



Spring 2022

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## ARAWAK WALTON CLEAN UP DAY!

Read more about our other events inside

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Ardwick,  
Manchester M12 6HE

**Tel:** 0161 272 6094 **Out of hours:** 0800 389 4616

**Fax:** 0161 273 4080

**Website:** [www.arawakwalton.com](http://www.arawakwalton.com)

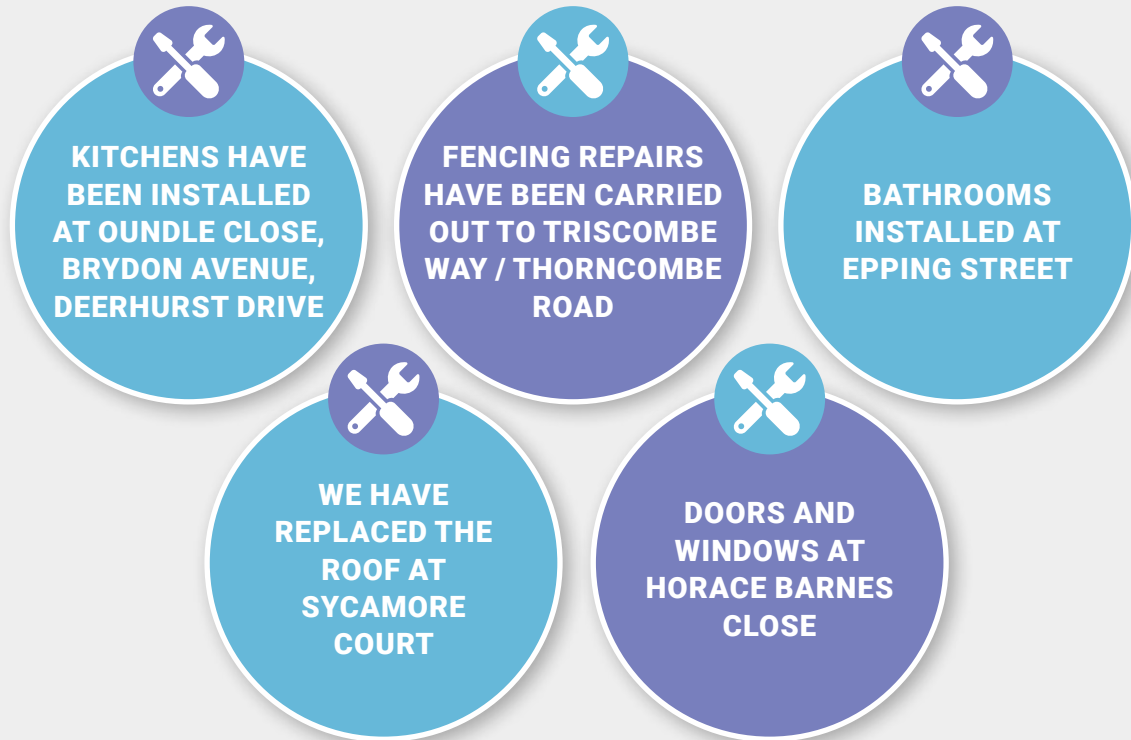
**Email:** [contact@arawakwalton.com](mailto:contact@arawakwalton.com)

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

## MAINTENANCE UPDATES FOR 2022



This year we have already undertaken a number of projects to make our homes even better places to live.



## GROUND MAINTENANCE – 4 SEASONS LAWN AND GARDEN



Meet our contractor, '4 Seasons Lawn and Garden' who maintain the gardens at some of our properties. We thought it was important for you to meet the team so that you know who they are when you see them at your home. During the Summer (1 April to 31 October) you will

see them twice a month and during the Winter (1 November to 31 March) once a month.

They are more than happy for you to say hello and speak to you about any gardening queries you may have.



DAVE



DALE



MATTHEW



RHYS



KYLE



DANNY



MARTIN



SCOTT



GRANT

## RENT INCREASES - 1ST APRIL 2022



**We will be increasing rents by 4.1% on the 1st April 2022. You will have received your individual rent increase letter detailing how much your rent is increasing by.**

We have given the rent increase a lot of thought and have discussed the issue with our Board. To deliver our commitments as set out in our business plan, we need to maximise the money we receive from rents and apply the increase of 4.1%.

The additional rent will allow us to continue investment in our 1200+ existing homes and make our homes more energy efficient.

**For more information and for some questions and answers visit our website**

**[www.arawakwalton.com](http://www.arawakwalton.com)**

**Alternatively, please speak to your Housing Officer.**

## HOW ARE WE DOING?



**Thank you to all those tenants who had agreed to take part in our telephone survey over the last month. This part of the survey was conducted over the telephone but we have now decided to move to a traditional postal survey going forwards.**

We have asked a company called TLF Research to conduct the satisfaction survey on our behalf and the survey will be posted out in April & May to all those who have not yet taken part.

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 have worked closely with TLF to come up with a questionnaire that is easy to complete and gives you the chance to have your say. We will make sure the questions covered the things that matter to you, so it 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.

Your opinions matter to us, so we hope you will complete and return the survey. We will dedicate time to reading all your scores and comments to understand how you feel and what we need to do differently.

**YOUR VIEWS  
MATTER**



# GOOD NEWS STORES & SCHEME EVENTS

## SURVEY WINNER

We sent all of our tenants in our residential schemes a tenant satisfaction survey to complete, with those who returned the survey being entered into a prize draw to win a £20 ASDA voucher.

Well done to Mr Liaqat who was the lucky winner!



## TIME TO TALK DAY

Time to Talk Day was on Thursday 3rd February and is a chance to open up about Mental Health. To recognise this day we invited staff to get together for conversation, tea and of course cake.



## PAMPER HAMPERS



**Well done to the winners of our 'pamper hampers'.**

We originally ran a competition to win a Christmas hamper, however due to the impact of restrictions and staff isolation in the lead up to Christmas, we had to delay sending out hampers until the new year, so instead of Christmas hampers, we sent hampers to aid in pampering and relaxation. We hope the winners loved them as much as we enjoyed putting them together.

## FOODBANK DONATION



**It was lovely to receive a thank you message from 'Humans MCR' thanking us for our donation to help keep their foodbank stocked.**

Humans MCR's mission is to change lives in the communities that they serve by providing access to food and education to build a healthy, hunger-free future.

To find out more about how you could help or if you want to ask for help visit their website <https://humansmcr.org>



## REKINDLE SCHOOL

**Arawak Walton donated £1000**

**to 'Rekindle School' to support them with their school opening and vision to support young people in our communities.**





## DAISY BANK COURT OPEN DAY



Daisy Bank Court Open Day gave our tenants a chance to interact with the wider community and understand what support is out there. It also allows the community to understand what role we play within the area and showcase our wonderful scheme. We had amazing food from '2Sisters' Thai Food and had the pleasure of hosting the Jazettes to play their wonderful music. It was a lovely afternoon and our tenants thoroughly enjoyed themselves.



## HATE CRIME EVENT



**The 7th - 13th February 2022 was Hate Crime Awareness week in the UK.**

To recognise this, we hosted an event at Bougainvillea Gardens, working with Greater Manchester Police to help people understand more about what Hate Crime is and what support is available if you fall victim to this.

If you experience Hate Crime, you can contact your Housing Officer who will be able to support you with this. You can also report Hate Crime online at

<https://www.gmp.police.uk/ro/report/hate-crime/report-hate-crime/>

Or by calling: 101



## MOSS SIDE ENVIRONMENTAL CHALLENGE



Staff at Arawak Walton joined forces with Manchester City Council, the University of Manchester, One Manchester, Jigsaw Homes, MSV Housing and Great Places Housing Association to spruce up and improve four main sites in the neighbourhood. These areas were the green space at the bottom of Ossory Street, Grierson Street on the Alexandra Park estate,

the Powerhouse on Raby Street and the Aquarius Centre in Hulme. Staff helped with litter picking, gardening and general tidying up of the area. Arawak Walton provided refreshments for all the volunteers on the day.



BEFORE

AFTER



## ARAWAK WALTON CLEAN UP DAY

Our Housing Officers teamed up with Biffa and local councillor Suzanne Richards to take part in a tenant engagement event on Siddall St & Linwood Grove, Levenshulme to encourage tenants to take pride in their streets.



## RAMADAN 2022

**Ramadan Kareem to all of our tenants who will be celebrating Ramadan!**





## CANCER SUPPORT GROUPS



**Can-Survive UK provides culturally sensitive support and information to people living with and beyond cancer, their families and carers.**

Women only Wednesdays (WOW) and Men only Thursdays (MOT) provide regular meetings where you can chat with others and share experiences, as well as take part in health and wellbeing therapies and workshops about issues resulting from the impact of cancer.

Meetings are held at Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD, 1pm to 3pm.

**For further information:**

**Tel: 0161 455 0211 / 07496 089310 / 07949 949782 or Email: [info@can-survive.org.uk](mailto:info@can-survive.org.uk)**

## TPAS MEMBERSHIP FOR TENANTS



**Arawak Walton are members of Tpas, England's leading tenant engagement experts and you can also become a member too! By becoming a member, you will become part of a membership network made up of local tenants and landlord organisations covering over 3 million homes**

Your Tpas membership entitles you to:

- Meet other tenants in your region by attending free member events
- Keep up to date with the latest housing policy and practice
- Participate in member online forums and free webinars.



TENANT ENGAGEMENT EXPERTS

**To find out more about the membership benefits visit: [www.tpas.org.uk/membership](http://www.tpas.org.uk/membership)**

## ACCEPTABLE BEHAVIOUR - MUTUAL RESPECT BETWEEN TENANTS AND STAFF



Here at Arawak Walton, customers are at the heart of all we do and we will always treat our customers fairly and with respect. Our staff also have the right to be treated the same way by tenants and customers. We understand that it can be frustrating if something has gone wrong or we are not able to offer the solution you need immediately however, we will always try to resolve these situations as quickly as possible.

**Please note, we do not expect our employees to have to tolerate:**

- Aggressive or threatening behaviour
- Derogatory remarks
- Personal verbal abuse

- Inflammatory statements or offensive language
- Remarks of a racial or discriminatory nature

Abuse of any kind will be taken seriously and in the event our employees are treated in this way it may result in our staff terminating the call or limiting a customer's communication methods, for example email correspondence only. In more serious cases it can result in tenancy warning being allocated.

We know that life is difficult at the moment for many people and for many different reasons. Keeping calm and dealing with each other with politeness and respect can go a long way in protecting each other's mental health.





**Once upon a time there were three bears, and they owned a little Bed and Breakfast in the forest.**

Step into a fairy tale town and through into the woods to discover a world of giants, palaces, gingerbread houses and treasure caves. Trip trap over a bridge (but watch out for the troll!), join in the palace disco with the musicians of Bremen, sit in a giant's footprint, visit the market and help Jack win some magic beans, and much more.

To see what else is going on at Z Arts visit their website

**[www.z-arts.org](http://www.z-arts.org)**

The poster features a vibrant, autumnal forest scene with tall trees and golden light filtering through the canopy. In the foreground, a green and white caravan is decorated with colorful bunting. A boy is visible inside the caravan, and a wolf's head is seen through the window. The text 'Fairy Tales' is written in large, pink, stylized letters. A teal banner in the top right corner displays the 'Z arts' logo. A circular badge in the top left corner indicates the dates 'April 2022 - February 2023'. A yellow box in the bottom center contains the code 'ARAWAK50' and a 50% discount offer. A QR code is located in the bottom right corner, accompanied by a star icon and the text 'Scan the QR code to find out more!'. At the bottom, a white banner reads 'An interactive world of play and storytelling For 0-8 year olds and their grown-ups'.

April 2022 - February 2023

**Z arts**

**Fairy Tales**

USE CODE:  
**ARAWAK50**  
for 50% off your tickets!

Scan the QR code to find out more!

An interactive world of play and storytelling  
For 0-8 year olds and their grown-ups

## STAFF NEWS



NEW



### RUTH WELFORD

Ruth Welford is our new Operations Director, who joined us on 1st March. Ruth has joined us from Barnardo's Children charity where she worked for 19 years. Ruth shares our values and brings a wide range of skills and

experience from her many years working as a leader in the third sector. We are so excited to have Ruth with us and she is looking forward to the opportunity to meet some of our tenants in person over the coming weeks.

GOOD LUCK



### BINDU PANDYA

Bindu Pandya, (PA to our Chief Executive) has left the association in March, after working for Arawak Walton for fifteen years! Bindu won't be too far away, having secured a brilliant opportunity working for one of our

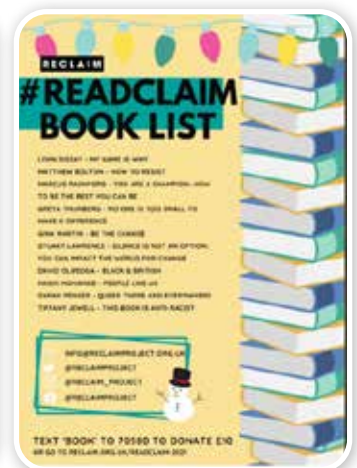
Greater Manchester partners, over at One Manchester. She will be missed by all the staff and Board at Arawak Walton and we wish her the very best of luck and hope that she keeps in touch with us all.

## ANNUAL STAFF CONFERENCE

**Friday 11th March was our Annual Staff Conference where the overall theme for the day was community and tenant engagement.**

We had guest speakers from The Boaz Trust updating us on their engagement work with refugees and asylum seekers and also Forever Manchester who updated staff on their approach to Asset Based Community Development and highlighted some of the projects they have been working on in the past 12 months.

Every year Arawak Walton invests financial and staffing resources into activities and projects which help to support our neighbourhoods and enhance the lives of local people. Jo Moon our Customer Services Manager gave a presentation showing some of the great causes we have supported. (Reclaim/Manchester Care/Bridging the Gap and Louise DaCocodia Education Trust are some of the causes we have supported.).



"Thanks to Arawak Walton for your donation of £500 towards this years Christmas hampers and toy bank. Your donation will ensure that many children across Hulme, Moss Side, Whalley Range and Old Trafford will receive a precious toy and some treats this Christmas"

## HOW WE ARE PERFORMING (KPI'S)



ARAWAK WALTON PERFORMANCE	DEC - 21	JAN - 22	FEB - 22	TARGET
VOIDS %	0.45%	0.36%	0.45%	<1%
RENT ARREARS %	2.37%	2.40%	2.41%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	26.1	26.5	27.3	<18.5 DAYS *
OVERALL SATISFACTION WITH REPAIRS %	100%	100%	100%	>96%

REPAIRS COMPLETION STATS	DEC - 21	JAN - 22	FEB - 22	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100.00%	100.00%	100.00%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	97.37%	98.27% *	98.20%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.15%	98.07%	98.01%	>92%

**KEY**



ON TARGET



MISSED TARGET

\* Voids in our older peoples properties can sometimes take longer to let as applicants tend to need more time to consider moving before they do

## PUZZLER COMPETITION WINNERS



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



**MRS PATRICIA EDWARDS**



**MS NIRMAL KAUR**



**MRS NAHEED SHEIKH**





## 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 25th April 2022**



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



## WORDSEARCH



FLIP  
 FRYING PAN  
 PANCAKE  
 BATTER  
 LEMON

FLOUR  
 EGGS  
 SYRUP  
 LENT  
 SHROVE TUESDAY

MILK  
 ASH WEDNESDAY  
 CHRISTIAN  
 TOPPINGS  
 SUGAR

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

**Q: What is the name of the exhibition put on by Z-Arts?**

**A.** .....

**Name:** .....

.....

.....

**Address:** .....

.....

.....

.....

**Telephone:** .....

**Email:** .....