



Winter 2021

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On Saturday 4th December the Housing Services Team attended the Moss Side Winter Festival and lights switch on.

The reindeers, Rocky and Charlie, were sponsored by Arawak Walton

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Check us out on Twitter @arawakwalton and facebook.

CHRISTMAS ARRANGEMENTS



Our office will close on Friday 24th December at 12 noon
and will reopen on Tuesday 4th January 2022 at 9am.

Our emergency repairs service will operate throughout the holiday period.

THE EMERGENCY REPAIR TELEPHONE NUMBER: 0800 389 4616.

Non-emergencies/non-urgent repairs should be reported to our office
(0161 272 6094) on Tuesday 4th January 2022.

*Arawak Walton would like to wish you all health and happiness
over the festive season and we look forward to 2022
being a better year for us all.*



CSE – CUSTOMER SERVICE EXCELLENCE

We are proud to announce that Arawak Walton have 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 and received no partials compliance ratings. 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.

The association has held the Charter Mark award since 2000, and this changed to the Customer Service Excellence Standard (CSES) in 2009. Our ongoing commitment to achieving this standard enables us to demonstrate to key stakeholders including tenants and Board Members, that we consistently deliver the highest standards of customer service, efficiently and effectively.

The assessor visited the association in October.

She 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 – she was really positive about the relationships we clearly have with our tenants and stakeholders.

Overall, the assessor recognised that we continue to provide excellent customer service and congratulated us on another great year!

The Board's thanks, as always, must go to the staff, tenants and our partners who all played their part to show Arawak Walton's many special qualities when it comes to excellent customer service. A big well done to everyone!

STAR SURVEY



How are we doing?

We have asked a company called TLF Research to conduct a satisfaction survey on our behalf.

They will be calling customers during February and March and we thought you might like to know a little bit more about TLF just in case they give you a call. TLF specialises in running satisfaction surveys and helping organisations understand what they need to do to be better.

They work with different businesses including some well-known names such as the Co-op and, Direct Line. They also work with lots of housing associations. This means that they understand the type of information that will help us improve.

We are working closely with TLF to come up with a questionnaire that will be easy to complete on the telephone and gives you the chance to have your say. We will make sure the questions covered the things that matter to you, so they will ask about quite a few topics.

TLF 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.

The calls will take place during February and March 2022 and will appear on your caller ID as 0333 2422197. It is really important to us that we gather views from everyone. To do this, TLF 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.

The interviewers understand that your time is precious. If you miss a call from TLF, or it's not convenient to talk when they call, you do not need to worry. They will call you back at another time and can arrange this for a time that suits you.

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

TLF tell us that their interviewers enjoy talking to housing association tenants because they are happy to give feedback not only when things are going well but even when things aren't always going to plan.

Your opinions matter to us, so we hope you will take part when they call. We will dedicate time to reading all your scores and comments to understand how you feel and what we need to do differently.

MAINTENANCE UPDATES



Keep warm and stay healthy this winter

Heating your home to at least 18°C particularly if you are over 65 and/or have reduced mobility. Ensuring you are heating your home to a minimum of 18°C can be good for your health.

Ensure you allow us to do your annual gas servicing. It is our legal obligation and will ensure your property is safe and the heating system is working efficiently.

Do not use portable gas heaters (they produce excessive moisture and can exacerbate damp problems). They can also be a fire hazard with small children around.

TENANT RESPONSIBILITY AND RECHARGES



Helping you with repairs that are your own responsibility

At Arawak Walton we have a full team of repairs specialists who can give you help and guidance when it comes to carrying out repairs that you are responsible for. We can offer advice, guidance and tell you where to get DIY supplies in your local area.

Did you know that your tenancy agreement says there are a few things you are responsible for maintaining in your own home?

Here are some examples:



Simple repairs caused by members of their household or visitors to your home.



Maintenance of the home such as tightening loose handles



Repairs that arise because of accidental or deliberate damage



Any fittings and appliances not installed by Arawak Walton.



Most infestation e.g. mice, ants, fleas, wasps, cockroaches.



Lost keys

In exceptional circumstances we will carry out a repair that you are responsible for, if you are physically unable to resolve this issue yourself

It is possible that there may be a charge for this service.

Here are some simple examples of minor repairs that tenants are responsible for:



PLUMBING AND HEATING

- Replacing plugs & chains on baths, basins and sinks.
- Re-lighting pilot lights on gas boilers.
- Plumbing in of washing machines or dishwashers and any leaks from these.
- Unblocking waste pipes to toilets, bath, showers, basins, sinks and waste gully's.
- Replacing broken toilet seats.



ELECTRICAL

- Replacing electrical plugs and fuses.
- Resetting of circuit breakers.
- Replacement of light bulbs, fluorescent tubes and starters.
- Testing of electrical appliances owned by the tenant.



JOINERY

- Easing of doors to accommodate new flooring or carpet.
- Fitting of extra locks, catches or safety devices.
- Shelving
- Fitting or re-securing curtain rails, coat hooks or towel rails.





DECORATION

- The tenant is responsible for all internal decoration and maintaining this to a reasonable standard.
- Filling of minor cracks to plasterwork and woodwork



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Don't forget, our team are always at hand to offer tips and advice!

LOAN-SHARK-FREE CHRISTMAS



Families are being warned not to turn to predatory loan sharks charging excessive amounts of interest if they are facing financial hardship over Christmas.

The #AllIWantForChristmas campaign aims to raise awareness and dangers of using loan sharks and features advice on how to stay safe from illegal money lenders over the festive period.

Anyone with concerns about illegal money lending can contact the Stop Loan Sharks 24/7 Helpline in confidence on **0300 555 2222** or you can visit their website www.stoploansharks.co.uk



**SMILE TO A
LOAN SHARK-FREE
CHRISTMAS**

STOP LOAN SHARKS
Intervention . Support . Education

CALL OUR 24/7
CONFIDENTIAL HELPLINE **0300 555 2222**

#AllIWantForChristmas

SCHEME EVENTS



Over the past few months, we have held an array of scheme events for our tenants:

COFFEE MORNINGS

We have hosted a McMillan coffee morning at Bougainvillea Gardens where we raised an amazing £180 for McMillan Cancer as well as a coffee morning at Sycamore Court with plenty of cakes, biscuits and jam on toast to go around. It was a lovely event and the tenants very much appreciated the activities and we are planning on making a regular occurrence each Friday.



HALLOWEEN PARTY

Our Halloween party at Sycamore Court was such good fun and the tenants really enjoyed themselves. We had a delicious buffet with hearty pumpkin soup and corned beef hash, and a prize for the best costume.



CHRISTMAS PANTOMIME AT DAISY BANK COURT

This year's Christmas pantomime at Daisy Bank Court is 'A Christmas Carol' and is open to anyone to who wishes to attend on the 23rd of December starting at 11 AM.

BLACK HISTORY MONTH

Our Black History Month event at Bougainvillea Gardens was a major success and we have heard from so many tenants what a fantastic day it was. We had storytelling and songs from Jan Black, music from Tony Chess and the Sons of Africa and amazing food by Retel George of 'Delight'.



COOKING DEMONSTRATION

Tenants cooked up a storm at Birch Court, with cooking demonstrations from Rob, Amanda and Gemma from 'Cracking Good Food'. They cooked pumpkin soup and homemade naans and some of our tenants even got to help out with the demonstration.



CHRISTMAS PARTY AT DAISY BANK COURT

The Xmas party for tenants at Daisy Bank Court will be held on the 21st of December at 1pm.

The cost per head for a 3-course lunch is approximately £15.

Please get in touch with Sabrina by no later than the 20th December to book your place if you haven't done so already!

STAY SAFE MANCHESTER IN PARTNERSHIP WITH ARAWAK WALTON



The number of young people involved in criminal activity has grown over the past few years. Finding a way to reduce the numbers, or at least address the causes that are leading to this growing trend, is challenging, and potential solutions can be expensive or unsustainable over the long-term.

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.

Arawak Walton have provided funding to support the work of Mancunian Way, who attend the community every week to engage with the local youth in the community by providing:

- **Counselling sessions**
- **Help with CV writing and interview coaching**
- **Mentoring**
- **Addressing mental health needs and sign posting to relevant agencies**
- **Strengthening relationships within the community and preventing violence and exploitation**
- **Building on core life skills**
- **Facilitating the formation of a football team and tournament**

Through the dedication and persistence of our partner the Mancunian Way, our Housing Services Team have delivered a successful community project. We have received great feedback from tenants about the difference the project has made to their lives, and has helped turn around the various issues faced within the community. The great thing about the project is that the local youth at Cheetham Hill now look forward to the support provided by Mancunian Way Team.

Arawak Walton and Mancunian Way hope to mirror the work in Cheetham Hill in other areas across Manchester.



MOSTON CYCLING CLUB



Arawak Walton are also working with Moston Cycling Club, who lead regular bike rides from FC United in Broadhurst Park riding to parks, country parks, nature reserves and urban attractions on and off road.

Rides have different levels of difficulty, from easy rides, suitable for beginners and families with children, to more challenging rides for more experienced cyclists. Moston Cycling Club also offer cycling training for people who want to learn to ride or improve their cycling skills away from traffic.

Bike hire is available for those who don't have a bike – and Arawak Walton will cover the cost of this for our tenants.

For more information visit
<https://www.facebook.com/groups/mostoncycling>
or email cycling.moston@gmail.com

GREEN FINGERS MOSTON



Arawak Walton have teamed up with Green Fingers Moston - a community group operating from Bluestone allotment.

Green Fingers meet regularly at the allotment to garden and grow a wide variety of herbs, greens, fruits, vegetables and flowers. The garden is a welcoming place for everyone. Gardening as a group and being out in nature benefits people's physical & mental health, reduces anxiety, and helps with social inclusion. Growing your own fresh produce is a great skill and is a step towards becoming more sustainable and self-sufficient. And you can save a lot by growing your own!

It's an opportunity to socialise with local people, exercise and relax and have a cup of tea and a chat. Gardening sessions take place weekly on Wednesdays at 10 am.

New members are welcome to join, so if you are interested please visit <https://www.facebook.com/GreenFingersMoston/> email greenfingersmoston@gmail.com or just pop down on a Wednesday morning and say hello.



CHRISTMAS RECIPE – FLORENTINES



INGREDIENTS

- 50g salted butter
- 50g light muscovado sugar
- 50g golden syrup
- 50g plain flour
- 50g glacé cherries, chopped
- 75g flaked almonds
- 50g pistachios, chopped
- 2 oranges, zested
- 175g dark chocolate

STEP 1

METHOD

Heat oven to 180C/160C/gas 4. Line two baking sheets with baking parchment. Melt the butter, sugar and golden syrup in a small saucepan over a low heat, stirring frequently. Remove from the heat and whisk in the flour then add the cherries, flaked almonds, pistachios and orange zest.

STEP 2

Scoop 10 flat tbsp of the mixture onto the baking sheets, leaving room for them to spread. You will need to do these in batches. Bake for 10 mins until golden. Leave to cool for 2 mins until firm enough to lift onto a wire rack. Cool completely. Repeat with the remaining mixture.

STEP 3

Melt the chocolate in a bowl over a simmering saucepan of water or in the microwave in 30 second bursts. Turn the florentines over on the wire rack. Spoon chocolate onto the base of each florentine and gently spread to the edges. When the chocolate is firm enough to hold its shape, use a fork to draw wavy lines across the chocolate. Leave to set and then store in an airtight container.

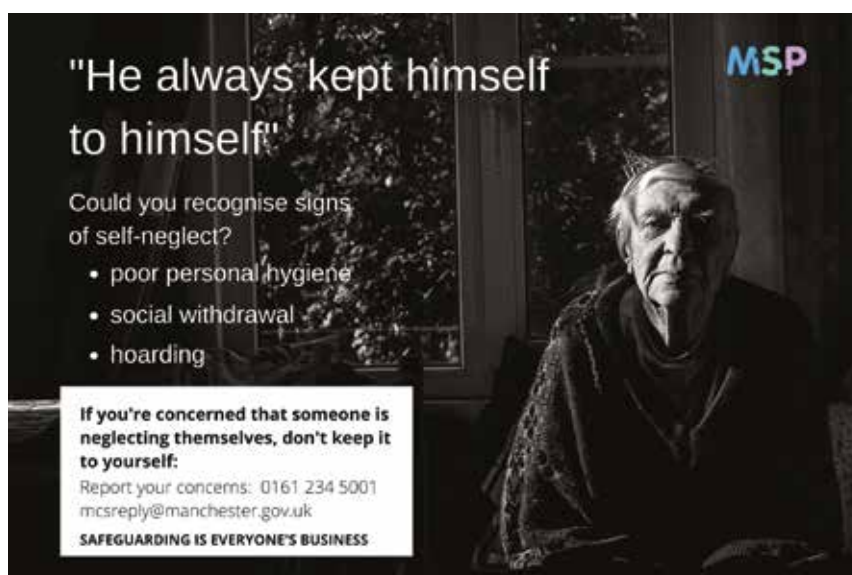
SAFEGUARDING ADULTS



The 15th - 21st November was Safeguarding Adult Week. Safeguarding means protecting an individual's right to live in safety, free from abuse and neglect.

It is about working together to support people to make decisions about the risks they face in their own lives and protecting those who lack the capacity to make these decisions. Arawak Walton recognise that we have a critical part to play in the safeguarding of our tenants, staff and contractors. We understand the importance of and are committed to working with partner

agencies such as Local Authority Safeguarding Boards and Greater Manchester Police to prevent harm and aid interventions where necessary to protect the long-term wellbeing of all our tenants and members of their household, their family and visitors. The same principles also apply to members of staff and other people working on our behalf.



STAFF NEWS



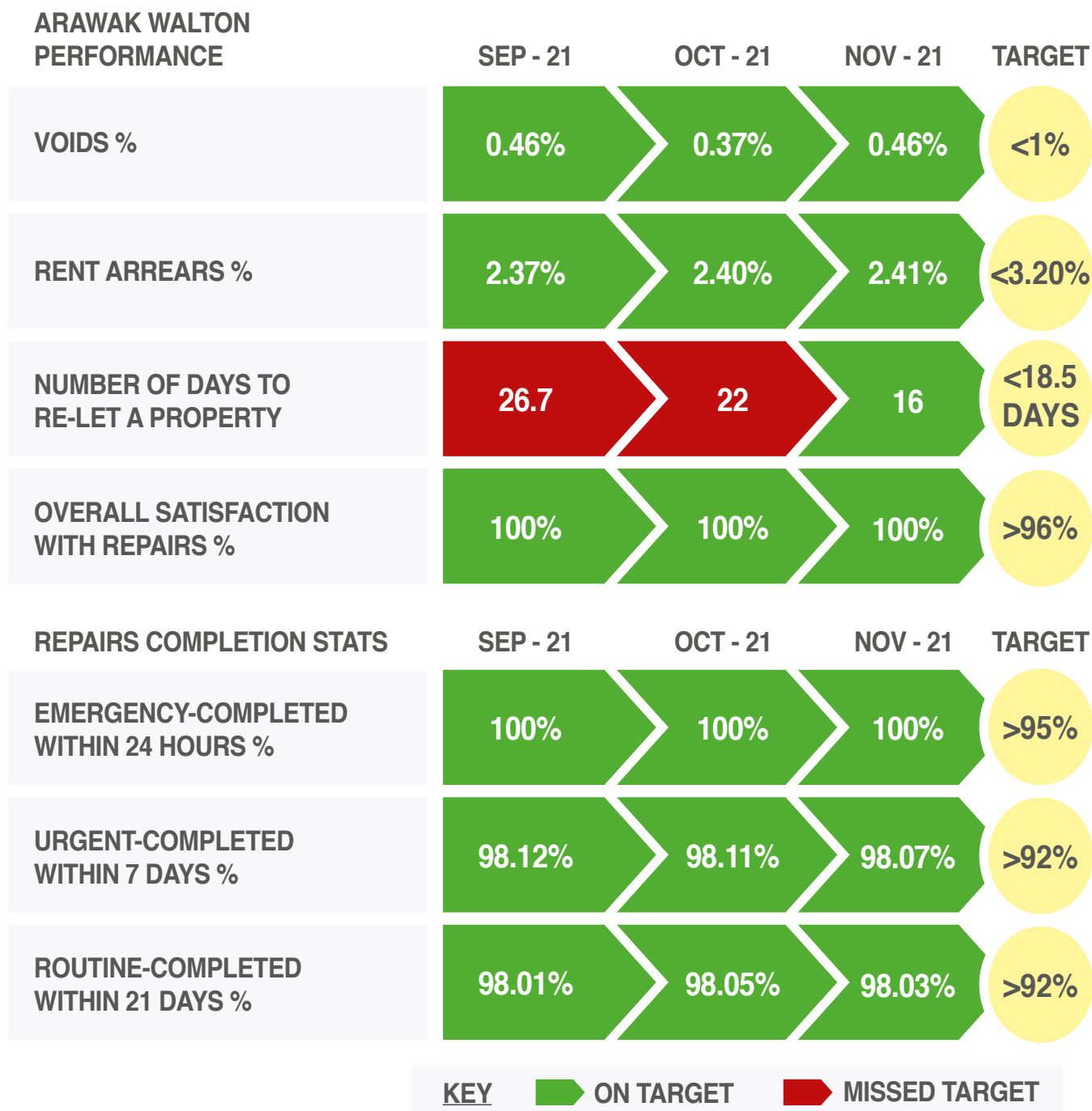
Chris page, our Operations Director has decided to take early retirement and will be leaving in February 2022.

Chris joined the association at a time of many challenges, not least delivering high quality services in areas of high deprivation and social unrest. Void levels and rent arrears were significant areas of concern for the association. Over the years he had engendered a fantastic team spirit and a real values driven engagement between our staff and customers. Today we are a financially strong and well respected organisation delivering our mission objectives successfully. A great deal of that is down to Chris's commitment to maintaining high quality services in the face of many challenges.

Chris will be really missed by all the staff and stakeholders and will always be a friend of Arawak Walton, having poured so much of his heart and soul into the association over the years. We have recently recruited a new Operations Director and will update on this in the next edition of the newsletter in the new year.



HOW WE ARE PERFORMING (KPI'S)



PUZZLER COMPETITION WINNERS

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



MR BYRON WILLIAMS

MR EBRAHIM BHAMJEE

MR MOHAMMAD SADIQ

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 11th January 2022



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



CHRISTMAS WORDSEARCH



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

WREATH
JINGLE BELLS
PRESENTS
ORNAMENTS
SNOW

SANTA CLAUS
MISTLETOE
CHRISTMAS TREE
WINTER
CANDLE

HOLLY
REINDEER
SNOWMAN
JACK FROST
STAR

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

Q: What months do the STAR survey take place?

A:

Name:

.....
.....

Address:

.....
.....
.....

Telephone:

Email: