



Autumn 2021

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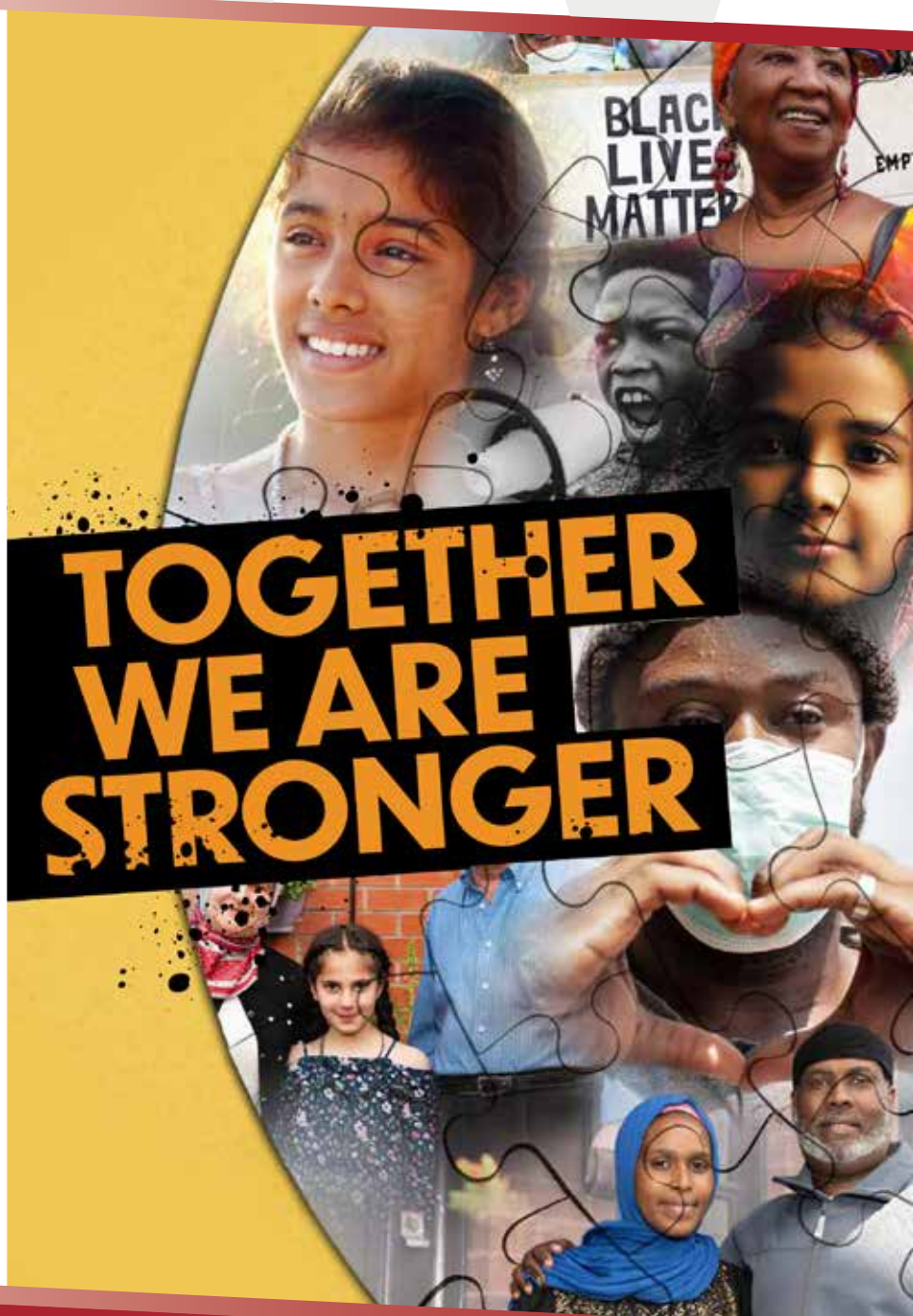
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Check us out on Twitter @arawakwalton and **facebook.**

ALLEYWAY KEEPERS



Tenants in Moss Side have taken it upon themselves to tidy up the alleyways behind their homes and turn them into more of a garden/haven that everyone can enjoy.

I think you will agree that they have done a fantastic job.

Visit the website

<https://alleywaykeepers.blogspot.com/>
to see more photos from this project.



SPONSORSHIP STORIES



Supporting community groups and projects is important to Arawak Walton and there is nothing we love more than hearing how our donations have helped local people and businesses.

Here is an email we received from Victoria Chunda of Authentic City Church

"A massive thank you from Pastor Chunda, me and everyone at Authentic City Church Life Changers Project, for the sponsorship of £500 for our community fund to help change the lives in our community. It is vital that we continue to support those in greatest need via our community food bank, feeding program for the homeless for those in need and our community cafe."



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.

WINDRUSH DEFENDERS



Face-to-Face Windrush surgeries held at AWhA office's

In the wake of the 2018 'Windrush Scandal', a group of volunteers came together to support the Windrush generation and their descendants to apply for documents to prove their legal status and claim compensation. They were holding regular surgeries within the community until lockdown forced them to stop holding meetings face-to-face. It was vitally important to the team that these meetings were reconvened after lockdown.

Over the past few weeks, the meetings have been held at our offices in Ardwick every Thursday. We are so pleased we can do something to support this worthy project.

If you settled in the UK before 31st December 1988, you may be able to claim compensation if you suffered losses because you could not show that you had a right to live in the UK. Windrush Defenders can support you with this claim and could also assist with getting confirmation of your right to live, work or study in this country.

**Call Windrush Defenders Legal Community Interest Company on
0161 672 2098.**



ARAWAK WALTON IN THE COMMUNITY



Tara Horner, Housing Services Manager and Ben Humphries, Housing Officer joined other housing providers, GMP and local Councillors for a walkabout exercise in Moss Side. It was an opportunity to meet tenants, discuss local issues and see for ourselves what is happening on the ground. A thoroughly enjoyable morning and lots of new community connections made – nothing beats feet on the street!





On Thursday 26th August 2021, Arawak Walton in partnership with Buzz, NTCG, Mancunianway, 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. Food was kindly provided by "Feed My City".

Residents were asked to complete feedback forms to tell us what things we could do to make the area better.

Reponses showed the key topics were:

- **A community facility needed for the local youth as residents outlined that there is nowhere for them to go.**
- **Flytipping.**
- **Environmental issues and security.**
- **Focus needed on green spaced areas.**

The day helped us to understand what some of our tenants would like to see from us and provided the opportunity for us to get into the community to engage with our tenants. It was a thoroughly enjoyable day!



BLACK HISTORY MONTH



As our enclosed Annual Report highlights, events of the past 18 months have rocked the world, and, have forced many to see the reality of the racism that still exists, from black people dying disproportionately in the pandemic to the murder of George Floyd

These are just some of the reasons why Black History Month is arguably even more important this year than ever. Black History Month takes place every October and is a time to reflect on the past and look forwards to the future. This year Arawak Walton have teamed up with other housing associations across Greater Manchester to produce a campaign around this year's theme of 'Proud to Be'. The campaign will showcase our staff and colleagues to share what they are proud to be – as part of a month-long celebration of the incredible richness and diversity of Black and Brown heritage in the UK.

We will also work with the National Housing Federation to share stories about why the 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 2020 showed, and 2021 continues to show, Black history is being made every day, in all kinds of ways.

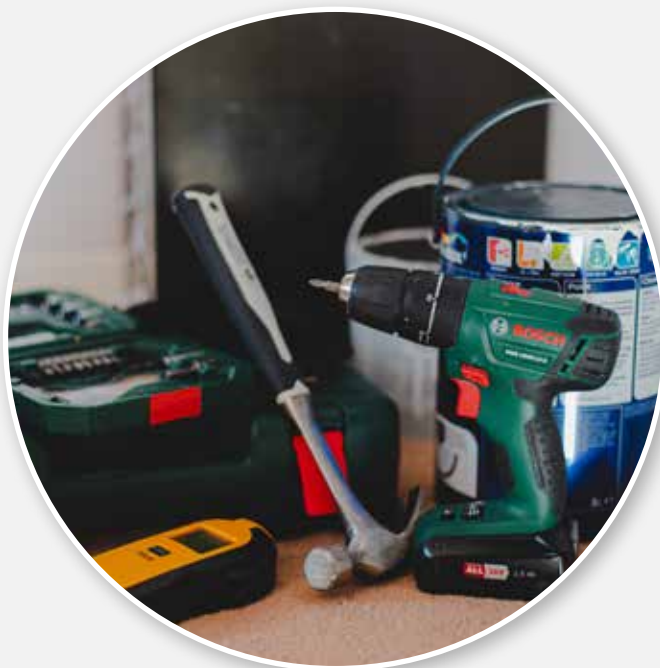
Keep an eye on our website and social media throughout October for more about Black History Month.

MAINTENANCE UPDATES



Here are some of the current and upcoming works from our maintenance team.

-  **NEW DOORS AND WINDOWS**
completed at Horace Barnes Close
-  **BATHROOMS ARE BEING FITTED**
on site at Epping Street, with bathrooms at Clarendon Road flats being fitted next
-  **CYCLICAL PAINTING STARTS TOWARDS THE END OF SEPTEMBER**
currently internal decoration work is being carried out at Birch Court and Daisy Bank Court
-  Houldsworth Street and Morborne Close are **HAVING EXTERNAL DECORATION WORKS** carried out
-  **NEW KITCHENS ARE BEING FITTED**
at Deerhurst Drive and Oundle Close



IMPORTANT NOTICE TO UNIVERSAL CREDIT CLAIMANTS



In March 2020 a temporary £20 per week uplift was applied to Universal Credit Standard Allowance, to offer extra support during the coronavirus pandemic. This is due to be removed in September 2021.

The removal of the £20 uplift will not affect the housing element of your Universal Credit, however, if you think you are going to struggle to pay your rent once the change takes place, please speak to your Housing Officer now so that we can consider how best to support you. Your Housing Officer can undertake a review of your expenditure with you to identify savings and maximise your benefits.

If you are affected by the bedroom tax, you may be entitled to extra support via Discretionary Housing Payment.

You can apply online here:

<https://www.gov.uk/government/publications/claiming-discretionary-housing-payments>

**If you would like to downsize, your Housing Officer can discuss your options with you.
Call: 0161 272 6094**

GOVERNMENT KICKSTART SCHEME



The Kickstart Scheme provides funding to employers to create jobs for young people aged 16 to 24 years old who are currently claiming Universal Credit and are at risk of long-term unemployment.



We are delighted to introduce Ashley Coleman! Our new Housing Assistant within the Communal Services Team, who has joined us via the KickStart programme.

Having studied at university and worked as a shop assistant, Ashley applied for our Housing Assistant role as she was keen to develop her customer service skills by having the opportunity to help people and the community in a real work setting.

"I have loved my time here so far and the fact that I get to venture out to meet the tenants, provides a more personal spin on my job, which I also love. While I have only been here a week, I was already made to feel at home by the lovely staff at Arawak Walton, and I look forward to spending more time with this company"

- ASHLEY COLEMAN -

HOW WE ARE PERFORMING (KPI'S)



ARAWAK WALTON PERFORMANCE	JUN - 21	JULY - 21	AUG - 21	TARGET
VOIDS %	0.09%	0.46%	0.64%	<1%
RENT ARREARS %	2.25%	2.38%	2.38%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	23	18	29.8	* <30 DAYS
OVERALL SATISFACTION WITH REPAIRS %	98.33%	95.78%	100%	>96%
REPAIRS COMPLETION STATS	JUN - 21	JULY - 21	AUG - 21	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100%	100%	100%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.05%	98.53%	98.12%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.11%	98.11%	98.01%	>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

PUZZLER COMPETITION WINNERS



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

MR MORGAN OGBEIDE

LORRAINE FRANCIS

MISS BELINDA EVERETT

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 29th October 2021



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



WORDSEARCH - BACK TO SCHOOL

Z	G	N	S	T	U	D	E	N	T	L	V	Q
P	D	O	S	A	Y	U	A	J	E	I	G	U
Y	E	T	E	L	X	A	O	Y	G	L	U	E
Q	J	E	C	L	U	B	O	O	K	S	E	F
W	U	B	E	E	J	N	S	T	G	H	R	R
R	U	O	R	T	E	A	C	H	E	R	A	K
I	R	O	X	J	I	X	T	H	Q	P	S	R
T	P	K	O	W	J	P	B	M	B	E	E	E
I	M	A	M	D	E	Z	H	U	D	O	R	L
N	A	L	P	N	I	G	Z	T	M	R	X	U
G	T	K	C	E	R	M	L	B	N	L	G	R
R	H	I	L	G	R	G	N	I	D	A	E	R
P	L	A	Y	G	R	O	U	N	D	R	E	I

BOOKS
DESK
ERASER
GLUE
LUNCHBOX

MATH
NOTEBOOK
PAPER
PENCIL
PLAYGROUND

READING
RECESS
RULER
STUDENT
TEACHER
WRITING

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

Q: What month is Black History Month?

A.

Name:

Address:

Telephone:

Email: