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THIS YEAR'S THEME IS SALUTING OUR SISTERS

## BLACK HISTORY MONTH IS COMING IN OCTOBER

Keep an eye out on our website and social media sites for events throughout October.

# CORPORATE NEWS

## TENANT SATISFACTION MEASURES SURVEY



### YOUR OPINION MATTERS TO US

**If you read our tweets or have visited our website lately, you will know we have recently asked a company called TLF Research Ltd to conduct a satisfaction survey for us, during September 2023.**

**We thought you might like to know a little bit more about TLF Research Factor just in case they give you a call.**

TLF Research specialises in running satisfaction surveys and helping organisations understand what they need to do to be better.

They work with different businesses and with lots of housing associations. This means that they understand the type of information that will help us improve.

We worked closely with TLF Research to come up with a questionnaire that is quick and easy for you to complete on the telephone and gives you the chance to have your say.

TLF Research follows a special Code of Conduct for researchers. The Code makes sure that you, and any information you share, is treated with respect. For example, they will always check if you want your feedback to be anonymous or not.

It is really important to us that we gather views from everyone. To do this TLF Research makes calls during the day and into the early evening. By doing this they get feedback from anyone who is not available during the day. They will not call later than 8.30pm.

If you miss a call from TLF Research you do not need to worry. They will call you back at another time. They will never expect you to call them so you do not need worry about any cost.

The interviewers understand that your time is precious. They will arrange to interview you at a time that suits you.

The interviewers come from all walks of life. Many of them have worked for TLF Research for years because they enjoy talking to people and find the work so interesting.

TLF Research tells us that their interviewers enjoy talking to housing association customers. This is because you are friendly and happy to give feedback.

Your opinions matter to us. We dedicate time to reading all your scores and comments to understand how you feel and what we need to do differently.

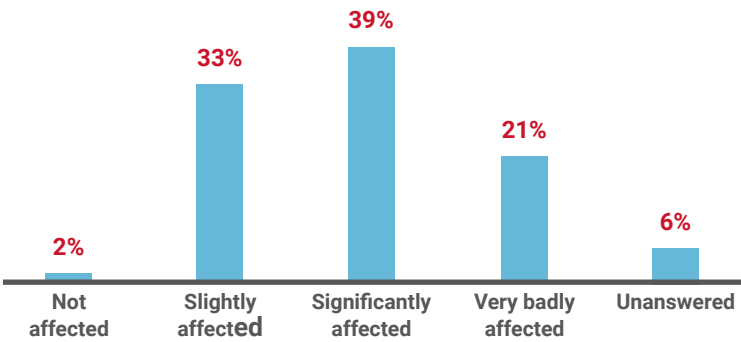


The first postal survey of 2023 was sent out in March and focused on the ‘cost of living crisis’. The purpose of the survey was to find out how are tenants are being affected by price increases and what you think Arawak Walton could do to help.

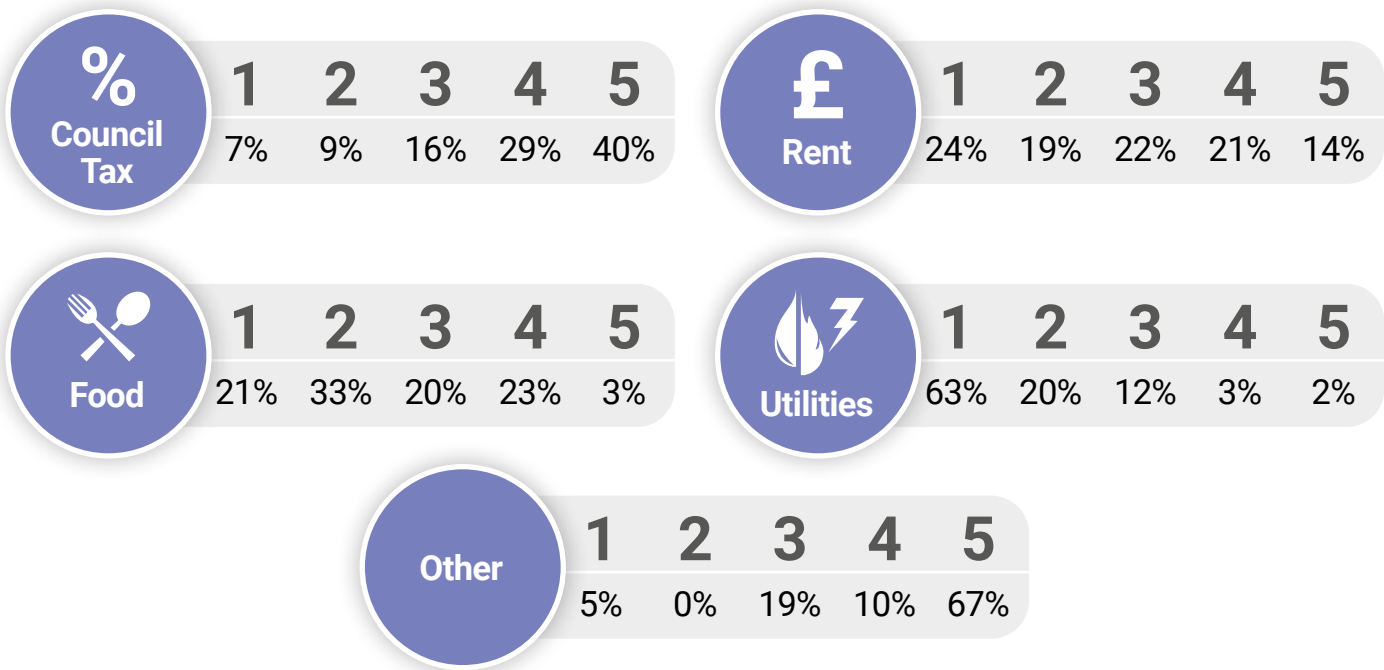
The survey showed that a high proportion of our tenants have been affected by the Cost of Living Crisis, with 86% of tenants reporting they have had to reduce their spending, including on essentials such as food, clothes and shoes. Utilities were revealed to be the highest area of concern.

Our Housing Officers have reached out to tenants who expressed specific concerns to provide bespoke advice and signpost to relevant support services. We also continue to offer foodbank vouchers to our tenants who need them.

Q1. How have you been affected by the cost of living crisis?



We asked you to “Rate the following bills in order of how worried you are about them with ‘1’ being the most worried and ‘5’ being least worried?”



On the back of the postal survey we wanted to provide some websites and companies where you can buy reduced priced items and get extra help and support.



### **ARDWICK FURNITURE SHOP / ST ANNS HOSPICE**

**[www.sah.org.uk](http://www.sah.org.uk)**

Offering a vast range of pre-loved furniture, electricals and homeware.

### **FREecycle**

**[www.freecycle.org](http://www.freecycle.org)**

A site where people give away and collect items for free in their selected towns.

### **RENEWAL NW/STOCKPORT**

**[www.renewal-nw.com/](http://www.renewal-nw.com/)**

An independent Christian charity, working with the long-term unemployed to break down barriers to employment.

### **BRITISH HEART FOUNDATION**

**[www.bhf.org.uk](http://www.bhf.org.uk)**

Offering a vast range of pre-loved furniture, electricals and homeware.

### **CLEAN START - TRAFFORD**

**[www.lqgroup.org.uk/cleanstart](http://www.lqgroup.org.uk/cleanstart)**

Addresses wider social and economic issues, re-investing profits back into the community.

### **TREE OF LIFE/WYTHENSHAW**

**[www.treeoflifecentre.org.uk](http://www.treeoflifecentre.org.uk)**

Providing valuable services to the community, from a furniture re-use shop to health and wellbeing sessions.

### **THE MUSTARD TREE**

**[www.mustardtree.org.uk](http://www.mustardtree.org.uk)**

A low-cost furniture distribution service, with vintage furniture, clothing, and white goods on sale too.

### **BUTTLE TRUST**

**[www.buttleuk.org](http://www.buttleuk.org)**

Providing items for young people that their parents cannot necessarily afford.

### **STREET SUPPORT**

**[streetsupport.net](http://streetsupport.net)**

Find local services to help you get what you need. From a supportive chat and a warm meal, to legal advice and medical help.



# PROPERTY UPDATES

## RECENT ACQUISITIONS



We are purchasing properties from another landlord to increase our stock in areas where we already have homes. Some of these are currently undergoing renovations or are due to be started once a contractor has been assigned.

We will be letting these properties to people from our waiting lists.



### **PINNINGTON ROAD**

On site. Estimated completion date: 29/09/23.



### **SEEDLEY STREET**

KLM appointed.  
Awaiting start on site.



### **BRUNT STREET**

KLM appointed.  
Awaiting start on site.



### **BREAD STREET**

On site. Estimated completion date: 03/11/23.



### **HIGHMEAD STREET**

On site. Estimated completion date: 03/11/23



### **SEEDLEY STREET**

On site. Estimated completion date: 15/09/23.



### **EDALE AVENUE**

Out to tender.



### **WISTARIA ROAD**

Out to tender.



### **DEYNE AVENUE**

Out to tender (re-tendered).

# MAINTENANCE

## PROPERTY REPAIRS



Please see below the way in which we categorise property repairs.  
If you wish to report a repair you can do so in whatever way you choose  
– by telephone, email, via the tenant portal or in person

## HOW TO REPORT A REPAIR

By phone on 0161 272 6094 (24 hours a day)

By email at [customerservices@arawakwalton.com](mailto:customerservices@arawakwalton.com)

In person at 23 Manor Street Ardwick, Manchester M12 6HE

### EMERGENCY REPAIRS (WITHIN 24 HOURS)

- Failure or breakdown of any essential service for hot water, heating.
- Fault or damage that makes the premises unsafe or insecure.
- Serious damage from an accident or natural disaster.
- A serious water service leak.
- An urgent repair that is deemed an emergency because of a vulnerable person in the property that cannot wait 7 days

### URGENT REPAIRS (WITHIN 7 DAYS)

- Loss of power to more than one socket
- No heating but have hot water during the summer months.
- Evidence of mould, damp or condensation covering more than 5% of a room
- A routine repair that is deemed an urgent because of a vulnerable person in the property can not wait 21 days.

### ROUTINE REPAIRS (WITHIN 21 DAYS)

- Leaking gutter
- Damaged kitchen worktop or drawer
- External repairs to communal gates, paths or roofing
- Loss of one light or power socket
- Dripping or faulty taps
- Minor leaks which can be contained using a bucket, bowl or towel (including roof leaks)





**During cold months, our homes are at risk of condensation, mould and damp. Understanding why this is can help us to avoid them and to handle small issues to stop them from getting worse. This is important because, if untreated, mould can cause serious health problems.**

### ABOUT CONDENSATION

Condensation happens when moisture in the air meets a cold surface, like our windows, tiles, and outside walls.

### ABOUT MOULD

A build-up of condensation can lead to mould because mould grows where there is excess moisture. Mould forms in the coldest parts of the home, like windows, corners and edges of rooms, especially on outside walls, and in cupboards and wardrobes.

Visit our website [www.arawakwalton.com](http://www.arawakwalton.com) for more information on how to prevent condensation and mould in your home.

Get in touch with us straight away if you have black mould or are concerned about the levels of mould at home. But if you can, handling small cases of mould yourself can be straightforward, and help stop things getting worse. You can do this by wiping the surface with fungicidal wash, mould remover or a domestic cleaning product.



## TENANT ANNUAL VISITS



**We will be carrying out an annual tenant visit. The purpose of the home visit is to check that tenants have everything they need and that their home is in good condition. This offers us the opportunity to answer any questions, deal with any concerns, and to note any repairs that are needed to keep the property safe. We will contact you in advance to let you know when an Officer will call. Your co-operation is appreciated.**

## RENT CALCULATOR



We have introduced a Rent Calculator to our website which you can use to work out how much rent you need to pay when there are changes to your Housing Benefit / Universal Credit.

This is a quick and easy way to work out your payments .

You will still receive notifications from Housing Benefit about changes to your entitlement, but not from us.

**If you wish to discuss your rent account, your Housing Officer is available to assist you and can be contacted on 0161 272 6094.**

**The rent calculator can be found under the “You and Your Home” section on our website [www.arawakwalton.com](http://www.arawakwalton.com)**

## CONTENTS INSURANCE



### Do you have contents insurance?

At Arawak Walton we understand that the cost of living has put many tenants into financial hardship and contents insurance might be the last thing to consider paying for. However contents insurance is important because it covers the financial cost of repairing or replacing household goods and furnishings in the event of a burglary or unforeseen damage, like a flood. It protects your belongings if they are damaged, destroyed or stolen.

Please also find below information about My Home Contents Insurance Scheme which has been designed for tenants in social housing.

An advertisement for 'My Home Contents Insurance'. The background is dark blue. On the left, there is a stylized illustration of a neighborhood with colorful houses (pink, teal, and blue) and trees. In the top right corner, there is a logo for 'My Home Contents Insurance' featuring a house icon. The main text, 'Home contents insurance designed for tenants in social housing.', is written in large, bold, white and yellow letters. At the bottom, it says 'Visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk) for more information' in white text.

 **My Home**  
Contents Insurance

**Home contents  
insurance designed  
for tenants  
in social housing.**

Visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)  
for more information



# EVENTS

## WINDRUSH 75TH ANNIVERSARY EVENT



To celebrate the 75th anniversary of Windrush, staff, tenants and their families hosted an event at Bougainvillea Gardens. The event had guest speakers, stall and exhibitions, a raffle, and plenty of food and drinks.

The event had a great turn out and everybody had a fabulous time.



### Staff from Arawak Walton joined in the celebrations in August at the community led Manchester Carnival.

The purpose of the stall was to engage with the community, raise our profile, have some fun and use the herb gardens as a vehicle to engage with visitors to our stall.

Part of the engagement was to also ask for their ideas on our tenant newsletter, the response was great and there were some amazing ideas which we will be sure to include in upcoming editions.

Arawak Walton also donated £500 to the Manchester Caribbean Carnival 2023 which we support every year.





## SUMMER BBQ



Tenants at Birch court held a BBQ where tenants, staff and members of the community came along to enjoy some good conversation and some tasty food.



## CLEAN UP DAY



Tenants and staff from Arawak took part in a clean-up event in Moston on the 27th August despite the rain. They managed to fill 11 bin liners, which we arranged for Biffa to collect.

The areas they focused on were:

- Adrian Street
- Part of Langworthy Road
- Attenborough Street



# SHORT STORIES



Black History Month is in October and is a momentous occasion to recognise and celebrate the invaluable contributions of black people to British society.

David Szuminski, our Customer Services Manager, has included a story to share ahead of Black History Month.

## BOY WHO FOUGHT TO BE KING

**This is a true story about a young boy called Shaka who through adversity, grew up to be a king, changed the course of history, created a Kingdom and died not in battle but from the hands of his brothers.**

Shaka was born into the small South African clan of the Zulus in 1787. His father was the chief of the Zulus and his mother, Nandi, was the daughter of the chief of a nearby clan. Even as a young boy, Shaka had the important job of watching the sheep and cattle. He was responsible for protecting them from wild animals with little more than a short spear.

When Shaka was still a young boy, his father drove him and his mother out of the village. They were disgraced and had to find refuge with another clan. While growing up in the strange new clan, the other boys teased and bullied Shaka. Shaka's only refuge was with his mother, who protected him and loved very much.

As Shaka grew older, he became tall and strong. He began to be a leader among the boys because of his physical abilities. However, Shaka was also very smart and very ambitious. He wanted to rule and make his mother proud.

Shaka and his mother became part of the clan of a powerful chief named Dingiswayo where Shaka trained as a warrior. Shaka soon discovered ways to improve the method of fighting. He found that taking off his sandals and fighting barefooted helped him manoeuvre better. Shaka began to go barefooted everywhere in order to toughen up his feet. He also had a blacksmith design him a better spear that could be used in hand to hand combat in addition to being thrown.

Shaka used his strength, courage, and unique fighting methods to become one of the fiercest warriors in the clan. He was soon a commander in the army.

When Shaka's father died, he became chief of the Zulu with the help of Dingiswayo. Shaka began to take over nearby clans and gain soldiers for the Zulu.

When Dingiswayo died, Shaka took control of the surrounding tribes and became the most powerful leader in the area.

In 1818, Shaka fought a great battle against the army of his main rival for control of the region, Zwide. Shaka's army was greatly outnumbered, but his men were trained in his way of fighting and he used superior battle tactics to defeat Zwide. The Zulus were now the most powerful kingdom in the region.

Shaka continued to train and build his army. He conquered many of the surrounding chiefdoms. At one point Shaka had a well-trained army of around 40,000 soldiers. When Shaka's mother Nandi died he was heartbroken. He became unwell and treated his people very badly. Before the Zulus could revolt his brothers assassinated him in 1828 and buried him in an unmarked grave.

50 years later, the Zulu army that King Shaka developed defeated an invading British army at the battle of Isandlwana which sent shockwaves through the House of Commons.

Today King Shaka's legacy still lives on in the Kingdom of Zululand, where King Goodwill Zwelithini kaBhekuzulu currently rules.



# COMMUNITY NEWS

## WORK EXPERIENCE



Each year Arawak Walton offers the local schools students in year 10 a work experience position, where they can come and work within our different departments and experience what a career in the housing sector looks like.

We asked one of our work experience students to write a summary about her time at Arawak Walton. Here is what she said:

**“ I found my experience at Arawak very educational as I got an insight into the real corporate world. I worked with different departments each day and got involved with their day to day activities. I spent my first day with the corporate services team where I focused on comms and created a twitter post. On the second day the housing team showed me how they deal with rent issue and I sat in on a team meeting which I really enjoyed. For the rest of the week I was with reception and maintenance and observed how they deal with tenants and their queries. My favourite part was getting to know the different people and learn about different jobs I could do in the future.”**

Eiliyah – Year 10 - Denton Community School

## KEEP ACTIVE



No matter your ability, there are plenty of ways you can stay active from the comfort of your own home.

Including activity in your routine can help improve your health and mood.

Gardening, Stretching, Chair Exercises and Yoga are a few ways you can get active at home! You can find videos for beginners on the internet, especially YouTube!





# STAFF NEWS

## STARTERS

NEW



### JEANELLA ANDREW

Jeanella Andrew is our new Scheme Manager at Sycamore Court. Jeanella has a background working in mental health and working as a care team leader for residents with illnesses and learning difficulties.

## LEAVERS

GOOD LUCK



### SABINA AHAD

Sabina Ahad, has decided to not return to Arawak Walton as our IT Officer following a career break.

We wish Sabina all the best.



### ADEBAYO ADETUNDE

Adebayo Adetunde has been with us on a temporary contract as our IT Assistant. Adebayo has secured a new job at MSV housing and we wish him all the best in his new position.



### JORDAN OSBALDESTON

Jordan Osbaldeston, PA to our Chief Executive left the association in July after securing a new role.

We wish her all the best.



### SARAH ATTA

Sarah Atta, our Corporate Services Manager is leaving Arawak after almost 9 years. Sarah has worked her way up from Corporate Service Assistant to Corporate Services Manager at Arawak and is a huge part of the team. We wish her all the best in her new ventures, as she leaves to pursue a career in coaching.

## PUZZLER COMPETITION WINNERS

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



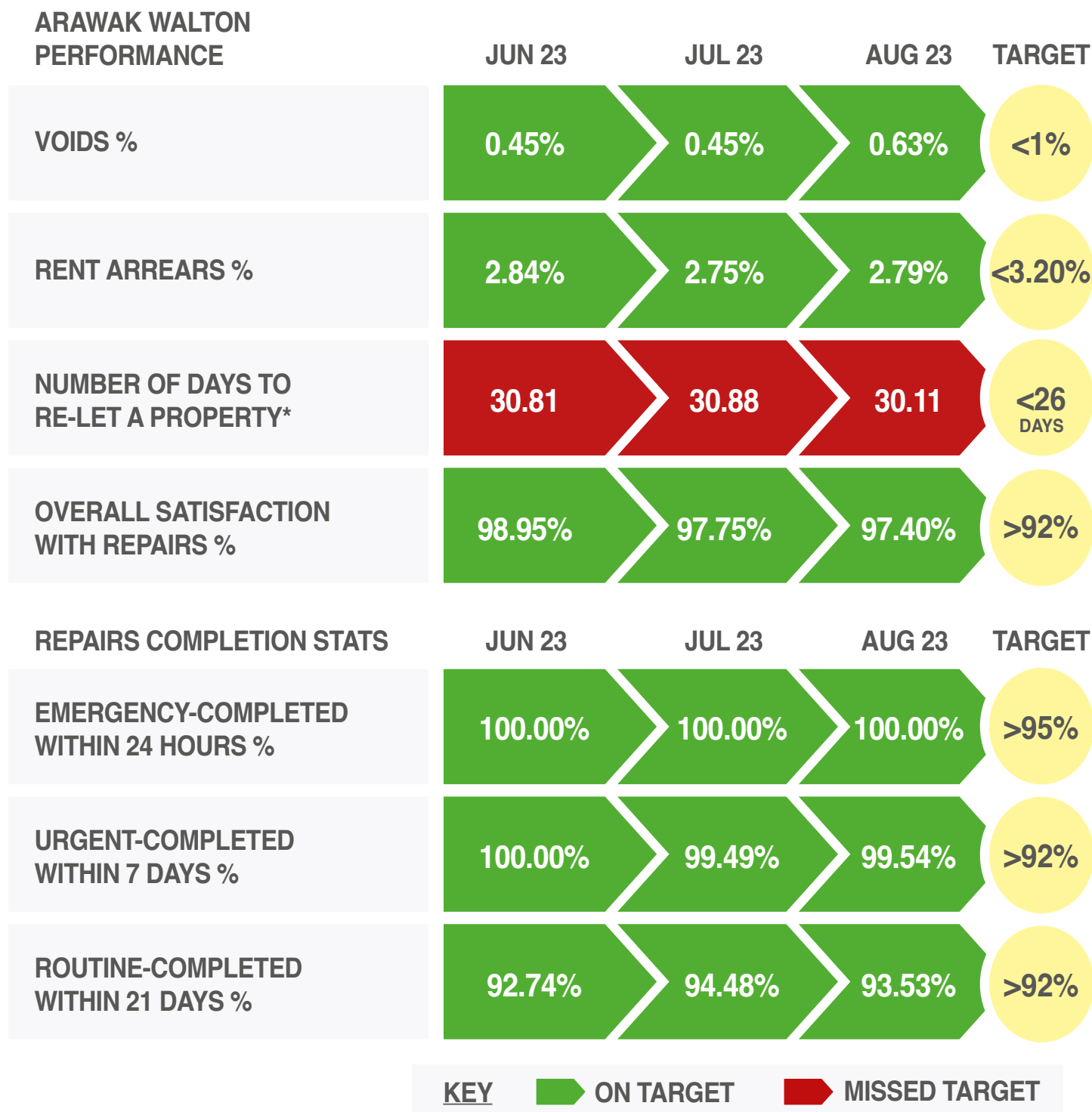
MR OSAGIODUWA  
OGBEIDE

MS CHRISTIANAH  
FOLAKEMI AGBEROTIMI

MRS JACQUI MURRAY



## HOW WE ARE PERFORMING (KPI'S)



\*Both general needs and over 55 properties contributed to the missed targets. Voids in our general needs properties was due to a combination of staff shortages and annual leave as well as improvement works being carried out to the property once it was vacated 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.

## 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.

Three winners will be selected. We will reveal the winners in the next Newsletter! Good luck!

**Good luck!**

**Must be submitted by 27th October 2023**

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



**HALLOWEEN  
IS ALMOST HERE**  
31ST OCTOBER 2023



## WORDSEARCH



ACORN

BONFIRE

CANDLE

HALLOWEEN

APPLE PIE

CHESTNUT

HARVEST

SWEATER

CORN

RAKE

SCARF

PUMPKIN

CIDER

PUDDLE

SCARECROW

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

**Q: How many new properties have we acquired recently?**

A: .....

Name: .....

.....

.....

Address: .....

.....

.....

.....

Telephone: .....

Email: .....