.
- The highest average satisfaction score (9.1/10) was for Arawak Walton 'being easy to contact', followed by being treated with 'fairness and respect' (8.8/10).
- Just under 25% of customers say they don't go online/have online access. For those who do, smartphone is the most often used device for going online and a high proportion of customers who go online also use apps. That said, when asked the preferred way of communicating with us, 'phone' was a clear front runner and top choice.
- 82% of customers agreed we have a good understanding of cultural issues.
- 70% agreed It is important that we are a black and minority ethnic organisation.

The following areas were highlighted as areas where we can make some improvements, and we have built these into an action plan to focus on areas where we can improve the tenant's experience.

- Complaints handling
- Demonstrating that Arawak Walton is listening to views and acting
- The way ASB is handled
- The neighbourhood as a place to live

We will include more details about the report, and some more specific comments on our website.

GOOD NEWS



Jackie Graham, Scheme Manager at Bougainvillea Gardens went above and beyond by accompanying a tenant to their graduation! This is such a kind gesture which we are sure was appreciated by the tenant.

We received a letter of thank you from CAN SURVIVE, a charity providing support and information for people with cancer, their families and carers for our £200 donations.

The donation will contribute to the running of their cancer support group at Kath Locke Centre in terms of refreshments, service user travel and other delivery costs.

Arawak Walton were recently tagged in a positive tweet from the Moss Side Tenants Union. On a day when they had been hearing about issues from tenants, our tenant only had positive things to say about us and the service we provide!



Moss Side Tenants Union
@MossSideTenants

Fantastic morning door knocking on the Alex Park estate. Lots of tenants with issues, which we'll be picking up, but also we were very impressed speaking to Arawak tenants who only had positive things to say about their housing provider! Refreshing!

4:17 pm · 26 Aug 2022 · Twitter Web App

We recently made a donation to “Upping It!” to allow them to work with neighbours on Rawcliffe and Seedley street to green their alley. They put lots of hard work into tidying the alley and planting it up but they were struggling to keep it watered with no outdoor water supply. One of our tenants on the street was very involved so Jo Moon our Customer Service Managers agreed to install an outdoor tap from the budget to allow them to have access to water. The results are amazing!



MEET THE BUYER EVENT

Lisa Jowrey, Communal Services Manager and Jo Moon, Customer Services Managers attended and presented at the “Meet the buyer” event organised by Richard Davis, Ex Arawak Walton Board Member. Our Chair, Adrian also spoke at the event.

The idea of the event was to provide guidance and support to new businesses in the community. There were talks on apprenticeship schemes, business development and securing contracts in the housing sector.



STAFF NEWS

LEAVERS

HOWARD BURGESS

Howard Burgess left the association back in July 2022 after deciding he wanted to retire and spend more time with his family after recently becoming a grandad for the first time!

STEPHEN BIRSS

Stephen Birss left Arawak Walton in August after 8 years as a Housing Officer after an opportunity arose at Wythenshawe Community Housing Group.

NATASHA DALEY

Natasha Daley, Senior Customer Service Advisor left the association in July after securing a new job with Golden Lane Housing. Natasha started with Arawak Walton as our Trainee Customer Service Advisor and worked her way up to Senior Customer Advisor, so we are delighted with her recent successful appointment.

We wish them all the best in their new ventures.

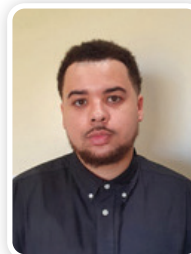
STARTERS



DAVID BICKERDIKEY

David is our newly appointed Maintenance Inspector, having joined the association in August. David joins us from Homes of Hope where he worked with individuals who were homeless or at risk of becoming homelessness. His

commitment to helping people leaves no doubt that he will build a great rapport with our tenants and makes him a great addition to our maintenance team.



TROY BROWNE

Troy Browne is the newest Housing Officer to join Arawak Walton, completing our Housing Team. Troy joins us from Jigsaw Homes where he was a Housing Management Advisor for 5 years. His experience with tenants and

working in the community makes him an excellent addition to Arawak Walton.



BEV MCPHERSON

Bev is our new PA to the Chief Executive and recently joined the association in October. Bev is an experienced PA and has held numerous jobs as a PA & Administrator. Bev will be working closely with our Senior

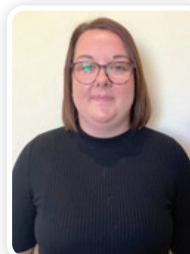
Management Team and Board members.



GEMMA SMITH

Gemma Smith is our new Operations Director who joined us in September. Gemma has joined us from The Guinness Partnership Group where she was Head of Independent Living. She has over 19 years' experience in the public and profit for purpose sector, both

in Housing and within the NHS.



LAURA JONES

Laura Jones joins Arawak Walton as our Housing Assistant, a new role we have introduced to support our Housing Officers. Laura is new to working in Housing Associations but she has adapted well to her role and is a welcome addition to the team.

CUSTOMER SERVICE NEWS

ASHLEY COLEMAN & WILL LEWIS



We are pleased to announce that there have been some changes in our Customer Services Team.

Ashley Coleman has been successful in her application for the post of Senior Customer Advisor, following an internal recruitment process.

In addition to this, Will Lewis, our current Trainee Customer Service Advisor has successfully filled the permanent Customer Advisor position.

What a fantastic success story once again for our Trainee programme with both these members of staff progressing from this role.

PERFORMANCE STATISTICS (KPI'S)

ARAWAK WALTON PERFORMANCE	JULY - 22	AUG - 22	SEP - 22	TARGET
VOIDS %	0.36%	0.54%	0.27%	<1%
RENT ARREARS %	2.41%	2.27%	2.46%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	23	*30.17	25.36	<26 DAYS
OVERALL SATISFACTION WITH REPAIRS %	98.30%	98.41%	97.66%	>92%
REPAIRS COMPLETION STATS	JULY - 22	AUG - 22	SEP - 22	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100.00%	100.00%	100.00%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.12%	98.24%	98.90%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.39%	98.04%	98.17%	>92%
KEY  ON TARGET  MISSED TARGET				

*Both general needs and over 55 properties contributed to the missed target in August. Voids in our general needs properties was due to a combination of staff shortages and annual leave and voids in our older people's properties can sometimes take longer to let as applicants tend to need more time to go through the moving process as they often have to downsize.

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 contact Bev on 0161 272 6094 or email her at bmcpherson@arawakwalton.com