



Arawak Walton NEWS

Housing Association



Spring 2023

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Spot the difference, Wordsearch and Puzzler question



Happy Easter and Happy Ramadan
to all of our tenants who are celebrating!



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ARAWAK WALTON NEWS

OUR CUSTOMER SERVICE EXCELLENCE ASSESSMENT RESULTS ARE IN!



Back in October, we took part in our annual assessment for our customer service excellence accreditation and we are pleased to report we passed with flying colours!!!

The assessor was very impressed with the organisation and praised our commitment to constantly seeking to improve our offer to customers. For each criteria, we have potential to achieve a "compliance plus" if the assessor believes we are particularly strong in that area. We are proud to say we now have 9 compliance plus's! We are also pleased to report that we did not receive any partial compliances meaning we are fully compliant!

What a team effort! Our staff put in fantastic efforts to assist with the bid but more importantly they live and breathe the mission and values of the organisation and our tenants.

If you would like further information on the CSE accreditation, then you can visit our website www.arawakwalton.com

STAR SURVEY RESULTS



We carry out a STAR survey every 3 years to gauge how we are doing and if there are any areas we can improve upon. We are pleased to announce the results of our recent Survey of tenant & residents (STAR).

Here is an overview of the results:

265 tenants took the time to complete the survey

The survey was mainly based on a **10-point rating scale**. The questions covered a range of themes & activities such as repairs, complaints, digital, wellness and Arawak Walton specific service standards

The results indicated that Arawak Walton tenant satisfaction is **'above average'** for overall Satisfaction

In almost every aspect of performance the results placed Arawak Walton as an **'above average' performer**

The overall Satisfaction rating for Arawak Walton is 83.4% which places the association in the top quartile when compared with other housing providers taking part in similar surveys

SATISFACTION SCORES

How satisfied or dissatisfied are you with the following:

1 = completely dissatisfied, 10 = completely satisfied)

Sorted in: **descending importance order**



There are some areas that a percentage of tenants expressed room for improvement. As a result, an action plan has been drawn up to address the following:

- Improving communication with our repair's contractors
- Extra support required for people who are struggling with the cost-of-living crisis
- Assisting tenants with digital inclusion issues
- Keeping customers informed using a wide range of methods

Thank you to all the tenants who took part in the survey, your input really helps us to shape and improve the services we offer you.

MAINTENANCE AND REPAIRS

REPAIRS



We are always available to help when you need a repair carrying out in your home. Our Customer Services team are available to assist you: Monday to Friday from 9am to 5pm and can assist with any repair enquiries you may have. Emergency repairs, such as heavy leaks or security issues will be attended to within 24 hours, urgent repairs will be completed within 7 days and routine repairs will be completed within 21 days. If you experience an emergency repair outside of our normal office hours, you can contact 0161 272 6094 and select option 1. This will connect you to our emergency, out of hours service, who will be able to advise and assist you. Please note that there may be a high demand for this service, so please expect to wait a little longer for your call to be connected to an advisor than it would be in the normal hours.



MAINTENANCE UPDATES



We have completed fitting new kitchens at Antilles Close as well as new doors and windows to the St Gregory's Road estate.



Contractors are currently on site installing new doors at Linwood Grove, Siddall Street and Slade Hall Road.



We have installed new fencing at properties on Paddock Street & Cotter Street.



If you have a window restrictor, remember they are there for your safety. Please ensure you do not remove or disable these.



COMMUNITY NEWS

SYRIA/TURKEY EARTHQUAKE APPEAL



Following the earthquake disaster that hit Turkey and Syria in February Arawak Walton have donated the following for men, women and children of all ages who have been affected.

- Underwear
- Socks
- Hats
- Scarves
- Gloves
- Jumpers
- Coats
- Pants
- Baby snowsuits
- Baby milk
- Nappies
- Wipes
- Torches
- Sleeping bags



WARM HUB

With the weather remaining cold and damp and with the big rise in fuel bills we have to think twice about putting on our heating to keep warm.

Arawak Walton have donated £1000 to the **WARM SPACE**

Positive Steps, located at Brunswick Church are offering everyone a 'Warm Space' during the day Monday to Thursday, with lots of activities. And not just a way to keep warm, but also with hot food and drinks and good company. Come and find a warm welcome at Positive Steps.



GOOD NEWS STORIES

It is always lovely to hear positive comments from tenants and contractors. It reinforces all the work we do and the effort all our staff put into their work.

"One of your contractors, who works for a third-party organisation came out to complete a repair at my home. He was talking about the work they do for other Housing Associations and throughout his years working in the industry, he feels that Arawak Walton was one of the best he had come across as they really value their tenants and act on any work recommended to them that we suggest"

"As a staff member of Arawak Walton, I was in a coffee shop after work and still had my lanyard on. A gentleman approached me and asked, "do you work for Arawak Walton?" When I replied that I did he said that Arawak cares for their tenants so much that if you happen to have repair issues at your house, they come the next day and fix it."

DECLUTTERING OUR THINKING ABOUT... HOARDING

Hoarding can be tempting to write off as:



BUT, it is NONE of these things.

It is an overwhelming psychological condition defined, in part, when someone cannot discard or part with their items without feeling extremely distressed; and it's always a vast array of items they feel they must 'save', often not of any perceived value to anyone except themselves.

In short, it is a recognised mental health disorder. But, unlike other mental health issues e.g. anxiety (a perception of threat) or depression (a perception of loss) – it is continually defined and stigmatised by what people have in their HOMES, instead of what people have in their HEADS!

MYTH:

You can go in and clear out all of the clutter and that will help the person to keep it that way.

TRUTH:

No – this approach will usually lead to trauma for the person concerned and a problem which is very quickly built up again, sometimes to a greater degree than previously.

Because of the complexity of the disorder – there is NO QUICK FIX (and no SKIP big enough to provide one!).

If you want to provide anything that resembles effective support, then, in the first instance you need to “see the person and NOT the ‘hoard’”.

In other words – start off by personalising, not depersonalising or stigmatising – it will pay dividends.

People who exhibit hoarding behaviours are tired of being ‘othered’ and often self-stigmatised (experience debilitating shame, embarrassment and/or self-loathing) because of the unhelpful initial responses of other people – even those who purport to ‘support’!

Customers who struggle with hoarding fear that people will:

- Judge them
- Punish them
- Ridicule them
- Threaten them
- See them as 'just a hoarder'
- Make them throw away their 'treasures' against their will

On the other hand, they **HOPE** people will:

- Listen
- Show respect
- Be consistent
- Show sensitivity and understanding
- See them as a person
- Recognise that it takes time to make 'improvements' at all levels

So, here are the 'TOP 10' tips about what to do and NOT do when you first encounter a person who you believe to be impacted by their hoarding behaviours;

- 1** Start with **compassionate curiosity** – **understanding** and **kindness** are a good start and powerful levers
- 2** **Relationship building** is crucial and will happen quickly if you're patient and **work at the person's pace**
- 3** Ask about the person's **wants, worries and expectations**
- 4** **Work on shared goals**, not goals on how YOU think they should live
- 5** **Persistence is vital**, not all steps will be forward steps
- 6** Don't ask "What's wrong with you?" – ask, "What happened to you?" – try to understand their world view
- 7** Aim for some **small/quick wins for the person** when they're ready to address issues within their home
- 8** **Avoid** further stigmatising people by using terms such as '**self neglect**'
- 9** Remember **proportionality is important** i.e., don't use a 'sledgehammer to crack a nut'
- 10** Please bear in mind peoples' **PRACTICAL** abilities – **don't negotiate unrealistic goals/targets.**

The thing about hoarding...
The most important thing about hoarding...

Is that it's about more than just hoarding.

If you or anybody you know wants support there are support groups in Manchester, Merseyside and Lancashire run by Hoarders Helping Hoarders.

For more information please visit their website:

<http://hoardershelpinghoarders.com/>

You can also contact Ian Porter direct on

07815872178 or **ian.porterhhh@gmail.com**





Homeswapper can help you to swap your council or housing association home with other social tenants.



WHAT IS A MUTUAL EXCHANGE?

A mutual exchange is a home swap between two social housing tenants. It can happen for many reasons, such as needing more (or less) space, moving for work or to be closer to family. It's a great option for social housing tenants who can't access or don't want to wait for the normal allocation process. It gives you more control and means you're able to choose a home that suits your needs better in a place you want to live.

CAN I SWAP MY HOME?

You will need to be a social housing tenant with a secure or assured tenancy to have the right to a mutual exchange. If you have a starter tenancy or a demotion order, you probably won't be allowed to swap. If you're not sure, it's always a good idea to get in touch with your landlord to find out what type of tenancy you have and if you're allowed to swap, before you start looking. It's important to remember that you won't be able to swap with a private housing tenant – both homes need to be social housing properties.

DO I HAVE TO SWAP IN MY LOCAL AREA?

You can swap homes with ANY other council or housing association tenant, that lives ANYWHERE in the UK, so your swap doesn't have to be in the area managed by the landlord you have now. ALL social housing landlords must allow mutual exchanges.

HOW CAN HOMESWAPPER HELP?

HomeSwapper is the UK's BIGGEST and BEST mutual exchange service for social housing tenants. We help you search for possible swaps, get in touch with other tenants and arrange viewings until you find the perfect new home.

HomeSwapper has over 200,000 homes listed with 1000's more added each week. It's an easy-to-use service, with a free app to download and lots of help and support.

DO I HAVE TO PAY FOR HOMESWAPPER?

Arawak Walton provides HomeSwapper therefore the service is free for you to join!

For more information on HomeSwapper visit their website Home: www.homeswapper.co.uk

ARAWAK WALTON EVENTS

CHINESE NEW YEAR



Arawak Walton worked in partnership with Dragons Voice to celebrate Chinese New Year with a workshop consisting of lantern making, Chinese calligraphy and musical performances. There was also a selection of Chinese cuisine for everyone to enjoy. The event was attended by Arawak Walton tenants and their friends and families as well as people from within the community.



BRING AND BUY SALE



Sycamore court held a “bring and buy sale” in February where people brought items they no longer needed or wanted to sell them to others.

There were a wide variety of items on offer such as bags, t- shirts, shoes, cooking sets and there was also a special guest from Pownap on site to showcase different mobility items ranging from motion furniture and mattresses, scooters and walking frames to name a few.

All proceeds from the sale went to the tenants or they could donate to the tenant fund if they wished which helps fund our scheme events.



STAFF NEWS

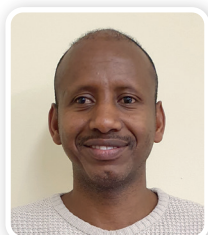
STARTERS

NEW



ADEBAYO ADETUNDE

Adebayo Adetunde is our newest recruit, joining us on a fixed term contract as our IT Assistant. Adebayo is a recent graduate from Liverpool John Moore's University and prior to joining Arawak completed a traineeship as a Data Analyst.



MUHDIN ABDI

Muhdin was successfully appointed as our Assistant Accountant following a short time with us as a Temp. He has previous experience working in accounts departments and is an ACCA finalist (Association of Chartered Certified Accountants)



Jordan Osbaldeston

Jordan has joined the association as our new PA to the Chief Executive. Jordan will be working closely with our Senior Management Team and Board members.



David Szuminski

David will be joining Arawak Walton until June 2023 as our Interim Customer Services Manager.

LEAVERS

GOOD LUCK

CLAYTON SIMPSON

Clayton left the Association in January having secured a new position at Salix Homes as a Finance Officer. We wish him all the best in his new position.

JO MOON

Jo our Customer Services Manager has left Arawak Walton after 18 years. She has accepted a new challenge as a Project Manager at Barnardo's. Jo's contribution and dedication to Arawak Walton has been tremendous and she will be dearly missed by everyone.

We wish them all the best in their new ventures.

GOOD NEWS

SARAH ATTA

Sarah has stepped into the role of Corporate Services Manager to cover Maternity Leave for 12 months.

KIRSTY MILLER

Kirsty Miller, our Corporate Services Manager gave birth to a beautiful and healthy baby girl in February whom she has named Daisy Hope.

PUZZLER COMPETITION WINNERS

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

★ PHILLIP MOSS ★

★ BYRON WILLIAMS ★

★ MORGAN OGBEIDE ★

HOW WE ARE PERFORMING (KPI'S)



ARAWAK WALTON PERFORMANCE

	DEC- 22	JAN - 23	FEB - 23	TARGET
VOIDS %	0.27%	0.27%	0.27%	<1%
RENT ARREARS %	2.43%	2.28%	2.12%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	25.95	29.79	26.67	<26 DAYS
OVERALL SATISFACTION WITH REPAIRS %	98.72%	98.75%	98.74%	>92%

REPAIRS COMPLETION STATS

	DEC- 22	DEC- 22	FEB - 23	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100.00%	100.00%	100.00%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.09%	97.74%	97.33%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.02%	98.09%	96.01%	>92%

KEY



ON TARGET



MISSED TARGET

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 28th April 2023



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



EASTER WORDSEARCH



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

EASTER
BASKET
BUNNY
HIDE
EGGS
JELLYBEANS
CELEBRATION

DECORATE
CHOCOLATE
FLOWERS SPRING
CANDY
HUNT
LILY
CHICK

BONNET
FUN
SUNDAY
PARADE
LAMB



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

Q: What question did we score 9.1 on in the Star Survey?

A.

Name:

.....

.....

Address:

.....

.....

.....

Telephone:

Email: