



Spring 2026

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# CORPORATE NEWS

## A MESSAGE FROM OUR CEO ULFAT HUSSAIN



As I reach my first year as Chief Executive of Arawak Walton Housing Association, I want to begin by saying a sincere thank you to you, our tenants. Over the past year, I've spent time listening, learning, and meeting residents across our communities. What has stood out most is the pride people have in their homes and neighbourhoods, and the importance of feeling heard and supported.



This newsletter reflects the work we have been doing together. You will see updates on repairs, planned works, community events, and how we are improving the way we listen to tenants. Your feedback has shaped real change. From improvements in how repairs are managed, to better communication, to clearer learning from complaints, your voices are making a difference.

**Keeping your home safe and well maintained remains one of our top priorities.**

You'll find information in this edition about Awaab's Law, damp and mould, and what you can expect from us if something goes wrong in your home. We take these responsibilities seriously, and we are committed to acting quickly, learning from issues, and putting things right.

**I'm also pleased to share how tenants are becoming more involved in shaping our services.**

Our Tenant Quality Panel, Complaints Learning Forum, and Tenant Experience Committee give residents a real say in how we work. If you want to get involved, I strongly encourage you to do so as your lived experience is invaluable and important to us.

**Strong communities matter too.**

I'm proud of the range of events and activities featured in this newsletter, from coffee mornings and cultural celebrations to community fun days and sheltered scheme events. These moments of connection help tackle loneliness, build friendships, and make our neighbourhoods better places to live.

**We know that life can be challenging, especially with rising costs and wider pressures.**

That's why we're working with partners like the Golden Centre of Opportunities to offer support with benefits, bills, skills, and employment. For Arawak Walton, housing is about more than bricks and mortar.

As we look ahead, my commitment is simple: to keep improving our services, to be open and accountable, and to work alongside you with respect and honesty.

**Together, we will build a better future for everyone.**

# YOUR VOICE, YOUR HOME: HELP SHAPE OUR FUTURE INVOLVEMENT AND COMMUNITY ENGAGEMENT STRATEGIES.



**At Arawak Walton, we believe that our tenants are at the heart of everything we do. To make sure we continue to listen, involve, and engage with you effectively, we are launching an important review of two key strategies:**



This is more than just a routine review, it is a genuine opportunity for you to tell us what's working, what isn't, and what you would like to see in the future. Your feedback will directly shape our revised three-year strategies for 2026-2029, ensuring they reflect your priorities and needs.

## WHY ARE WE DOING THIS?

We want to ensure our approach to involving tenants and engaging with communities remains relevant, effective, and accessible to everyone. The world has changed a lot since the strategies were last reviewed and your experiences and insights are crucial to helping us adapt and improve.

## HOW CAN YOU GET INVOLVED?

We're using a range of methods to make sure everyone has a chance to have their say, no matter how you prefer to communicate:

**Tenant Quality Panel:** We will be contacting all members of the panel to ask if they would like to take part in a scrutiny review of the strategies.

**Online and Postal Surveys:** Keep an eye on your post and email for a survey coming soon. It will also be available on our website and social media.

**Tenant Meetings/Focus Groups:** We'll be organising both virtual and in-person meetings across from our neighbourhoods. We are committed to making this process inclusive.

All materials will be available in accessible formats (like large print, Easy Read, and translation), and we can reimburse travel, childcare, or carer costs to help you take part. If you need support to participate, please let us know.

## WHAT HAPPENS NEXT?

Your feedback will be analysed to identify key themes and priorities. We'll use this to draft new strategies and action plans, which will be shared back with tenants and our Tenant Quality Panel and Tenant Experience Committee for validation before being presented to the Arawak Walton Board for approval.

## WE NEED TO HEAR FROM YOU

**Your voice makes a difference. By sharing your experiences and ideas, you help us build better services, stronger communities, and a more responsive housing association.**

**Look out for your survey invitation and meeting announcements later this month!**

**If you have any questions about the review, please contact the Customer Services Team at [customerservices@arawakwalton.com](mailto:customerservices@arawakwalton.com)**

**or call us on**

**0161 272 6094**

## TENANT QUALITY PANEL (TQP)



### Meeting dates for diaries:



Venues will be confirmed nearer the date.

Remember, attendance at our TQP is flexible and open to all our tenants and there is no minimum requirement.

#### Our TQP provides all tenants with an opportunity to:

- Share collective views
- Scrutinise and influence services and related performance
- Make recommendations for service improvements based on tenant experience

If you would like to be added to our mailing list and receive regular updates and information regarding the TQP please complete the expression of interest form on the back page or contact the Customer Service Team at [customerservices@arawakwalton.com](mailto:customerservices@arawakwalton.com) or by phone on **0161 272 6094**.

## COMPLAINTS LEARNING FORUM



**We are inviting tenants to join our Complaints Learning Forum, a space where your experiences and feedback help us learn, improve, and deliver better services.**

By taking part, you can highlight areas where we can do better. This helps us shape the way we handle and learn from our complaints. Your insight is invaluable; it ensures that real tenant voices guide how we improve our homes and services.

The forum is friendly, supportive, and open to all tenants. You don't need any special knowledge, just a willingness to share your views and to work with us to make positive changes. If you'd like to help influence how complaints are resolved, strengthen accountability, and ensure lessons learned benefit the whole community, we'd love you to join us at the next meeting.

**Please express your interest to your housing officer or drop an email to [cjackson@arawakwalton.com](mailto:cjackson@arawakwalton.com)**



**Awaab's Law was introduced following the tragic death of two-year-old Awaab Ishak, who died in 2020 from a respiratory condition caused by prolonged exposure to mould in his home. His family repeatedly reported damp and mould to their landlord, but no meaningful action was taken.**

**The public outcry that followed led to significant reform in the Social Housing (Regulation) Act, resulting in Awaab's Law a legal requirement ensuring that social landlords respond quickly and effectively to hazardous housing conditions.**

For our tenants, Awaab's Law offers much stronger rights and clearer guarantees around safety and repair standards.

These duties apply to all social housing landlords, including housing associations like ours.



Under the law, emergency hazards including severe Damp & Mould, gas leaks, or structural risks must be addressed within 24 hours.



Significant hazards relating to Damp & Mould must be investigated within 10 working days and made safe within five working days after that.



If your home cannot be made safe in time, your landlord must offer suitable temporary accommodation until the hazard is resolved.



# PROPERTY NEWS

## WHAT ARE PLANNED WORKS?



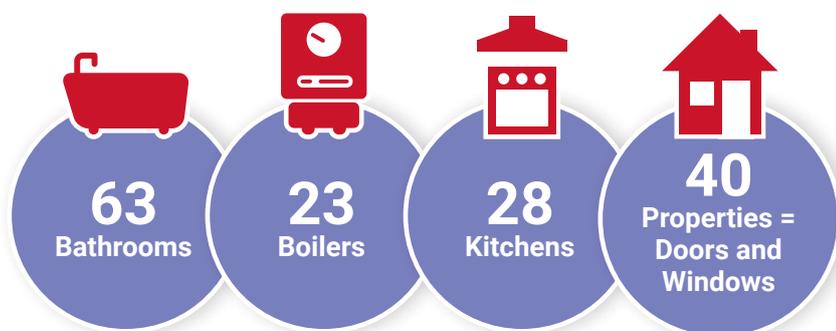
Planned Works are scheduled improvements, replacements, or maintenance tasks carried out in homes or communal areas to keep properties safe, modern, and in good condition.

Unlike responsive repairs, which fix problems as they arise, Planned Works follow a long-term programme based on the age, condition, and expected lifespan of building components.

Planned Works include replacing kitchens and bathrooms, updating heating systems, renewing

roofs and windows, and carrying out external painting or structural repairs. By investing in Planned Works, housing providers can maintain high property standards, minimise future repair costs, and ensure tenants live in safe, well-maintained homes.

Between April 2025 & March 2026 we will have installed:



### NOTIFICATION OF PLANNED WORKS PROGRAMME

If your home is included in our Planned Works Programme, you will be contacted directly by Tracey Foster – Property Delivery Manager to discuss the upcoming improvements, next steps, and any access requirements.

We will also let you know as soon as your property has been scheduled for inclusion in the programme, so you are fully informed in advance.





### Managing Damp, Mould and Condensation in Your Home

During the colder months, many homes are more likely to experience condensation, damp and mould. As your landlord, we take these issues seriously and are here to help if you have concerns.

#### Why Damp and Condensation Happen

Condensation forms when warm, moist air meets a cold surface, like windows or walls. If moisture builds up, mould can begin to grow, especially in cooler places such as corners, behind furniture, and inside wardrobes.

Everyday activities add moisture to the air, including cooking, bathing, drying clothes indoors and boiling water. While this can't always be avoided, there are simple steps that make a big difference.

#### Dealing With Mould

If mould appears, please contact us so we can help.

- Open the window in the room but keep the door closed.
- Wear gloves and a face mask.
- Use a mould-specific cleaning product and follow the instructions carefully.
- Wipe all nearby surfaces afterwards to remove any spores.
- Never use bleach or washing-up liquid, as they can make the problem worse.

#### Tips to Reduce Moisture

- Wipe condensation from windows and sills each morning.
- Keep rooms well-ventilated; open a window for a short time each day.
- Use lids when cooking and keep kitchen doors closed.
- Run extractor fans when bathing or showering.
- Dry clothes outside where possible or use an airer instead of radiators.
- Use disposable dehumidifiers during winter to help manage moisture.
- Keep heating at a steady temperature (ideally 18–21°C).



**If the problem continues, please get in touch with us. We are here to help.**

**Email: [customerservices@arawakwalton.com](mailto:customerservices@arawakwalton.com) Tel: 0161 272 6094**

**If you need translation support or help filling in forms, please contact the office.**

## CELEBRATING GREAT CONTRACTOR FEEDBACK



We are pleased to share some of the positive feedback we've recently received about our contractors. Our teams and partners work hard to provide a reliable, high-quality service, and it's always encouraging to hear when their efforts make a real difference to our customers. Thank you to everyone who has taken the time to let us know when things have gone well, your feedback helps us recognise great work and continue delivering services you can trust.

**Prestige Landscaping & Ground Maintenance Ltd** - A tenant reported that the new gardeners are great and much preferred over who attended previously, this contractor listened to the tenant.

**PARS Builders** - Ash is always polite and does a good job.

**Prestige Landscaping & Ground Maintenance Ltd** - A tenant called to say thank you to Ash and the gardeners for doing wonderful job.

**KLM Builders** - Thank you for the new kitchen, the kitchen is amazing, I am more than happy and thank you to Tracey for making this happen

**Miklos** - Contractor - Miklos has visited my home twice now and has consistently arrived on time. He is always courteous and goes above and beyond to ensure the work is completed to a high standard. For instance, while he was here to fix the sink, he noticed some mould in the bathroom and took the initiative to treat it. He also painted the new skirting board he installed so it would match the existing wall colour. His attention to detail and willingness to do more than expected really stood out. He also leaves the space clean and tidy, which is very much appreciated.

**Seddon Construction Ltd** - Dave has been and completed the job today he was lovely and done a fantastic job beyond happy with it and cannot thank him enough, thank you.



# COMMUNITY NEWS

## FLY TIPPING & BIN GUIDANCE



### Report dumped rubbish (fly-tipping)

Fly tipping is the illegal dumping of items, the dumping of rubbish or unwanted items either on land or in water. It can include bin bags, furniture, mattresses, carpet, fridges, washing machines and cookers.

If your waste is fly tipped, by you or by someone else on your behalf, you could face a **£400 fixed penalty notice** or an unlimited fine.

You are fly tipping if you leave items:

- Beside street bins and recycling banks
- On the floor of communal bin areas
- Outside closed recycling centres and charity shops
- Anywhere that isn't a registered waste facility or container

If you've witnessed littering or people leaving a mess in public, please don't attempt to remove the rubbish yourself in case there are hidden sharp or dangerous items. **Contact your local council who will arrange for the rubbish to be removed.**

#### If the problem is

- In a garden or other land attached to someone's home, contact the homeowner.
- On land attached to a shop, pub, factory or other commercial building, contact the person who owns the land.
- A shopping trolley that has been dumped, call Trolleywise on 01926 451951 or email [trolleywise@wanzl.co.uk](mailto:trolleywise@wanzl.co.uk)



#### FOOD & GARDEN WASTE

- Food waste
- Grass cuttings, plants, twigs, branches



#### PAPER & CARD

- Cardboard, paper, magazines
- Books, envelopes, junk mail
- Tetra Pak cartons



#### MIXED RECYCLING

- Plastic bottles, tubs and trays
- Tins & cans
- Glass bottles & jars
- Foil & empty aerosols



#### GENERAL WASTE

Anything that cannot be recycled

## THE GOLDEN CENTRE OF OPPORTUNITIES.



We are pleased to share that we are now working with The Golden Centre of Opportunities to offer a wide range of services that support individuals and families. Whether you are navigating the welfare system or looking to develop new skills, their team is here to help.

Some of their support services include:

- Housing and Council Tax benefits, Universal Credit, and other welfare benefits
- Utility bills
- Disability benefits, including DLA (Disability Living Allowance) and PIP (Personal Independence Payment)
- Windrush applications

In addition, the Centre also provides:

- A Work Club
- ESOL classes
- Basic IT Skills sessions

If you would like to be referred to the Golden Centre of Opportunities for support, please contact your Housing Officer who will be happy to help.

## ACTION FRAUD



Action Fraud the UK's national reporting centre for fraud and cybercrime, is where you should report fraud if you have been scammed, defrauded or experienced cybercrime in England, Wales and Northern Ireland.



You can report fraud or cybercrime to Action Fraud any time of the day or night using the online reporting tool. Reporting online is quick and easy. The tool will guide you through simple questions to identify what has happened and advisors are available on web chat 24 hours a day to give you help and advice if you need it.

<https://www.nafn.gov.uk/report/action-fraud/>

You can also report to Action Fraud by calling **0300 123 2040** Monday to Friday 8am – 8pm.

After a report has been made to Action Fraud, it will be sent for assessment by the National Fraud Intelligence Bureau (NFIB).

The NFIBs systems assess reports of fraud and cybercrime from across the UK, helping to build a national picture of where fraud and cybercrime is taking place. Experts review the data from these reports to decide whether there is enough information to send to a police force for investigation.

**Action Fraud is not an investigative body and therefore cannot guarantee or prompt a police investigation or advise you on the contents of your report. Whilst they aim to provide an update to reports within 28 days, this is not always possible if the report is still under review by NFIB.**





## Understanding and Reporting Anti-Social Behaviour

Our communities thrive when everyone feels safe, respected, and comfortable in their own home. A key part of maintaining this is tackling anti-social behaviour (ASB). This month, we want to ensure you have a clear understanding of what ASB is and, most importantly, how you can report it to us.



## WHAT IS ANTI-SOCIAL BEHAVIOUR?



Anti-social behaviour is conduct that causes, or is likely to cause, harassment, alarm, or distress to others. It goes beyond everyday disagreements and can seriously impact the quality of life for you and your neighbours.



Things we generally do not class as being ASB:

- Children playing
- One-off incident of loud noise
- One-off incident of a dog barking.
- Noise complaints related to hearing footsteps from a property above
- Actions which amount to people being generally unpleasant to one another, including name-calling and disputes on social media such as Facebook, unless it amounts to harassment or hate crime
- Parking issues.

Persistent noisy parties or loud music.

Aggressive, threatening, or intimidating language or actions.

Vandalism or damage to property.

Harassment based on race, gender, disability, or other characteristics.

Misuse of shared spaces (e.g., dumping rubbish, drug use).

Uncontrolled pets causing nuisance.

We take all reports of ASB seriously and are committed to working with you to find a solution.

# HOW TO REPORT ANTI-SOCIAL BEHAVIOUR TO ARAWAK WALTON



If you are experiencing ongoing issues, please let us know. You can report it to us in three ways:



## 1. In Person:

Visit your local Arawak Walton office. Our staff are here to listen, provide advice, and start the process of investigating your report. Please check our website for your nearest office and its opening hours.



## 2. Via Telephone:

Call our dedicated customer services team. You can speak directly to an advisor who will log the details of your report and advise on the next steps. Please have details of the incident(s) ready, including dates, times, and those involved.



## 3. Online:

For your convenience, you can report non-urgent ASB through our website. Look for the "Report Anti-Social Behaviour" section in the 'Contact Us' or 'Your Tenancy' area. This secure form allows you to provide all the necessary information at a time that suits you.

### **Please note:**

When you report ASB, we will treat your information confidentially. We will discuss with you how we can investigate while respecting your privacy. If you experience problems, it's important to keep an up-to-date record of events. Note the day, date, time and nature of the behaviour causing you annoyance or distress. This can help you get some perspective on how often it's happening.

If we decide to take formal action at some stage, it can help others to see an established pattern of nuisance over a period of time.

**In an Emergency, Always Call 999**

Your immediate safety is the top priority. If you, someone else, or property is in immediate danger, or if a crime is in progress, you must always contact the police first by dialling 999.

### **Examples of emergencies include:**

- **Violence or threats of violence.**
- **Suspected criminal activity.**
- **A person in immediate danger.**

Once the emergency situation is resolved, please also inform us of the incident so we can offer ongoing support and manage any tenancy-related issues. By working together—tenants, Arawak Walton, and the police—we can protect the peace and wellbeing of our communities. Thank you for playing your part.



**Meet your Housing Officer at the front of your scheme on the date of inspection.**

Area	Inspection takes place on the 3rd week of every Month	Housing Officer
Mary Seacole	Thursday 2pm – 3pm	Charmaine Hylton
Willams Coates	Thursday 3pm – 3.30pm	Charmaine Hylton
Nelson Mandela Court	Tuesday 9.30am – 10.30am	Sandra Mckenzie
15 Demesne Road	Tuesday 10.45am – 11.45am	Sandra Mckenzie
108 Clarendon Rd	Tuesday 12pm – 1pm	Sandra Mckenzie
45 Bonsall Street	Wednesday 2pm – 2.30pm	Sandra Mckenzie
8 Aquarius Street	Wednesday 2.45pm – 3.15pm	Sandra Mckenzie
42 Eyre Street	Wednesday 3.15pm – 3.45pm	Sandra Mckenzie
405 City Road	Tuesday 10.30am – 11.30am	Juliana Egbu
297 Cheetham Hill Road	Tuesday 12pm – 12.30pm	Juliana Egbu
103 Wellington Road North	Tuesday 2pm – 3pm	Juliana Egbu
Lymefield	Wednesday 10am – 10.30am	Sheila Onuoha
Marcus Garvey Court	Wednesday 10.30am – 11.15am	Sheila Onuoha
144 Withington	Wednesday 12pm – 1pm	Sheila Onuoha

**During exceptional circumstances and operational needs there may be occasions when we need to cancel the inspection, we will let you know if we need to do this.**



Every 2<sup>nd</sup> Tuesday of each month 2pm - 4pm

Longsight Library - 519 Stockport Rd M12 4NE

West Indian Sports & Social Club - Westwood St

M14 4SW

# Tenant Drop In Sessions

You can come along to our drop-in sessions to talk to your Housing Officer about anything to do with your home, tenancy and community.

- Access to support & services
- Consistent point of contact
- Help with online forms
- Neighbourhood Clean ups
- ASB Issues
- Money Advice



Housing Officers work right at the heart of your community, which means they are able to answer many of your questions.

## More Information

[customerservices@arawakwalton.com](mailto:customerservices@arawakwalton.com) 

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



## HOME VISITS



**At Arawak Walton, we carry out home visits on a regular basis as part of our commitment to delivering quality housing services and building strong relationships with our customers. These visits are an essential part of ensuring that our properties remain safe, well-maintained, and suitable for the people living in them.**

We kindly urge all customers to engage with their Housing Officer and allow access when visits are arranged. Allowing us into your home helps us identify any repairs, health and safety concerns, or property issues early on, preventing small problems from becoming bigger ones.

However, home visits aren't only about checking the condition of the property. They're also an opportunity for us to check in with you. Your Housing Officer is there to offer support, advice, and guidance where needed. Whether it's signposting you to additional services, discussing concerns, or simply making sure everything is going well, we're here to help.

**By working together, we can ensure your home remains safe, comfortable, and well looked after.**



## SUPPORTING TENANTS THROUGH WINTER



**To help tenants struggling to heat their homes during the winter months, we used the Tenant Welfare Fund to provide oil-filled radiators and dehumidifiers.**

Many households face the "heat or eat" dilemma, and although resources are limited, this support offers safer, cost-effective heating for those most in need. Dehumidifiers were issued to reduce energy bills, manage condensation, and support indoor laundry drying.

This not only lowers household costs but also helps create a healthier living environment by improving air circulation and reducing the risk of damp and mould. We can also make tenant referrals to The Golden Centre so customers can receive financial guidance, helping them manage rising living costs.



# GOOD NEWS STORIES

## YOU SAID, WE DID....



### Customer Involvement with Policy reviews and changes

Our Tenant Quality Panel has reviewed a number of policies to ensure tenants shape the development, review and monitoring of housing services.

Examples of policies reviewed during 2025/2026 include our Pest Control and Right to Repair policies.



### Tenants should have a clear role in overseeing how services are delivered, with the opportunity to review and challenge decisions that affect them.

#### Tenant Experience Committee (TEC)

Established in January 2025 by and accountable to our Board of Management for effective scrutiny and challenge around service delivery, drive tenant shaped service improvements, provide the Board with assurance that AWhA is meeting all its health and safety obligations, review compliance with the Housing Ombudsman Complaint Handling Code and monitor ED&I in all customer related decisions.

### You want complaints to lead to real learning and service improvements, with greater accountability and transparency in how issues are handled.

#### Complaint Learning Forum (CLF)

Established by our Board of Management in January 2025 to strengthen accountability, improve service delivery and ensure compliance with the Housing Ombudsman Complaint Handling Code. The CLF is a consultative body, reviewing complaints to identify systemic issues, promote learning and drive continuous improvement.

### We should know who is living in our homes.

#### Knowing our Tenants and Properties

We continue to visit all our tenants in their homes to ensure that information held is up to date and accurate, identify any reasonable adjustments that need to be made and any property issue or support needs.

### Letters sent to tenants should not cause upset or distress.

#### Tailoring our Services – Income Management

Learning from a complaint we reviewed our approach to income management, specifically in relation to the sending of rent arrears letters to ensure we take full account of individual tenant's circumstances and manage appropriately.

**Staff should make sure that when tenants report a repair, they feel confident it will be properly logged and followed up.**

### **Tailoring our Services – damp and mould**

Learning from damp and mould-related complaints we provided refresher training to staff on identifying damp and mould, which included communication with tenants when raising recording damp and mould related repairs to ensure accurate, consistent and comprehensive recording. In addition, we reviewed all properties where two or more reports of damp and mould had been reported to investigate, identify and resolve any root causes.

**You want repairs to be dealt with quickly and for any issues to be picked up and sorted without delay.**

### **Weekly Performance Review Meetings**

Our Housing Services and Property Delivery Teams now meet every Monday to review all repair-related activity and performance to ensure we are able to identify any issues and respond as soon as possible.

**You raised concerns in relation to contractor performance and quality of work carried out by some contractors.**

### **Contractor Performance**

We have introduced contractor performance review meetings to review tenant satisfaction feedback, repair response times and quality of workmanship.

**You told us that repairs were sometimes raised incorrectly, and that contractors didn't always attend by appointment.**

### **Customer Services Team (CST)**

Providing ongoing training to improve the CST's ability to accurately diagnose and raise a repair, taking full account of individual tenants' circumstances and making reasonable adjustments as required e.g. appointment date and times.

**You told us of the lack of support with meals when staying in temporary accommodation.**

### **Temporary Accommodation**

In certain circumstances it is necessary to temporarily move a tenant from their main home. Learning from a complaint we have reviewed our processes to ensure that when booking temporary accommodation, meals are included within the booking.

**You want the Board to hear directly from tenants about their experiences and views.**

### **Tenant Voice Video**

We provide a tenant with the ability to be interviewed about their experience with Arawak Walton and this is shared with our Board before each meeting. In this way our Board gets to hear directly from tenants on a regular basis.

**You wanted information about our services to listen to while waiting on the phone.**

### **On Hold Messages**

We added on-hold messages to our main phone line to share key updates and useful information about our services while you wait.

**You wanted us to add more ways in which tenants can provide feedback on repairs carried out to their home, such as adding a QR code to avoid having to return the survey by post.**

### **Repairs Satisfaction Survey**

A QR code has now been added to the survey.

## **TENANT GOOD NEWS STORIES**



### **Celebrating a Remarkable 95th Birthday at Bougainvillea**

**We are delighted to celebrate a truly special milestone within our Bougainvillea sheltered scheme the 95th birthday of one of our cherished residents, Vinette Grant.**

Reaching 95 is a wonderful achievement, and it was an honour for staff and fellow residents to share in the celebrations. The atmosphere at Bougainvillea was filled with joy as everyone came together to mark this remarkable occasion with warm wishes, conversation, and plenty of smiles. Moments like these remind us of the strong sense of family and belonging that makes our sheltered schemes so special.

Vinette, who has been a valued part of the Bougainvillea community for many years, continues to inspire those around them with her kindness, resilience, and spirit. Celebrating her birthday allowed us not only to honour their life and experiences, but also to reflect on the importance of community, connection, and the memories we create together.



**We wish Vinette continued happiness, good health, and many more joyful moments ahead. From everyone at Arawak Walton and the Bougainvillea scheme - Happy 95th birthday Vinette!**

# EVENTS

## RECENT SHELTERED SCHEME EVENTS



### Summer BBQ at Birch Court

Residents at Birch Court enjoyed a fantastic afternoon of food, fun, and friendship at our annual Summer BBQ, held in the communal garden of the sheltered scheme. The event brought together tenants, staff, and neighbours for a relaxed day of socialising and celebration in the summer sunshine.



### Macmillan Coffee Morning Brings Community Spirit to Sycamore Court

Residents at Sycamore Court came together for a heart-warming Macmillan Coffee Morning, raising funds and awareness for Macmillan Cancer Support while enjoying a relaxed and friendly afternoon in the communal lounge of our sheltered scheme.

The event was beautifully decorated with green Macmillan bunting and tempting displays of homemade cakes, this was a wonderful opportunity for tenants to socialise, share stories, and support a cause close to many of their hearts. The aroma of freshly brewed coffee filled the room as neighbours gathered around the tables, sampling an array of treats generously baked and donated by residents, staff, and friends of the scheme.



### Black History Month at Bougainvillea Gardens

Residents at Bougainvillea Gardens came together this October to celebrate Black History Month with an inspiring afternoon of culture, conversation, and community pride. The event, held in the communal lounge, brought tenants together to honour the achievements, history, and contributions of Black people in the UK and around the world.

To complement the discussions, residents enjoyed a beautiful selection of Caribbean and African refreshments, which added to the cultural

celebration and sparked conversations about traditional recipes and the influence of food on heritage and identity.

The event was a great reminder of the rich diversity within Bougainvillea Gardens, and the importance of creating spaces where tenants can connect, learn, and celebrate cultures together.

Residents expressed how much they valued the opportunity to come together in recognition of Black History Month, with many asking for more cultural events throughout the year.



## Honouring Remembrance Day at Sycamore Court

Residents and staff at Sycamore Court came together this November to mark Remembrance Day with a heartfelt and meaningful celebration. The event provided a quiet moment of reflection, allowing everyone to honour the brave men and women who lost their lives in service and to pay tribute to those who continue to serve today. Residents gathered to share stories, memories, and reflections—many recalling how wartime experiences shaped their families and lives.

The event included the traditional two-minute silence, these moments of connection helped bring residents closer together, offering comfort, understanding, and a sense of togetherness.

After the reflective part of the afternoon, tenants enjoyed light refreshments and time to chat, offering a supportive and caring environment for anyone who wished to share their thoughts or memories.

Lest we forget



## Bringing Festive Joy to Our Sheltered Schemes: Christmas Dinners Across Arawak Walton

This Christmas, our sheltered schemes across Arawak Walton Housing Association were filled with warmth, laughter, and community spirit as tenants came together to enjoy their annual festive dinners. Each scheme hosted its own celebration, creating welcoming spaces where neighbours could share good food, joyful company, and the true meaning of the season.

Our scheme managers worked hard to make every gathering special, from beautifully decorated communal areas to lovingly prepared meals that brought comfort and cheer. Our tenants enjoyed their traditional Christmas favourite festive treats, and plenty of opportunities to catch up, reminisce, and make new memories.

The atmosphere at every scheme was filled with gratitude and togetherness, for many residents these events offer more than just a meal. They provide a chance to connect, combating loneliness, and to feel part of a supportive community. Seeing tenants laughing, chatting, pulling crackers, and singing along to classic Christmas tunes highlighted just how important these moments are.

**We would like to extend a heartfelt thank you to all staff who helped make the Christmas dinners a success. Your kindness, hard work, and festive spirit brought joy to so many. We remain committed to supporting our sheltered schemes with meaningful activities and opportunities for connections because community is at the heart of everything we do.**



## PAST GENERAL NEEDS EVENTS



### Arawak Walton Joins the Celebrations at Manchester Carnival

The Arawak Walton team was proud to be part of this year's vibrant Manchester Carnival, a much-loved event that brings together communities from across the city. Bursting with colour, music, and cultural pride, the carnival provided the perfect backdrop for our team to connect with local residents and celebrate the spirit that makes Manchester such a special place.

Throughout the day, our colleagues enjoyed speaking with tenants, sharing information, and hearing stories from those who stopped by our stall. These conversations are invaluable – they help us understand what matters most to the communities we serve and ensure we continue to provide the support our residents deserve.

We would like to extend a heartfelt thank-you to everyone who took the time to chat with us. Your voices truly matter, and we are always here to listen, support, and work alongside you to strengthen our community.

**We look forward to seeing you again at future events!**



### Celebrating Jamaica's 63rd Independence: Arawak Walton at the Annual Gala Dinner & Dance

A few members of the Arawak Walton team were honoured to attend the Jamaican Society's Annual Independence Gala Dinner and Dance on Saturday, 9th August 2025, joining the community in celebrating Jamaica's 63rd year of independence.

The evening was a vibrant showcase of culture, colour, music, and unity. A joyful reminder of the rich Caribbean heritage that plays such an important role in shaping our communities. From the delicious traditional cuisine to the uplifting rhythms that filled the dance floor, the event truly embodied the spirit of celebration and togetherness.

We were thrilled to be part of such a meaningful occasion that reflects the pride, history, and lively cultural identity shared by many of our residents. Moments like these strengthen our connection with the people we serve and highlight the importance of celebrating the diverse backgrounds that make our communities so special.

**"Out of Many, One People."**



## A Fantastic Day of Fun and Community Spirit at Linwood Grove!

Our community fun day at Linwood Grove was a tremendous success, bringing together residents of all ages for an afternoon filled with laughter, activities, and connection.

The event was a wonderful celebration of community spirit, and it simply wouldn't have been possible without the incredible support of our partners. We would like to extend a heartfelt thank you to the amazing organisations who contributed their time, energy, and enthusiasm:

**Manchester Active Streets, Manchester City Council, Keep Manchester Tidy, Biffa, Be Pedal Ready, Barlow's (UK) Ltd, Jigsaw Homes Group Ltd, Uncle D's, KinKee Braid Bar, Just Creative Face Painting, and Party Buzz Manchester.**



Your involvement brought the day to life, from fun activities and creative workshops to informative stalls and delicious food. Together, you helped create a warm, welcoming atmosphere where neighbours could connect, families could enjoy quality time together, and children could explore new experiences.

**We are incredibly proud to be part of such a vibrant and supportive community, and events like this remind us just how much can be achieved when we come together.**

## Macmillan Coffee Morning Raises an Amazing £1,075!

We are delighted to share the fantastic success of our recent Macmillan Coffee Morning at Arawak Walton Housing Association. Thanks to the incredible generosity of our staff and contractors, we raised an outstanding £1,075 in support of Macmillan Cancer Support.

This achievement is a testament to the kindness and community spirit of everyone who contributed, whether by donating, baking, buying a treat, or simply joining us for a cup of coffee and a chat. Every pound raised helps Macmillan continue their vital work supporting people affected by cancer, ensuring they receive the care, guidance, and compassion they need.

**A huge thank-you to all who took part. Your support truly makes a difference.**

**Together, we've made an impact - one cup at a time.**



## Celebrating Black History Month at Arawak Walton Housing Association

This year, Arawak Walton Housing Association proudly honoured Black History Month with a special event that brought staff, residents, and visitors together in a spirit of learning, reflection, and celebration.

We were delighted to welcome guest speaker Linford Sweeney, who delivered a powerful and insightful talk marking the 80th anniversary of the Pan-African movement. His presentation reflected on the historic 1945 Pan-African Congress, held near Manchester city centre, where delegates from around the world gathered to shape a pivotal moment in African political history.

The legacy of that congress continues to inspire global conversations on unity, liberation, and progress today.

Following the talk, attendees enjoyed a delicious West Indian and African buffet, creating a warm and vibrant atmosphere where people could connect, share stories, and celebrate culture.

**A heartfelt thank-you to everyone who joined us in marking this important occasion. Together, we continue to honour the rich history, resilience, and contributions of Black communities – keeping the spirit of unity and progress alive.**

## Spreading Christmas Cheer at Arawak Walton Housing Association

The festive season was well underway at Arawak Walton Housing Association, where our wonderful team has been working hard preparing Christmas hampers filled with treats and essentials for our tenants. Each hamper had been packed with care, carrying a little extra warmth and joy to brighten the holiday season for households across our communities.

This heart-warming effort would not have been possible without the generous support of our contractors and everyone who kindly contributed their time, donations, and festive spirit. Your commitment helped to ensure that Christmas felt a little brighter and more special for those we serve.

**A huge thank you to all involved together we spread cheer, kindness, and community spirit at Christmas.**



## Brew Monday - A Warm Invitation to Connect

Each January, The Samaritans encourages communities across the UK to come together for Brew Monday. A gentle reminder that there's always time to pause, share a warm drink, and check in with one another.

**Rather than focusing on the idea of "Blue Monday," Brew Monday shifts the message to something far more meaningful: connection, kindness, and conversation.** January can often feel like a challenging time.

The excitement of the holidays has passed, the days are short, and feelings of loneliness or low mood may feel more common.

On 19th January 2026 Arawak Walton held a Brew Monday coffee morning for tenants and staff. They were warmly invited to join us for a Brew Monday Coffee Morning. We created a welcoming space where we can chat, connect, and support one another through the colder winter months.

As a community of tenants, neighbours, staff and friends, Brew Monday is a lovely opportunity for us to look for one another, whether by joining our coffee morning or simply inviting someone for a cuppa at home.



# STAFF UPDATES

## NEW STARTERS

NEW



### **DECODAH DAVIDSON – CUSTOMER SERVICES ASSISTANT**

New to the housing sector, Decodah has been a stay-at-home mum for many years but has enjoyed many part time roles. From being an assistant children's choir director, a volunteer treasurer for her church's football club to a daytime assistant for the visually impaired. I enjoyed being able to help others so joining the Customer Service Team was very fitting.



### **SHEILA ONUOHA – HOUSING OFFICER**

Sheila is a housing professional with over 10 years of experience in the housing sector, specialising in tenancy enforcement and housing operations support, proven expertise in managing anti-social behaviour cases, ensuring compliance with tenancy conditions and working collaboratively with residents.



### **HAWRE BABAN -HEAD OF PROPERTY SERVICES**

With over 20 years' senior-level experience delivering strategic property leadership across education, supported living, and specialist care sectors in both public and private organisations. He has a strong track record in developing asset management strategies, leading complex capital programmes, and ensuring full statutory and regulatory compliance across diverse property portfolios.



### **OPEYEMI KADIRI - SCHEME MANAGER**

At Sycamore Court, an experienced housing professional with over seven years in the housing sector, beginning her career as a housing officer in Nigeria. She has built extensive expertise across tenancy management and housing support.



### **LOUISE PHILLIPS – SENIOR HOUSING OFFICER**

An experienced housing professional with over 20 years of comprehensive experience across multiple areas of the housing sector, her expertise spans responsive repairs management and neighbourhood management.



### **ALIYAAN HANIF – PROPERTY ASSISTANT**

With experience in tenant engagement and administrative support, possesses strong customer services skills, his dedication, adaptability and proactive approach make him a valuable contribution to the team.



### **JENIFER ANDERSON - SCHEME MANAGER**

At Birch Court, Jenifer started in January and comes with a wealth of experience and knowledge from her background in Health and Social Care. We are excited to add her to the team.

## **The Housing Services Team**

**Hello, I'm Louise Phillips;** I am the new Senior Housing Officer at Arawak Walton Housing Association. I have over 20 years working in Social Housing and I would like to introduce you to my team.

**Hi, I'm Sandra McKenzie;** I am the Housing Officer responsible for: Hulme, Rusholme, Nelson Mandela Court, Cotterdale Close, Demesne Road, Chorlton, Clarendon Road and the properties located off Clarendon Road. I have 35 years' experience working at Arawak Walton Housing Association.

**Hello, I'm Charmaine Hylton;** I am the Housing Officer responsible for: Ardwick, Longsight, Whalley Range, Levenshulme, Moss Side and Altrincham have worked within the Housing Industry for 24 years and I have worked at Arawak Walton since 2018.

**Hi, I'm Sheila Onuoha;** I am the Housing officer responsible for: 144 Withington Road, Marcus Garvey Crt, Lyme field, Moss Side, Old Trafford, Fallowfield, Stretford, Altrincham, Alexandra Park and Whalley Range. I have over 7 years' experience within Social Housing and I have worked for Arawak Walton for almost a year.

**My Name is Juliana Egbu;** I am the Housing officer responsible for: City Road, Wellington Rd, Highfield Rd, Newton Heath, Harpurhey, Gorton, Levenshulme, Moston, Longsight and Cheetham Hill. I have several years' experience in Social Housing and I have worked for Arawak Walton for 7 years.

# HOW WE ARE PERFORMING

## KPI'S



ARAWAK WALTON PERFORMANCE	APR - DEC 2025	TARGET
PROPERTIES BECOMING VACANT	25	N/A
AVERAGE RE-LET TIME	23.28	<42 days
RENT COLLECTED	99.98%	>101%
RENT ARREARS	3.20%	<2.97%
OVERALL REPAIRS SATISFACTION	94%	<96%

REPAIRS COMPLETION	APR - DEC 2025	TARGET
EMERGENCY - 24 HRS	100%	>95%
URGENT - 5 DAYS	99%	>92%
ROUTINE - 21DAYS	93%	>90%
DAMP, MOULD AND CONDENSATION	91%	100%

**KEY**   ON TARGET   MISSED TARGET

## PUZZLER COMPETITION WINNERS



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

**SAMIRA YUSUF**

**NASIMA BHAMJEE**

**DANIEL YARTEY**

Congratulations to our **TENANT SUPPORT SURVEY prize draw winners** who have all won a **£30 gift voucher.**

**TRACEY DONOHUE**

**FARHANA SHAIKH**

**JACQUI MURRAY**

**Arawak Walton**  
Housing Association

# PHOTO COMPETITION

To celebrate community spirit & showcase local talent

**Choose a Theme**

- Arawak Through My Eyes** - Personal perspectives of life in Arawak Walton housing, from quiet corners to lively gatherings.
- Seasons in the Community** - Showcase how the environment changes through spring, summer, autumn, and winter.
- Cultural Pride** - Reflect the rich cultural heritage of tenants through food, fashion, traditions, or celebrations.
- Creative Corners** - Share personal creativity – crafts, artwork, or decorated spaces
- Togetherness** - Capture friendships, family visits, or group activities that bring people together.

**Competition Rules**  
Open to all tenants, all ages

**Submission Guidelines**  
Format (JPEG, PNG)  
Max 2 entries per person

**Prizes**  
All winners will be featured in our calendar & newsletter, and receive a gift voucher.

Submit before  
**30TH APRIL**

SEND ALL PHOTO ENTRIES TO  
**CJACKSON@ARAWAKWALTON.COM**

For more information contact - 0161 272 6094

# 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 April 2026**



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



## SPRING WORDSEARCH

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

- |         |       |      |     |
|---------|-------|------|-----|
| Friends | Bloom | Tree | Sun |
| Nature  | April | Rain | May |
| Leaves  | Grass | Grow | Fun |
| Pollen  | Water | Bush |     |
| Spring  | Warm  | Bee  |     |

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

**Q: What flower is commonly associated with the start of spring and often blooms first?**

A. ....

Name: .....

.....

.....

Address: .....

.....

.....

.....

Telephone: .....

Email: .....