Arawak Walton NEWS

Housing Association

Autumn 2026

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CORPORATE NEWS

TENANT SATISFACTION MEASURES

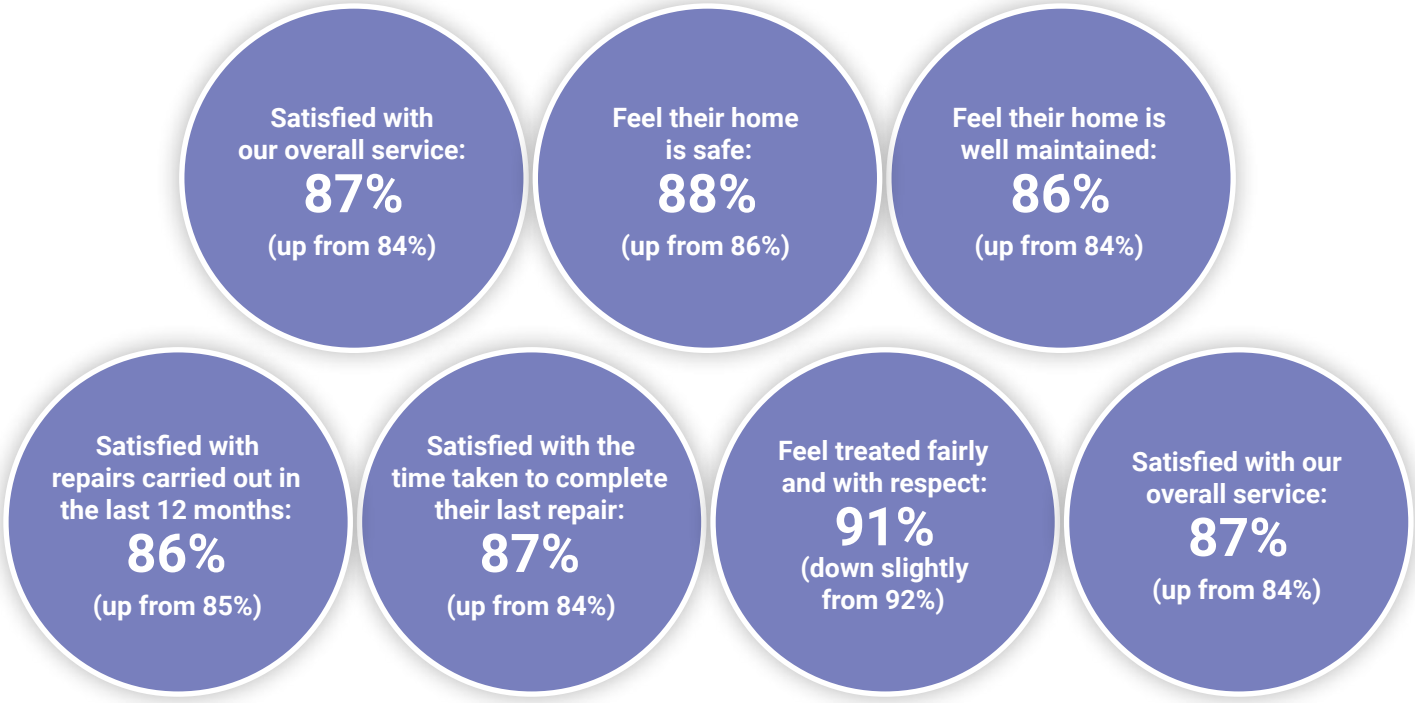
2025/26 TENANT SATISFACTION RESULTS

Every year, we ask independent research company Acuity to carry out our Tenant Satisfaction Measures (TSM) survey. A standard set of questions used across the housing sector so you can see how we compare to other landlords. For our 2025/26 survey, Acuity contacted residents by phone between 6 October and 15 November 2025, and 299 of you took the time to share your views. Thank you to everyone who took part.

OUR HEADLINE SCORE

Overall satisfaction with our service has risen to **87%,** up 3 percentage points on last year. This places us above average when compared with other landlords using the same survey, and in the **top 25% for 11 of the 12 tenant perception measures.**

HOW YOU RATED US



WHERE WE'RE FOCUSING NEXT

Not every score moved in the right direction. Satisfaction that we listen to your views and act on them fell to 80%, and satisfaction with being kept informed fell to 85%. We're taking this seriously — it tells us we need to be clearer about the changes we make in response to what you tell us.

HOW YOUR FEEDBACK SHAPES OUR SERVICES

Your answers directly inform our improvement plans and are reported to the Regulator of Social Housing every year. This year's results are shaping more clearly, 'you said, we did' updates and continued focus on complaint handling through our Complaints Learning Forum and Tenant Experience Committee.

THE SURVEY RETURNS THIS AUTUMN

We've commissioned Acuity to carry out the survey again for 2026/27 with calls starting from September 22nd onwards. If you're contacted, please take part — every response helps us build a fuller picture of how we're doing. Calls from Acuity will be clearly identifiable, and your answers are confidential.

WANT TO SEE THE FULL RESULTS?

All 22 Tenant Satisfaction Measures are published at www.arawakwalton.com under

About Us > Our Performance > Tenant Satisfaction Measures

ANNUAL REPORT

NEWS

OUR 2025/26 ANNUAL REPORT IS COMING SOON!

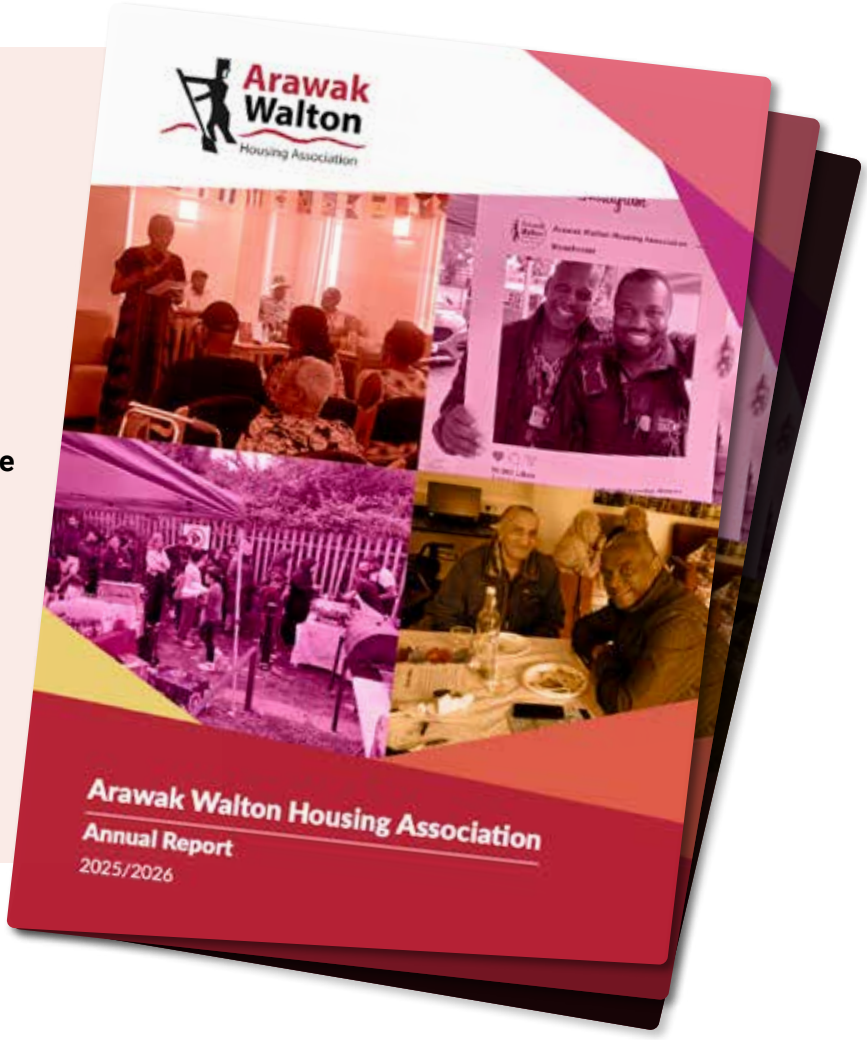
We're pleased to announce that our 2025/26 Annual Report will be launched at our Annual General Meeting (AGM) on Tuesday, 22 September 2026. Our Annual Report looks back at everything we've achieved over the past year and shows how we're continuing to invest in our homes, services and communities.

Inside, you'll find information on:

- **Our performance over the last year**
- **Repairs and investment in our homes**
- **Tenant Satisfaction Measures and customer feedback**
- **Community projects and tenant involvement**
- **Equality, Diversity and Inclusion**
- **Our financial performance and how we've delivered value for money**
- **Our Board, staff and future priorities**

Following the AGM, the report will be available to read and download from our website.

If you would prefer a printed copy, please contact Victoria Benson, who will be happy to arrange for one to be delivered to you.



NEWS

AWAAB'S LAW: KEEPING YOU SAFE IN YOUR HOME

Awaab's Law is named after Awaab Ishak, a two-year-old boy who tragically died in 2020 because of prolonged exposure to mould in his family's rented home. His death led to a change in the law to make sure landlords act quickly when tenants report health and safety hazards.



WHAT'S ALREADY IN PLACE

Since October 2025, Awaab's Law has required us to investigate and fix:

EMERGENCY HAZARDS

anything posing an immediate risk to your health or safety. We must investigate and make these safe within 24 hours.

DAMP AND MOULD

we must investigate reports within set timescales, tell you what we've found, and carry out any necessary repairs.

WHAT'S CHANGING FROM 30 NOVEMBER 2026

The law is being extended to cover a much wider range of hazards, including:

- Excess cold and excess heat
- Fire risks and electrical safety
- Falls, structural problems, and explosions
- Hygiene and food safety issues

This means that from this date, if you report a concern in any of these areas, we'll be legally required to investigate and respond within set timeframes — just as we already do for damp, mould, and emergency repairs.

WHAT HAPPENS NEXT

A further phase in 2027 will bring in the remaining health and safety hazards covered by national housing standards, so that almost every type of hazard in your home is covered by these legal protections.

WHAT THIS MEANS FOR YOU.

- Report repair issues as soon as you notice them – don't wait.
- We'll keep you updated at each stage of an investigation and repair.
- If we can't make your home safe in time, we must offer suitable alternative accommodation at our expense until it's fixed.

WORRIED ABOUT YOUR HOME?

Don't wait to report damp, mould, or safety hazards. Call us on 0161 272 6094 or email customerservices@arawakwalton.com we're here to help.

YOUR HOMES, YOUR VOICE: AN UPDATE ON OUR REGULATOR INSPECTION

Earlier this year, the Regulator of Social Housing (RSH) The independent body that checks landlords like Arawak Walton are doing right by their tenants carried out an inspection of our services. We want to be open with you about what they found, and what we're doing about it.

WHAT THE REGULATOR SAID

The Regulator scores landlords from C1 (best) down to C4 on how well they meet the Consumer Standards the rules covering things like safe homes, how we handle anti-social behaviour, and how well we listen to tenants. In March 2026, we were given a grade of C2, meaning the Regulator found some weaknesses in how we deliver these standards and told us improvement is needed.

The good news: our governance (how the organisation is run and controlled) and our financial viability were both assessed as meeting the required standards, with no changes needed there. This was our first ever consumer grading, and the Regulator was clear about exactly what we need to improve — mainly around how we report on the safety and condition of homes, how we handle anti-social behaviour reports, and how we involve and listen to a wider range of tenants.

OUR PLAN TO PUT THINGS RIGHT

We've built a 24-point Improvement Plan setting out exactly what we'll do, by when, and how we'll prove it's working. The Regulator has reviewed and approved the Plan, and we've agreed a timescale of 12 to 18 months to move from C2 back up to C1. We'll report our progress to the Regulator and to our Board every three months, so there's ongoing scrutiny of how we're getting on.



WHAT WE'VE DONE SO FAR

We're pleased to say that of the 24 actions in the Plan, 11 are already complete and a further 8 are in progress. Highlights so far include:

- A full review of how we identify and fix damp and mould, so problems are picked up and resolved faster
- New performance dashboards so we can track and act on safety issues more consistently
- A revised Anti-Social Behaviour and Hate Crime Policy, checked and approved by tenants on our scrutiny panel
- The launch of AW Connect, our new online tenant portal, giving you another easy way to contact us and manage your tenancy.

MAKING SURE YOUR VOICE COUNTS

A big part of the Regulator's feedback was about hearing from more of you, not just a small group of regularly engaged tenants. Over 100 tenants took part in our recent survey, and we've used what you told us to shape a new Tenant Involvement Strategy and Community Engagement Strategy, both agreed by our Board this summer. Our tenant scrutiny panel has also been relaunched as Tenant Voice, with new meeting dates starting in September. If you'd like to get involved, whether that's a quick survey, joining Tenant Voice, or just telling us what matters to you please get in touch. The more of you we hear from, the better our services will be.

KEEPING YOU UPDATED

We'll keep reporting on our progress in future newsletters, on our website, and through our tenant performance dashboards. If you have any questions about the inspection or our Improvement Plan, please contact us and we will be happy to talk it through.

Finding information about your home and our services will be easier from 1 October

WHAT'S HAPPENING?

From 1 October, a new right called the Social Tenant Access to Information Requirements (STAIRs) will make it easier for you to access information about how your home and estate are managed.

This means you'll be able to find out more about the decisions we make, the services we provide, and how we're performing without having to ask for the information first.

WHAT KIND OF INFORMATION WILL BE AVAILABLE?

You'll be able to access information about things such as:

- **How we spend money**
- **How we maintain homes and estates**
- **Repairs and planned improvement works**
- **The standards of service you can expect from us**
- **What independent inspectors say about our performance**

IS THIS ALL-NEW INFORMATION?

Not entirely. Much of this information already exists, but it can currently be spread across different places.

From 1 October, we'll bring it together in a dedicated section of our website, making it easier to find, read and understand.

WHAT IF I DON'T USE THE WEBSITE?

That's not a problem. If you don't have access to our website, or prefer to receive information another way, please contact us and we'll help you access the same information in a format that works for you.

WHAT DOES STAIRS MEAN FOR TENANTS?

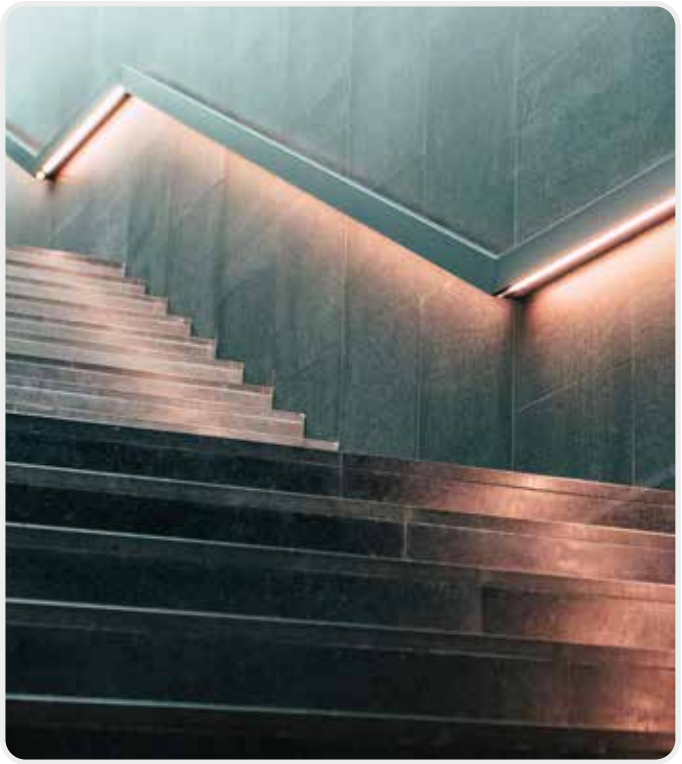
Making information easier to access from 1 October is the first step.

From 1 April 2027, if the information you're looking for isn't already available, you'll have the right to request information that we hold about the management of your home and the services we provide.

We'll share more information about how to make a request closer to the time.

IN SUMMARY

From October, we'll make more information available proactively, without you having to ask. From April 2027, you'll also have the right to request information that isn't already available.



INTRODUCING YOUR QUARTERLY PERFORMANCE DASHBOARD

You may have already seen a taster of it in our last newsletter, but this issue we wanted to properly introduce something new: our Tenant Performance, Engagement & Influence Dashboard – a full, honest report card on how we're doing, published on our website every quarter from now on.



WHY WE'RE DOING THIS

Earlier this year, the Regulator of Social Housing assessed us against its Consumer Standards and gave us a "C2" grading. Part of what the Regulator wanted to see improve was how regularly and how honestly we report back to you – not just the good news, but the areas we're still working on too. Rather than treat that as a compliance exercise, we've used it as a reason to build something we think is genuinely useful: a single place where you can see, in plain English, exactly how we're performing.

Every entry in it is real. The figures come from the same reports our Board and Tenant Experience Committee see. The 'You Said, We Did' examples are drawn from actual complaints, tenant feedback, and scrutiny by tenants themselves through Tenant Voice and our Complaint Learning Forum. Nothing in it is written for show – it's the same picture, whoever's reading it.

WHAT'S IN IT

A message from our Operations Director.
A short, honest opening on how the quarter went overall – the headline story, good and bad, before you get into the detail.

Keeping your home safe, and repairs performance.
How we're doing on the essential safety checks – gas, electrical, fire, water, asbestos and lifts – plus repairs timescales, and what tenants themselves told us about the contractors who did the work.

Investing in your home.
A new section this quarter, covering the Decent Homes Standard, how up to date our records are on your home's condition, energy ratings, and progress on replacing kitchens, bathrooms and boilers.

The numbers.
Satisfaction, complaints, antisocial behaviour, occupancy, rent arrears, re-let times, home visits and estate inspections – our key figures from this quarter's Tenant Insight & KPI Report, shown honestly whether they're on target or not.

What tenants told us, and what we changed as a result.
Real feedback – from surveys, complaints, and conversations with Tenant Voice – paired with the actual changes that followed.

Real examples: feedback that led to real change.
A closer look at individual complaints reviewed by our Complaint Learning Forum, and what happened as a result.

Are we hearing from everyone?
As the largest independent Black and Minority Ethnic housing association in the North West, it matters to us that we hear from a fair cross-section of everyone we house. This section shows where we're falling short, and what we're doing about it.

Out in the community.
A flavour of the events, donations and partnerships we've been part of this quarter.

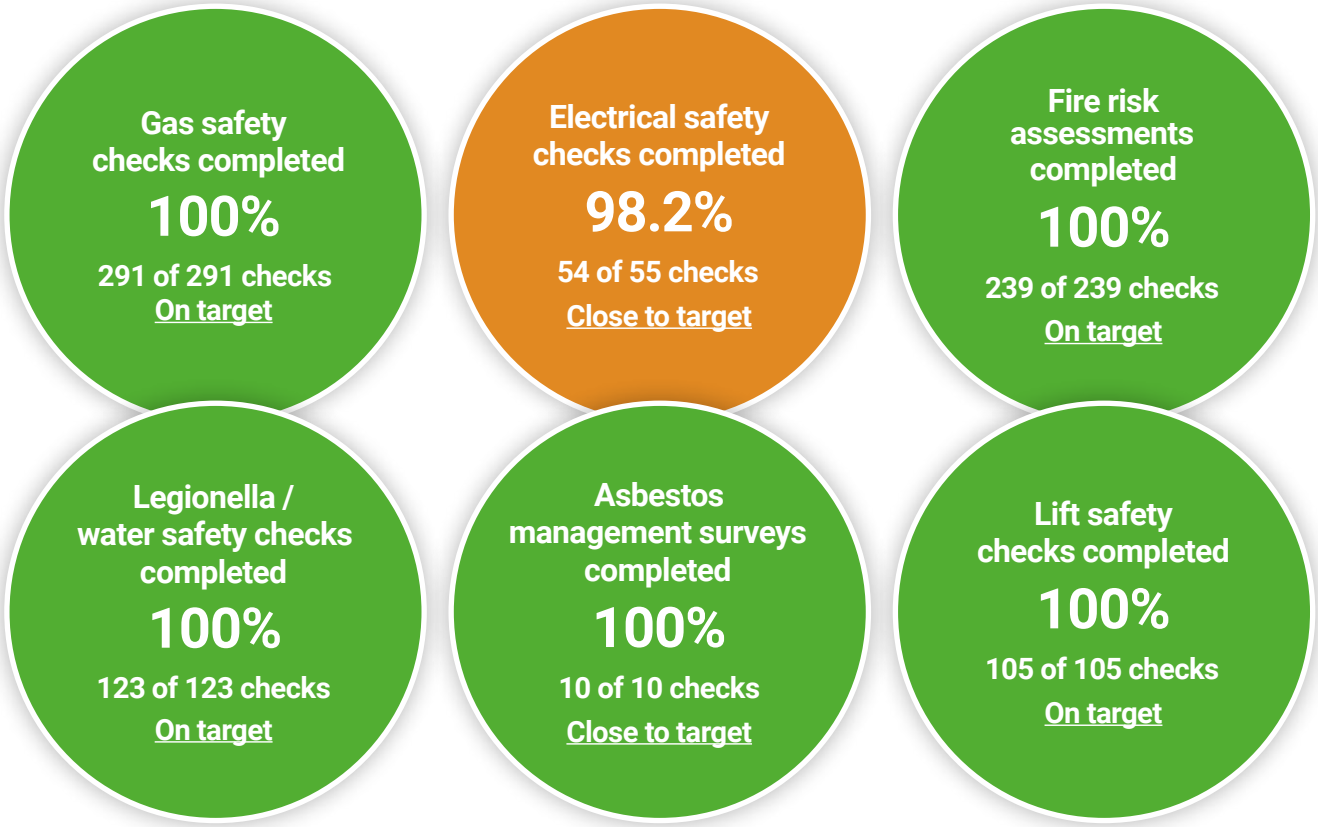
Get involved.
How to have more of a say – through Tenant Voice, the Complaint Learning Forum, the Tenant Experience Committee, or simply by taking part in our surveys and home visits.

HOW Q1 WENT: THE HEADLINES

So what does that first edition actually say? Here's a wider set of this quarter's key figures, shown the same way they appear in the full dashboard – including where we're not yet on target.

SAFETY CHECKS ACROSS THE 'BIG 6'

We check gas, electrical, fire, water (legionella), asbestos and lift safety in every home and building where they apply. Here's exactly how each area performed this quarter.



The one gap – one electrical safety check – was down to access, not oversight. We served a Notice to Quit, met with the tenant, and access was agreed; the test has since been carried out, the certificate issued, and the case closed.

DAMP AND MOULD (AWAAB'S LAW)



REPAIRS, SAFETY AND SATISFACTION



Non-emergency repairs on time
99%
Target: 90&
On target

Emergency repairs
100%
Target 95%
On target

Complaints answered on time
99%
Target: 90&
On target

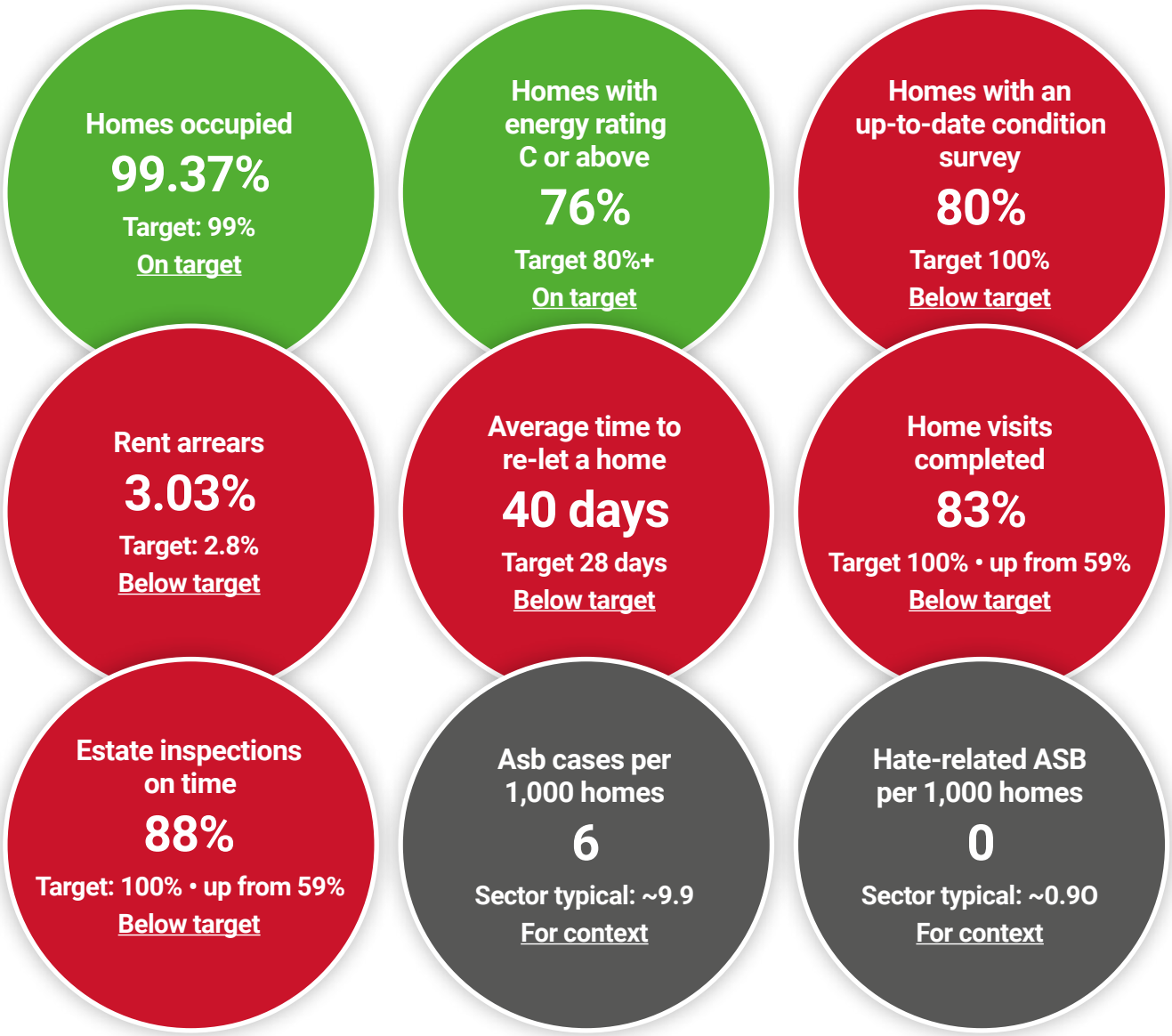
Calls answered
96%
Target 93%+
On target

Tenants satisfied overall
87%
Target 85%
On target

Homes meeting decent homes standard
100%
Target 100%
On target



YOUR HOME AND NEIGHBOURHOOD



Where a tile above is red, it's because we're not yet hitting target – explained in full, with what we're doing about it, in the dashboard itself. We'd rather show you the whole picture than only the good half of it.

WHERE TO FIND IT

The full dashboard is published on our website every quarter. We'll also keep bringing you a taster in this newsletter, but if you'd like the complete picture, including every measure we track, the website version is always the most up to date.

TELL US WHAT YOU THINK

This is a new way of working for us, and we'd genuinely like to know if it's useful. Is it clear? Is there something you'd expect to see that isn't there? Get in touch or raise it through Tenant Voice – this dashboard exists because you told us you wanted more regular, honest reporting, so it's only right that you help shape what's in it.

9	Every quarter	102
parts to the dashboard	published on our website	tenants surveyed this quarter

This article, and the full Tenant Performance, Engagement & Influence Dashboard, are both available in large print, audio, or another language on request

PROPERTY NEWS

IMPROVING HOMES, INVESTING IN COMMUNITIES

We are continuing to improve our properties through planned works including new kitchens, bathrooms, boilers, windows, doors and roof renewals to help keep homes safe, comfortable and energy efficient.



As part of our ongoing investment programme to maintain and improve our homes, we will be carrying out a range of planned works across our properties over the coming months.

These works are designed to improve the quality, comfort, safety and energy efficiency of our homes. If your property is included in this year's programme, we will contact you directly with further information about the planned work and timescales.

These improvements include:

- Replacement of 55 Boilers
- Replacement of 70 Bathrooms
- Replacement of 18 Kitchens
- Roof renewals to two properties
- New windows, doors, or both to 60 properties

Thank you for your cooperation as we continue to invest in our homes and communities.

MEET THE PROPERTY SERVICES TEAM

Our Property Services Team is dedicated to ensuring that residents live in safe, well-maintained, and comfortable homes. From overseeing property improvements and major projects to carrying out inspections, managing compliance, and providing essential administrative support, the team works together to deliver high-quality services across our homes and communities.

Every member of the team plays an important role in maintaining our properties, meeting safety requirements, responding to residents' needs, and planning for future improvements. Their collective expertise helps us protect our housing stock, enhance resident satisfaction, and ensure our homes remain places that people are proud to live in.

HEAD OF PROPERTY SERVICES
Hawre Baban

Our Head of Property Services leads the team responsible for maintaining and improving our homes. They oversee property strategy, investment programmes, repairs, and compliance to ensure residents live in safe, high-quality homes.

PROPERTY DELIVERY MANAGER
Tracey Foster

The Property Delivery Manager coordinates property improvement projects and major works, ensuring they are delivered on time, within budget, and to a high standard. She works closely with contractors and colleagues to provide the best outcomes for residents.

COMPLIANCE OFFICER
Ash Rahman

The Compliance Officer helps ensure we meet all legal and regulatory requirements relating to property safety. They oversee essential checks and certifications, helping to keep residents safe and giving assurance that our homes meet required standards.



PROPERTY ASSISTANT
Danny Chen

The Property Assistant provides vital administrative and customer support to the Property Services team. They help coordinate appointments, maintain records, and assist with enquiries, helping property services run smoothly for residents and colleagues alike.

PROPERTY INSPECTORS
David Bickerdike & Frank Evans

Our Property Inspectors visit homes to assess repairs, identify maintenance needs, and monitor the quality of work carried out. They play a key role in ensuring our properties remain safe, well maintained, and comfortable for residents.

WELCOME TO AUTUMN PREPARING HOMES FOR COOLER WEATHER

HOME MAINTENANCE CHECKLIST

HOW TENANTS SHOULD HANDLE ISSUES THIS AUTUMN

If you are a tenant and notice any defects during your autumn checklist, note down the following before reporting it:

- **Boiler issues:** Look for error codes on the front screen or note if the radiator cold spots persist after bleeding them.
- **Damp or leaks:** Track where water stains appear (e.g., ceilings, behind wardrobes, around window frames). Take photos immediately.
- **Contact information:** Call our housing provider's dedicated repairs line or log the job on our online tenant portal. Use our emergency numbers if there is zero heating, structural failure, or an uncontainable water leak.

SAFETY ESSENTIALS

- **Test safety alarms**: Push the test buttons on all smoke alarms and carbon monoxide detectors monthly. Change batteries immediately if needed.

HEATING & ENERGY EFFICIENCY

- **Test the heating system early:** Turn on the central heating for 15 minutes in September or October to ensure all radiators heat up evenly.
- **Bleed the radiators:** Use a radiator key to release trapped air if the top of the radiator feels cold.
- **Check the boiler pressure:** Verify that the pressure gauge sits between 1 and 1.5 bar. Report any persistent drops.
- **Keep vents clear:** Clean dust from trickle vents in windows and ensure extractor fans in kitchens and bathrooms are unobstructed to keep air flowing

DAMP, MOLD & VENTILATION

- **Manage condensation:** Wipe excess moisture from windowsills and glass daily to prevent toxic black mould growth.
- **Maintain consistent heat:** Try to keep an ambient base temperature (around 18°C) rather than switching heating from boiling to freezing, which triggers heavy damp.
- **Ventilate correctly:** Avoid drying wet clothes directly on radiators unless windows are propped open or an extractor fan is running.



GOOD NEWS STORIES

A STORY OF SUPPORT, PERSISTENCE AND POSITIVE CHANGE

A tenant living with a chronic illness has experienced a significant improvement in their wellbeing thanks to the dedication, persistence and collaborative working of our Housing and Property Services teams.

The resident, who has faced ongoing health challenges, was living in a property that had fallen into poor condition. Concerns had been raised about both the safety of the home and the tenant's overall wellbeing. However, gaining access to the property to carry out essential safety checks proved challenging. Given the tenant's health circumstances and vulnerabilities, traditional approaches were not always successful.



Recognising the need for a more personalised and supportive approach, the tenant's Housing Officer introduced a programme of weekly visits. These regular visits provided an opportunity to build trust and develop a positive relationship with the tenant, while also monitoring their wellbeing, addressing concerns and encouraging engagement with the support available.

Over time, this consistent approach began to make a real difference. As trust grew, **the tenant became more comfortable engaging with housing staff, property colleagues and contractors.** This ultimately enabled access to be arranged so that essential safety checks and works could be completed, helping to ensure the property met required standards and provided a safer living environment. The partnership working did not stop there. In a further example of compassion and resourcefulness, furniture from a vacant property that would otherwise have been disposed of was donated to the tenant. The additional furnishings helped transform parts of the home, creating a warmer, more comfortable and welcoming environment. What may have appeared to be a simple gesture had a profound impact, boosting the tenant's morale and helping to restore a sense of pride in their home.

The combined efforts of the Housing Officer and Property Delivery Manager demonstrate the positive outcomes that can be achieved when teams work together with a shared focus on supporting vulnerable residents. Through patience, persistence and understanding, a complex situation

Well done to everyone involved for demonstrating our values in action and making a lasting difference to a resident's life.

COMMUNITY NEWS

AW CONNECT – YOUR TENANCY, WHEREVER YOU ARE

Did you know you can manage many aspects of your tenancy quickly and easily through AW Connect? Our online resident app makes it easier to get in touch with us and access our services when it suits you.

REPORT A REPAIR

- **Report anti-social behaviour (ASB)**
- **Make a complaint**
- **Request changes to your tenancy details, such as amendments to names or other information**
- **Keep in touch with Arawak Walton and access services online**

Whether you need to report an issue, tell us about something that's affecting you or update your tenancy information, AW Connect puts our services at your fingertips.

Download AW Connect today and make managing your tenancy easier.



We'd love to hear from you!

Have you recently had an interaction with a member of the Arawak Walton team? Whether you've spoken to us about your tenancy, reported a repair, received support from one of our teams or simply had a helpful conversation, we'd love to hear about your experience.

Your feedback is really important to us. It helps us understand what we're doing well and where we can improve our services for all our residents.

If you'd like to share your experience, please leave us a Google review. It only takes a couple of minutes, and your feedback can make a real difference.





STEP CHANGE

As part of our commitment to tenant welfare, we signpost and refer tenants to Step Change, which provides specialist support to individuals experiencing financial hardship, struggling with debt, budgeting, or financial difficulties by offering tailored guidance and practical solutions to help them regain control of their finances.

Their services are designed to help people access practical advice, guidance and support, enabling tenants to improve their circumstances and maintain their tenancy. By working in partnership with Pocket Power, we can help ensure tenants receive timely assistance tailored to their individual needs, an organisation dedicated to helping residents to maximise their income, reduce household costs, and improve their financial resilience. Pocket Power provides support with benefits checks, energy savings, budgeting advice, and access to grants and other financial assistance that tenants may be entitled to.

STEP CHANGE DEBT CHARITY

Money worries can affect anyone. Rising household costs, unexpected bills, changes in employment, or personal circumstances can sometimes make it difficult to stay on top of finances. The good news is that help is available, and no one has to face debt problems alone.

If you're struggling with debt or worried about your finances, Step Change Debt Charity offers free, confidential, and impartial advice to help you get back on track. They provide practical support tailored to your individual circumstances and can help with budgeting, debt management plans, and other debt solutions.

Step Change has helped millions of people across the UK and offers online advice 24/7, as well as support over the phone. Their friendly, non-judgemental team is there to help you find the best way forward.

CONTACT STEP CHANGE:

0800 138 1111 www.stepchange.org

Free online debt advice available 24/7
Seeking help early can make a positive difference, and you don't have to face debt problems alone.

POCKET POWER: HELPING RESIDENTS SAVE MONEY

Did you know that many people are missing out on financial support and savings they are entitled to?

Pocket Power is an inclusive phone service that helps people reduce their household bills and access financial support they may not know exists. Through a simple conversation, the service can identify savings on everyday costs and connect individuals to grants, benefits, discounts, and other sources of financial assistance.
The service is easy to access, friendly, and designed to support everyone, including those who may not be confident using online services.

A quick call could help unlock extra income, reduce household expenses, and provide valuable support during challenging times. Pocket Power is making it easier for people to keep more money in their pockets and access the help they deserve.

Meet your Housing Officer at the front of your scheme on the day of inspection

Site	Inspection takes place the 3rd week every month
103 Wellington Rd North	Wednesday 9.15 – 10 am
297 Cheetham Hill Rd	Wednesday 10.30 – 11am
45 Bonsall Street	Wednesday 11.30 - 12pm
42 Eyre Street	Wednesday 12.15 –12.45pm
15 Demesne Road	Thursday 1 – 1.30pm
Mary Seacole Gardens	Thursday 1.45 – 2.45pm
Williams Coates Court	Thursday 3 – 3.30pm
405 City Road	Thursday 3.45 – 4.15pm
Nelson Mandela Court	Wednesday 2 – 2.45pm
8 Aquarius Street	Wednesday 3.20 – 3.50pm
Lymefield	Friday 9.15 – 9.45am
Marcus Garvy Court	Friday 9.45 – 10.30am
144 Withington Rd	Friday 10.30 – 11.10am
108 Clarendon Rd	Friday 11.20 – 12.20pm

ENERGY SAVING TIPS: REDUCING HEATING COSTS BEFORE WINTER.

Turn down the thermostat:

Lowering it by just 1°C can save up to 10% on your yearly heating bill. Aim for a comfortable base temperature between 18°C and 21°C.

Lower boiler flow temperature:

Reduce your combi boiler's flow temperature to between 55°C and 60°C so it heats water more efficiently before sending it to radiators.

Bleed your radiators:

Release trapped air by bleeding radiators if they have cold spots, so they heat up fully.

Clear radiator space:

Move large sofas and heavy furniture away from radiators to let warm air flow freely into the room.

Seal gaps and cracks:

Use low-cost draught-proofing strips around external doors, windows, and loft hatches to keep cold air out.

Close internal doors:

Keep doors closed in rooms you use to trap heat and stop cold drafts from moving through the house.

Check financial support:

Review government schemes or check with your supplier for grants like the UK Warm Home Discount before qualifying deadlines approach.

Change your lights:

LEDs use 70-80% less electricity and could save you between £4-10 per bulb per year. Don't be put off by the strip lights in your office. These days, there are tons of energy-efficient LED bulbs to choose from.

Reduce your shower time:

Getting out of the shower when it's zero degrees outside is painful, but is it as painful as an expensive heating bill? Cutting your shower time to 4 minutes could save a typical household up to £60 a year.

You could get £150 off your electricity bill for winter (applications open Oct) under the Warm Home Discount Scheme if you either:

- get the Guarantee Credit element of Pension Credit
- are on a low income



CHARGING E-BIKES AND E-SCOOTERS SAFELY: WHAT EVERY HOUSEHOLD NEEDS TO KNOW

A recent investigation by Inside Housing found that e-bike fires across the UK have multiplied more than tenfold over the past five years, with a growing number of serious injuries and deaths linked to faulty batteries and chargers.

As more of us rely on e-bikes and e-scooters for work and getting around, we want to share some simple steps that could help keep you, your family and your neighbours safe.

WHY THIS MATTERS

Fires caused by lithium-ion batteries behave very differently to a typical house fire. When a battery fails, it can ignite and spread within seconds, often with little warning, and can produce intense heat and toxic smoke. Investigations into recent fatal fires have repeatedly pointed to the same cause: cheap, non-standard batteries and chargers, often bought as part of "conversion kits" that turn an ordinary bike into an e-bike, or mismatched chargers bought separately online. London Fire Brigade has been clear about the advice it wants all landlords to pass on to residents: store e-bikes and e-scooters outside where possible, and if you do bring them indoors, keep them out of your bedroom and away from hallways, stairwells and any route you'd need to escape through in a fire.

SIMPLE STEPS TO REDUCE THE RISk

Use the manufacturer's charger. Never mix and match chargers and batteries from different devices or brands, even if the plug fits.

- **Buy from reputable retailers.** Conversion kits and batteries bought cheaply online are far more likely to be poor quality and are rarely built to recognised safety standards.
- **Don't charge overnight or while you're out**. Try to charge while you're awake and in the property and unplug once the battery is full.
- **Keep charging devices away from escape routes.** Don't charge or store e-bikes, e-scooters or their batteries in hallways, stairwells, communal corridors or near your front door.
- **Check for damage.** Stop using a battery immediately if it's swollen, leaking, cracked, or if it gets unusually hot while charging, and don't try to repair it yourself.
- **Fit a smoke alarm and test it regularly** & make sure everyone in your household knows your escape route.

WE'RE HERE TO HELP

If you rely on an e-bike or e-scooter for work and are worried about safe storage or charging at home, please get in touch with our Housing team — we'd like to hear from you and talk through the options available. If you ever have a fire safety concern about your building, including e-bikes or e-scooters being stored or charged in communal areas, please report it to us straightaway so we can act.





SHELTERED SCHEME EVENTS

SYCAMORE COURT – EASTER BRUNCH





Residents came together to enjoy a wonderful Easter brunch at the scheme, creating a warm and friendly atmosphere for all. The event featured a delicious selection of food, lively conversation, and plenty of laughter. It was a great opportunity for residents to socialise, celebrate the Easter season, and strengthen community connections. **Thank you to everyone who attended and helped make the event such a success.**

DAISY BANK COURT – INTERNATIONAL DAY





International Day Celebrations for our residents at DBC was a relaxed and engaging cultural wellbeing session that combined gentle movement, creativity and learning.

We had 2 sessions of seated world dance, exploring simple and accessible movements inspired by cultures from around the world. This was followed by engaging our residents in 45 minutes of arts/crafts and cultural discovery, where they completed a travel-themed passport booklet, learning about different countries, landmarks, traditions and cuisines through interactive activities.

Throughout the session, participants were encouraged to share their own experiences, memories and cultural knowledge, creating opportunities for conversation, connection and learning from one another. Cultural music was also played to help create a welcoming and immersive atmosphere. We completed our day with an international themed buffet lunch. This included garlic bread, bruschetta snacks, samosas, noodles, quiche, rice crackers, spring rolls and drumsticks.

'A great fun and learning experience was enjoyed by all.'

BIRCH COURT – EID UL ADHA





On the 28th May 26 Birch Court had a celebration of Eid. The day opened up with tenants and visitors sharing the history of Eid. The event turnout was small but powerful in its delivery, in particular, we learnt so much about another culture and the meaning behind this huge celebration and the gestures of kindness. It just goes to show you never underestimate the power of small. We were entertained by Magdalin from Afro Cats, what a good job, and lots of energy and dancing. We broke bread, danced to themed music and had a laugh on the way. In one of the pictures, you can see us with our hands up in the air, this was audience participation. We ended the afternoon eating wonderful food in keeping with the themed event.

BOUGAINVILLEA COURT – WINDRUSH DAY

In June, residents at Bougainvillea Gardens came together to celebrate Windrush Day, honouring the legacy and contributions of the Windrush Generation.



The event was filled with warmth, laughter, and community spirit as residents enjoyed Caribbean-inspired refreshments, music, and conversations about the history and significance of Windrush. Many shared stories and memories, creating a meaningful opportunity to reflect on the experiences and achievements of those who helped shape modern Britain.



The celebration brought residents together, promoted cultural awareness, and highlighted the importance of diversity and inclusion within our community. It was wonderful to see everyone enjoying the occasion and learning more about the rich heritage of the Windrush Generation.

A big thank you to everyone who attended and helped make the event such a success. We look forward to more events that celebrate the diverse cultures and backgrounds of our residents.

GENERAL EVENTS

INTERNATIONAL WOMEN'S DAY – 9TH MARCH

We also celebrated International Women's Day, recognising the achievements and contributions of women within our communities. We joined Positive Steps and the Ardwick Education Partnership at a fantastic International Women's Day event hosted at Brunswick Church.



It was inspiring to come together with local residents to celebrate the achievements of women in our community, and learn about the powerful Ardwick Women's Footprints Walking Tour - **https://ardwickeducation.com/**

A brilliant project shining a light on the untold stories of influential women who helped shape Ardwick.

A huge thank you to everyone involved for an uplifting and educational afternoon. Proud to be part of a community that recognises, values and amplifies women's voices.

GREAT BRITISH SPRING CLEAN – 16TH MARCH

As spring approached, we proudly took part in the Great British Spring Clean in March. Encouraging residents to help improve their local environment.

This month, our Arawak Walton Housing Association team proudly organised and took part in several community clean-up events as part of The Great British Spring Clean.

We provided skips for residents and completed community litter-picking sessions. It was inspiring to see residents, colleagues, and local partners come together to make our shared spaces cleaner, safer, and brighter.

A huge thank you to everyone who joined us, your energy and community spirit truly makes a difference. Together, we're helping to create neighbourhoods we can all feel proud of.





CHEETHAM HILL MURAL – 24TH FEBRUARY

We are proud to have taken part in the Lloyds Bank Arts for Estates & Global Street Art community mural project, helping to celebrate and enhance the local area. As a local housing provider with properties in the Cheetham Hill neighbourhood, it is important to us to contribute to initiatives that bring people together, creating vibrant and welcoming spaces for residents. That saw our participation in the Cheetham Mural interview, which supported this local initiative that celebrated Cheetham's community identity and heritage through public art.

We are always keen to support projects that bring colour, creativity, and community spirit to our neighbourhoods. It has been great to see this space transformed into something creative and uplifting for everyone to enjoy.

The full video can be found here – https://www.youtube.com/watch?v=ypGFLsOQB4s
Or search - Art for Estates - Bringing art to social housing estates on YouTube.





EGGCITING EASTER - SPREADING EASTER JOY IN OUR COMMUNITY! – 30TH MARCH



A huge thank you to our amazing contractors Barlows, who have generously donated 50 Easter eggs for the children of our tenants. We're delighted to share that Arawak Walton has matched their donation - bringing the total to 100 Easter eggs ready to be distributed to families across our communities!

Our teams went out in all areas of Manchester to distribute Easter Eggs to the children of our tenants. These acts of kindness help make a real difference, and we're proud to work with partners who share our commitment to supporting local families.

CELEBRATING EARTH DAY | – 23RD APRIL



This Earth Day, we're highlighting what matters most to our communities: clean air, safe water, and climate resilience. These are essential for healthy homes and thriving neighbourhoods, and our tenants play a vital role in making them possible.

From reducing energy use and waste, to caring for shared spaces and looking out for one another, small everyday actions help build greener, safer, and more resilient communities for everyone.

We were delighted to have provided hanging baskets for our residents, helping to brighten homes and beautify our neighbourhoods. By adding more greenery and colour to our communities, we're not only improving shared spaces but also supporting a healthier, more welcoming environment for everyone.

Many thanks to our residents and Andrew, our graduate work experience placement for helping us celebrate the planet - one basket at a time.





JAMAICA SOCIETY COMMUNITY DAY – 31ST MAY

Arawak Walton Housing Association was proud to donate and attend the Jamaica Society Community Day held on Sunday 31st May 2026 in Moss Side.

The event was a fantastic celebration of community, culture, and togetherness, bringing residents and local organisations together for a day of unity and positive engagement.

We are always committed to supporting initiatives that strengthen our communities and create opportunities for connection.

A big thank you to the Jamaica Society for hosting such a vibrant and meaningful day!





ATTENDANCE AT NIBBLE AND NATTER – 7TH JULY.

Arawak Walton Housing Association's attendance at Nibbles and Natter for tenants in Moss Side, in partnership with MSV, One Manchester, Manchester City Council, and GMP, reflects a proactive and people-centered approach to tenant engagement and local collaboration. A Multi-Agency Collaboration that brings together housing providers, council representatives, and police enables a joined-up approach to tackling local issues such as safety, housing conditions, and community development. The informal setting allows tenants to speak openly with housing staff and partners about their concerns, ideas, and experiences. Community empowerment events like this encourage residents to take an active role in shaping their neighbourhoods and voicing their needs. Improved service responsiveness: Feedback gathered during the event can inform service improvements and help address issues more effectively.



Opportunities for future collaboration & strengthening ties with other housing associations and public services opens doors for joint initiatives that benefit the wider community.planet - one basket at a time.

MOSS SIDE TOGETHER FESTIVAL – 24TH JULY

We had a fantastic time attending the Moss Side Together Festival, meeting with our tenants, residents, and members of the wider community. It was wonderful to connect with so many people, listen to their experiences, and celebrate the strength and diversity of our neighbourhood.

Events like these highlight the importance of working in partnership with local organisations to create thriving, inclusive communities where everyone feels valued and supported.

A huge thank you to everyone who stopped by to chat, as well as our partner organisations for their ongoing collaboration and commitment to making a positive difference.







CHEETHAM HILL SUMMER FUN DAY IN CHEETHAM HILL

The Community Fun Day in Cheetham Hill was a wonderful event that brought local residents, families, and community organisations together for a day of fun and engagement. We were pleased to attend alongside Manchester City Council, supporting activities that encouraged community involvement and strengthened relationships with residents. The event provided an opportunity for people of all ages to enjoy a range of activities, access information about local services, and connect with organisations working within the community.

Throughout the day, we engaged with residents, listened to their feedback, and shared information about the support and services available to tenants. The event created a positive and welcoming atmosphere, helping to build stronger connections between residents, housing providers, and partner organisations. **Working in partnership with Manchester City Council, we were delighted to be part of a successful community event that celebrated the diversity and spirit of Cheetham Hill while promoting community cohesion and wellbeing.**

COMMUNITY CLEAN UP IN MOSS SIDE

The Community Clean-Up Day on Westerling Way, Stanworth & Yarburgh Street was a fantastic opportunity for tenants to come together and take pride in their neighbourhood. To support the initiative, we provided a skip for residents to dispose of unwanted household items and bulky waste safely and responsibly. The event encouraged people to declutter their homes, improve their outdoor spaces, and contribute to creating a cleaner and more welcoming environment for everyone.

The clean-up day was well received by tenants, with many taking advantage of the skip to remove items that would otherwise have been difficult to dispose of. The event not only helped improve the appearance of the local area but also promoted community spirit, as neighbours worked together towards a shared goal.

We would like to thank all the residents who participated and helped make the day a success, demonstrating their commitment to keeping their community clean and attractive for all.





PUZZLER COMPETITION WINNERS

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

MR. A.SAIDE

MRS. S.AKTHAR

TENANT INVOLVEMENT & COMMUNITY ENGAGEMENT SURVEY PRIZE DRAW WINNERS

MR A MORRIS

MRS A SAHEEN

MISS D LETREMY

MR G PHILIPS

MR J CAIRNS

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 30th November 2026

SPOT THE DIFFERENCE

There are 5 differences - circle the differences on image 2.

1



2



WORDSEARCH

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

OWL
MAYFLOWER
HUES
BREAD ROLL
GLOVES
GATHER
BARE TREES
GATHERING
DECIDUOUS
POT
HARVEST FESTIVAL
PERSIMMON
FIREPLACE
GRAY SKIES
FOG
BAG
SCARECROW
SEPTEMBER
NATURE WALK
STARGAZING
PUMPKIN PIE
FEAST PILGRIM
HIBERNATION
MUG
MIGRATION
LEAF RUBBING
APPLE PIE
APPLE PICKING
NUT

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

Question: What is the autumn equinox also known as?

A) Vernal Equinox **B) Harvest Equinox**
C) September Equinox **D) Solar Equinox**

Answer: .....

Name: .....

.....

Address: .....

.....

.....

Telephone: .....

Email: .....