



Arawak Walton NEWS

Housing Association



Summer 2023

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June 22nd is the
75th anniversary
of Windrush

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WINDRUSH 75 YEARS

It is 75 years since the HMT Empire Windrush docked in Tilbury, Essex, on 22 June 1948.

The ship brought 492 passengers to the UK from a number of Caribbean islands including Jamaica and Trinidad and Tobago, to help fill post-War labour shortages.

Please find below some exciting Windrush events taking place in Manchester this June to celebrate the anniversary.

WINDRUSH EVENTS



Below are some events taking place across Manchester to celebrate the 75th anniversary of Windrush. To see the full calendar of events throughout June please visit our website www.arawakwalton.com

AFRUCAS WINDRUSH 75TH ANNIVERSARY

AFRUCAS is hosting a special event in commemoration of the Windrush 75th anniversary. This gathering will provide an opportunity to reflect on the contributions of the Windrush generation and discuss their legacy. Engage in enlightening discussions and join in paying tribute to this significant milestone.

Date and Time: Thursday, 22 June 2023
12:00 - 15:00 BST

Location: AFRUCAS Safeguarding Children,
Suite 2, Ground Floor, Building 3,
Universal Square, Devonshire Street North,
Manchester, M12 6JH

Admission: Free

WINDRUSH@75 CELEBRATION

Date and Time: Saturday, 24 June 2023
12:00 - 18:00 BST

Location: Alexandra Park,
180 Russell Street,
Manchester, M16 7JL

Admission: Free

Celebrate the 75th anniversary of Windrush at Alexandra Park. This special event will feature cultural performances, live music, delicious Caribbean cuisine, and engaging activities for all ages. Don't miss this opportunity to honour the Windrush generation and enjoy a day of vibrant celebrations.

CAHN
Caribbean & African Heritage Network

WINDRUSH 75

Stalls | Caribbean Food | Traditional Dance and Costume | Caribbean old time and contemporary music | Sports | Windrush Walk | and much more

Alexandra Park, Russell St, Manchester M16 7JL
Saturday 24th June 2023 | 12-6pm

For further information or to sponsor this event please contact windrush75@cahn.org.uk or call 07710 22382

To book your stall visit <https://portal.cahn.org.uk/windrush2023stall>

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CORPORATE NEWS

NOISE IS IN THE SPOTLIGHT



During the lockdowns of 2020 and 2021 the Housing Sector saw an increase in noise complaints. This is in part due to residents being home and picking up on noise that perhaps they didn't notice before, as they were out for more of the day.

The Housing Ombudsman recently released a 'Spotlight on Noise' report, encouraging housing providers to consider the part we have to play in resolving noise issues. As part of this, we want to ensure that our tenants know what they can do, if they are experiencing noise problems.

We all want to be good neighbours, but it is a fact that sometimes distress can be caused without us even realising it!

If you are being disturbed by a neighbour's noise, in the first instance you should politely speak with them to make them aware. Be clear about what is bothering you, and how you think it can be resolved.

Be reasonable and remember that everyone has different lifestyles; a good relationship between neighbours requires both tolerance and consideration on both sides.

If your neighbour highlights an issue to you, listen to what they have to say and try to work together to resolve it. This builds trust and communication with each other, leading to a more engaged, considerate and tolerant community.

Some examples of how you can avoid noise complaints:

Are you having work done?

Speak to your neighbours beforehand to let them know. Tell them when it's starting and how long you expect it to take. Your neighbour is likely to be much more tolerant if they feel respected and have an idea of when the noise will stop.

Are you having a get-together?

Let your neighbours know! Speaking to them beforehand is a basic courtesy but again, demonstrates respect, and lets them know that they can speak to you if they have a problem.

Need to do your laundry or make a smoothie?

Think about the time of day, is it early in the morning, or late at night? Again, noise can transfer to your neighbours from your washer, dryer, blender and other household appliances.

Are you thinking of changing your flooring?

Consider carpets and rugs instead of hard floors. Noise can more easily transfer to your neighbours via hard floors without you realising.

If you have already tried to address a noise issue with your neighbour and been unable to resolve it, you should speak with your Housing Officer for further advice. We can help you to establish whether the noise is part and parcel of normal daily living or is more serious and classed as nuisance that requires tenancy enforcement action. We can also provide mediation services for you, your neighbour, or both of you together.

BUILDING SAFETY

GAS SERVICING

Arawak Walton has a legal requirement to service all gas appliances once a year to keep your home safe. It helps us if you can allow access on the agreed appointment date.

YOU SHOULD NOT TAMPER WITH ANY GAS APPLIANCES.

If you have any concerns about the gas please contact us on 0161 272 6094 or Cadent on 0800 111 999. Only a qualified corgi registered engineer can work on the gas installation at your home.



PROPERTY IMPROVEMENTS

Written permission is required for any home improvement to your property. The association may give permission for you to carry out the works. Should you proceed with any improvements we reserve the right to post inspect the works to ensure they are of a good standard. No works should be carried out without prior consent.



DAMP AND MOULD

How to help reduce condensation in your home:



If the problem gets bigger, get in touch with us – we are here to help. You can contact us by email at customerservices@arawakwalton.com or by phone on 0161 272 6094

FIRE SAFETY ADVICE FOR COMMUNAL SCHEMES



As your landlord, we want to ensure that you and anyone who visits our homes are safe and free from harm. Below are some ways you can help us to do this.

FIRE SAFETY CONCERNS:

If you have any concerns about fire safety inside your flat or communal areas, please let us know straight away so that we can address the concerns you have.

COMMUNAL AREAS:

Do not store or display items in these areas. If there is a fire, they will act as fuel for the fire and prevent safe evacuation.

COMMUNAL AND FLAT ENTRANCE FIRE DOORS:

These reduce the risk of smoke and fire spreading in the building. Report any damage to your door and door frame to us, such as holes or gaps and do not wedge the door open.



COMMUNAL ELECTRIC POINTS:

These are for use by cleaners and other contractors when carrying out their work in the communal areas. They should not be used to charge battery items such as scooters, bikes, mobility scooters or cars.

We are preparing a more detailed leaflet on keeping you and others safe in your home which will be shared very soon.

FIRE ALARM NOTICE:

This tells you what you should do if there is a fire in your flat or in another part of the building. They are displayed around the scheme and you should also have a copy in your flat. If not, please let your Housing Officer know and they will arrange for you to have a copy.



SMOKING:

Smoking is not allowed in communal areas. If you do smoke, make sure you put cigarettes fully out and dispose of them correctly before you enter any communal areas including corridors.



MAINTAINING YOUR SMOKE ALARM:

Test your smoke alarm on a weekly basis and change the battery with a long-life battery when required i.e. When a bleeping signal is given which is a good indicator that the battery needs replacing.



PERSONAL EMERGENCY EVACUATION PLAN (PEEP):

If you cannot self-evacuate in a life threatening situation, then please let us know. Your Housing Officer will meet with you to complete your PEEP and address any follow up actions required with you.

COMPLAINTS PROCEDURE



Please see below our current complains procedure. If you wish to make a complaint you can do so in whatever way you choose – by telephone, email, via our website, in person, or by letter.

A COMPLAINT IS:

“an expression of dissatisfaction or concern, made by any communication method by one or more members of the public about the associations action or lack of action or about the standard of service provided which requires a response”

EXCLUSIONS:

The issue occurred 6+ months ago (may not apply where there are safeguarding or health and safety issues), legal proceedings have begun, the matter has already been through the complaints policy, it is an initial request for service or an appeal against a “properly made” decision, it is seeking change to legislation or policy or to lobby groups/organisations to promote a cause, or the matter has clearly not caused the complainant any injustice

STAGE 1

COMPLAINT IS RECEIVED:

Complaint is forwarded to Corporate Services and Customer Services Manager who primerily acts as Investigating Officer.

ACKNOWLEDGEMENT:

Complaint is acknowledged formally in writing by the Corporate Services Team

INVESTIGATION:

Investigating Officer carries out investigation, including making contact with complainant, and responds formally in writing within 20 working days of the acknowledgement date.

STAGE 2

REVIEW REQUEST:

If Complainant requests review by Chief Executive it must be within 15 working days of date of response letter. Request is forwarded to Corporate Services who acknowledges formally

REVIEW:

Complaint is reviewed by Chief Executive and a response sent within 20 working days.

APPEAL

HOUSING OMBUDSMAN:

If the Complainant is dissatisfied after recieving the CEO review response, they may refer the matter to the Housing Ombudsman immidiately.

For more information on our complaints procedure please visit our website - <https://arawakwalton.com/complaints/>

COMMUNITY NEWS

COST OF LIVING SUPPORT



Greater Manchester's cost of living advice line is still open for residents in all its boroughs who are struggling with the increases in food and energy bills and are struggling financially.

The free telephone line offers support with

- **Benefits and help with your rent**
- **Advice about debt and paying bills**
- **Food support – help to find community food provision near you**
- **Help to get online – support to access the internet, laptops, phones and data**

The advice line can be accessed via a freephone number 0800 023 2692, 9am-4.30pm Monday to Friday.

Support and advice is also available on the Manchester City Council website: www.manchester.gov.uk/helpinghands

**Call Manchester's FREE
Cost of Living Advice Line**

0800 023 2692

Lines are open Monday-Friday, 9am-4.30pm
Text us on 07860 022 876
manchester.gov.uk/coladvice

MANCHESTER CITY COUNCIL

Helping Hands

DEMENTIA FRIENDS

WHAT IS A DEMENTIA FRIEND?

A Dementia Friend is somebody that learns about dementia so they can help their community.

Too many people affected by dementia feel that society fails to understand the condition they live with. Dementia Friends help by raising awareness and understanding, so that people living with dementia can continue to live in the way they want.

WHAT DOES A DEMENTIA FRIEND DO?

Dementia Friends help people living with dementia by taking actions - both big and small.



These actions don't have to be time-consuming. From visiting someone you know with dementia to being more patient in a shop queue, every action counts! Dementia Friends can also get involved with things like volunteering, campaigning or wearing a badge to raise awareness.

To find out more or to become a Dementia friend please visit <https://www.dementiafriends.org.uk/>

WORK AND SKILLS WORKSHOP AND JOB FARE

LOOKING FOR A NEW JOB? WANT ADVICE ON YOUR CV AND HOW TO PREPARE FOR AN INTERVIEW?

MSV housing are holding a week of workshops from the 4th – 9th September in which prospective employees can attend to get advice on their CV, how to complete an application form, confidence building and also support at the end of the week to find suitable attire for the event with Smartworks and Working Wardrobe.

The workshops will be held at Mosscares St Vincent's Housing Group, 125 Great Western Street.

Following the workshop, on the 14th September at Powerhouse MSV in partnership with Manchester City Council and Powerhouse will be hosting a job fare where there will be live vacancies on the day with offers of employment to those living in the community. The job fare will run from 10am – 3pm.



SCHEME EVENTS

THE KINGS CORONATION



Neighbours, friends and tenants at sycamore court celebrated the coronation of King Charles III in grand style, with a raffle draw for the best dressed, a quiz, and our very own maintenance inspector David serenading the tenants with music and dancing. Everyone enjoyed themselves thoroughly.



EASTER CELEBRATION



Tenants at Daisy Bank Court celebrated Easter with an afternoon tea party, complete with delicious sandwiches and cakes.

COCKTAIL MAKING CLASS



Manchester Cares held a cocktail making class at Daisy Bank Court where tenants and some staff got to try their hand at making a variety of cocktails.



EID CELEBRATION



Bougainvillea Gardens celebrated Eid back in April to mark the end of Ramadan. Tenants had a great day celebrating with dancing, henna art and authentic Asian food.



Scheme Manager Jackie & Communal Services Manager Lisa attended Can-Survive's Cultural Health & Wellbeing Event on Saturday 6th May.

It was a day when organisations could come together to promote the support and services they provide to people from all backgrounds.

There was a good mix of organisations: Can-Survive provide information on support for those suffering from Cancer; Women of Worth, a group made up of survivors of domestic abuse and who are holding a Gala in June which the Association is supporting; Bolly-Fit Active – we are hoping to work with them at the sheltered schemes; MacMillan Cancer Support; Arts & Crafts as well good food and music.

All in all it was a good day where we were able to meet and connect with a variety of people and promote Arawak Walton.



STAFF NEWS

LEAVERS

GOOD LUCK



Christine Ashworth, Scheme Manager of Birch Court has left the organisation in June. We wish Christine the best of luck in her future ventures.

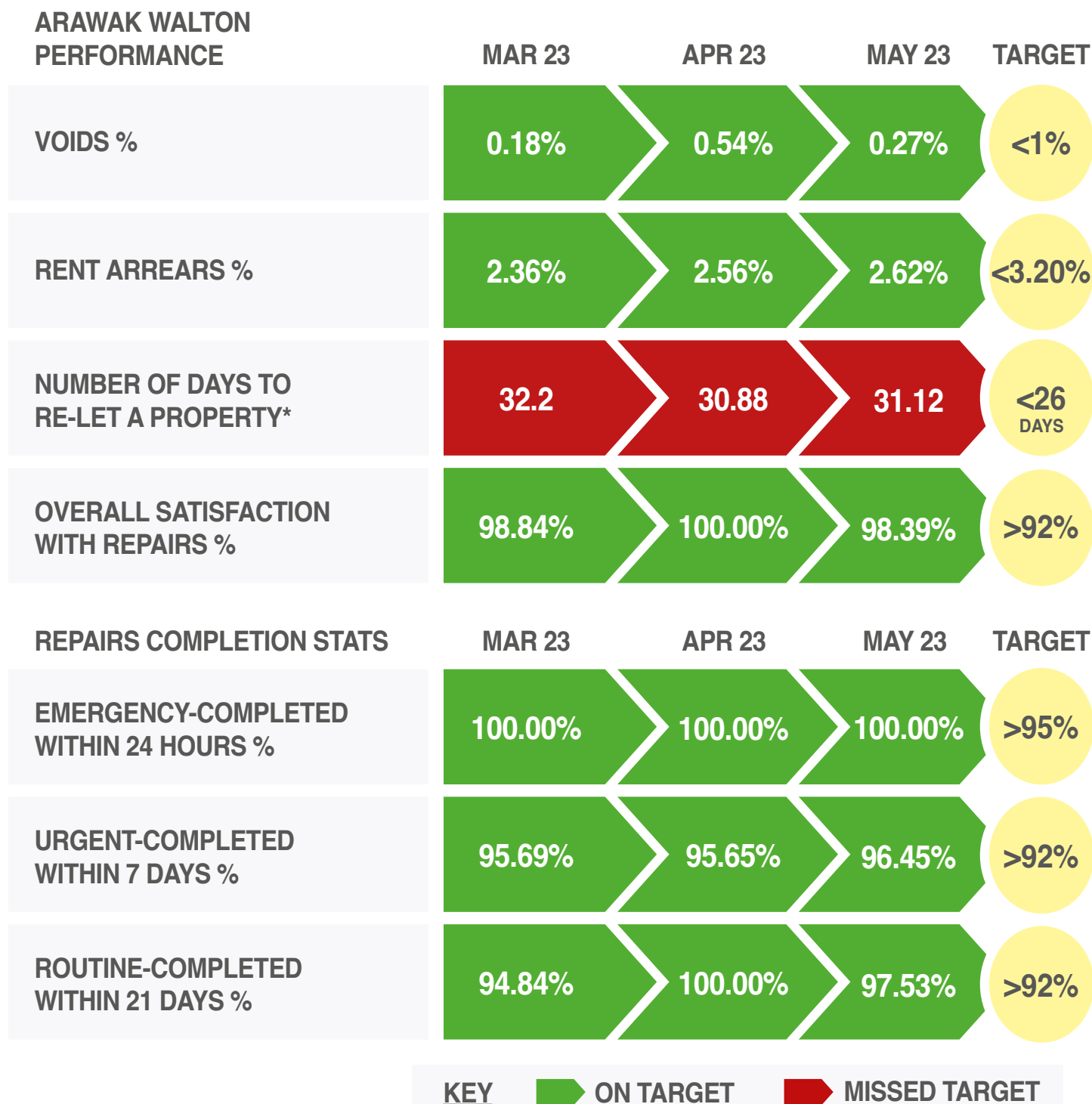
PUZZLER COMPETITION WINNERS



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

MR SAJJAD SARWAR
MRS YVONNE EWERSE
MR EBRAHIM BHAMJEE

HOW WE ARE PERFORMING (KPI'S)



*Both general needs and over 55 properties contributed to the missed targets. Voids in our general needs properties was due to a combination of staff shortages and annual leave as well as improvement works being carried out to the property once it was vacated and voids in our older people's properties can sometimes take longer to let as applicants tend to need more time to go through the moving process as they often have to downsize.

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 21ST JULY 2023.



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



ICE CREAM FLAVOURS WORDSEARCH

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

BUBBLEGUM
BUTTER PECAN
CHERRY
CHOCOLATE
CHOCOLATE
ALMOND
CHOCOLATE CHIP

COFFEE
COOKIES AND
CREAM
FRENCH VANILLA
FUDGE RIPPLE
MAPLE WALNUT
MINT CHIP

NEAPOLITAN
PRALINE
RUM AND RAISIN
STRAWBERRY
TIGER TIGER
VANILLA

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

Q: What date is the 75th Anniversary of Windrush?

A.

Name:

.....
.....

Address:

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

Telephone:

Email: