



Summer 2024

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CORPORATE NEWS

CSE ASSESSMENT

For the 15th year in a row, we have maintained our accreditation for Customer Service Excellence (CSE), which we are hugely proud of.

The CSE quality mark aims to make a difference to tenants by encouraging organisations to focus on their tenants' individual needs and preferences.

On Friday, 10th May 2024, we were visited by an assessment officer who spoke to staff, asked tenants at Bougainvillea Gardens about their customer service experience and inspected documents and policies.



The main parts of the assessment were:



The feedback from the assessor was that overall, we are meeting the standards expected but we could improve in the following areas:

- Although we have made positive changes to our services from analysing our customers experience, we have not improved our customers' journeys
- We take reasonable steps to make sure our customers have received information but still

need to work on our customers understanding the information we provide.

- We identify dips in performance against our standards but need to look at new ways to explain these to our customers.
- We monitor our performance against standards for timeliness and quality of customer service but need to consistently take action if problems are identified.

PROPERTY NEWS



Our Property Delivery Team, led by Tracey Foster, have started work on the planned programme for the year.

So far we are planning to complete:

- **44 boilers** (various properties)
- **Replacement doors and windows** to Triscombe Way and Thorncombe Road.
- **Kitchen replacement** to Cotterdale Close - This contract has now been awarded and works will commence the first week of August.

ANNUAL REPORT



Our senior management team have started production on our Annual Performance Report for 2023/2024 – which is undergoing a makeover to the usual style.

You will be able to read our new Tenant Satisfaction Measures which will be published inside.

REPAIR REPORTING ON OUR WEBSITE



Reporting repairs is easy.

Alternatively, you can phone us on our number below, or call in at the office to discuss it with us. Using the website is an easy and fast way to report non-urgent repairs.

We aim to provide an efficient repairs service and you can help us by allowing access at agreed times

REPORT A REPAIR

Call: 0161 272 6094

or: 0800 389 4616 (out of hours only)

DO YOU SMELL GAS OR SUSPECT A GAS LEAK?



If you smell gas, suspect a gas leak or if your Carbon Monoxide Alarm is sounding, you will need to contact Cadent

They are a gas distribution network that manages the gas supply to your properties. They can be contacted anytime – day or night - on 0800 111 999. Even if you suspect that your Carbon Monoxide alarm needs its batteries replacing, our contractors will not attend unless they have confirmation that Cadent have attended first.



More information can be found on their website:
<https://cadentgas.com/>

COMMUNITY NEWS

RAINBOW ROOFS



Rainbow Roofs, in partnership with Houseproud, supports LGBT+ housing association customers across the Northwest in partnership with Houseproud.



The group meet once a month and focus on raising the voices of LGBT+ customers and issues impacting them. They are a group focused on support, action and socialising.

They host 'Rainbow Roofs Live', alongside their monthly meetings, which is an opportunity for members to meet in person, get to know each other and have a hot drink.

How can you join?

If you would like to find out more about the group or join one of their social events please email rainbowroofs1@outlook.com. They would love to have you!

So far, the group has:

- Run a conference with HouseProud.
- Explored hate crime and its impact on LGBT+ people.
- Reviewed housing for older LGBT+ people.
- Created an LGBT+ calendar of events.
- Conducted LGBT+ training for MSV colleagues.
- Conducted 'life swaps' to learn about different areas of the LGBT+ community.
- Spoken at multiple housing associations about stigma and lived experiences.



SUPPORT FOR GREATER MANCHESTER RESIDENTS



Residents within Greater Manchester are still being affected by the increased cost of living.

Food Pantries are open to anyone and you do not need to be referred. Food pantry users will pay an annual membership fee, alongside paying a small donation every time they attend the pantry. To find your nearest food pantry visit

<https://www.yourlocalpantry.co.uk/what-is-a-pantry/>

Resolve's Money Advice Referral Tool is an online service that refers individuals to an organisation which can help them maximise their income, and/or refer them to an organisation that can provide advice/help on issues that may have caused their financial difficulties - <https://www.resolvepoverty.org/money-advice-referral-tools/>

MOSS SIDE CARNIVAL



As we have done for several years, this year we are partnering with other Greater Manchester housing providers across Greater Manchester to support and fund the Moss Side Carnival.

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The Carnival is taking place on the 10th and 11th August 2024 at Alexandra Park. It is open to all and there will be lots of stalls and activities to entertain families over the weekend. Come along and see us on our stall.

Keep an eye on our social media for more updates about the event.





Healthy & Hearty – Improving Heart Health of Black Caribbean people across Manchester

Healthy & Hearty is a newly established project dedicated to enhancing heart health within the Caribbean community in Central Manchester. It is delivered by a partnership of two Black-led voluntary organisations: **BHA for Equality and the Caribbean and African Health Network (CAHN)**.

Both the information session and blood pressure checks can be delivered on the same day (ideally, they will need a few hours to do this) or on different occasions depending on the organisations/groups time and availability.

If you would like to take part they would be happy to agree a locations where our tenants can conveniently attend. You can discuss this with Akil (contact details below) or with one of our staff members. Please note that Healthy & Hearty is aimed at people of Black Caribbean descent as current evidence from GPs, across Manchester, shows that a greater number of this group are presenting at hospital emergency departments or being admitted to hospital with heart problems. If other tenants wish to attend they will be welcome.



For further information contact:

Akil Robinson, Community Engagement Worker
Email: akil@thebha.org.uk
Tel: **07752 283681**

The Project prioritises people of Black Caribbean origin aged 40+ and Community Workers are collaborating with community centres, voluntary and community organisations, faith groups, housing associations and various other organisations to offer the following:

An engaging awareness/information session on heart health, where discussion is encouraged, and includes information on the management of high blood pressure and high cholesterol.

A taster exercise session, where space permits, for interested individuals.

Personalised blood pressure checks where we take blood pressure readings and engage in one-to-one discussions around lifestyle factors and general health and wellbeing. We can also support individuals to get a free blood pressure monitor if their checks show they are at higher risk.

Free information guides to improve heart.



Our Housing Officers deal with a range of tenancy matters. These include letting properties, rent accounts, anti-social behaviour and neighbour nuisance, estate inspections, and tenancy home visits. You can contact your Housing Officer for support and advice at any time.

Locate your Housing Officer by finding your address on the lists below:

DAVID SZUMINSKI

Albert Road, Ardwick Green North, Billing Avenue, Brydon Avenue, Cadogan Street, Catesby Road, Cotter Street, Dartford Close, Deyne Street, Durling Street, East Grove, Eastpark Close, Giles Street, Haldon Road, Haydn Avenue, Higher Ardwick, Lincoln Grove, Linwood Grove, Mary Seacole Garden, Mentor Street, Morborne Close, Normanby Street, Paddock Street, Polygon Avenue, Roberts Avenue, Siddall Street, Slade Hall Road, Smart Street, St. Gregory's Road, William Coates Court, Carlton Road, Thirsk Street

KEEDA MILLS

Ayres Road, Beaver Street, Beresford Street, Brentwood Street, Broadfield Road, Caythorpe Street, Clinton Avenue, Cowesby Street, Crondall Street, Edith Avenue, Golborne Avenue, Great Oak Drive, Hartington Street, Haydock Avenue, Henbury Street, Henrietta Street, Horace Barnes Close, Hough Road, Kensington Street, Kenwood Road, Lloyd Street South, Longford Avenue, Lymefield, Marcus Garvey Court, Norton Street, Pemberton Street, Ripon Crescent, Rosebery Street, Shrewsbury Street, Sinderland Road, Squirrel Drive, Stamford Street, Stanworth Close, Staycott Street, Stelfox Avenue, Thorncombe Road, Triscombe Way, Tyldesley Street, Westerling Way, 144 Withington Road, 147 Withington Road, Yarburgh Street

MAURICIO AIROSA

Adrian Street, Attleboro Road, Backwell Street, Bakewell Street, Balmoral Street, Beckett Street, Brideoak Street, Broom Lane, Broxton Street, Bunyard Street, Clayton Street, Cornwall Avenue, Cranage Road, Curtis Street, Damien Street, Deerhurst Drive, Eastnor Close, Edale Avenue, Edgewood Road, Edward Street, Elmfield Street, Ermington Drive, Essex Road, Ewan Street, Fernleigh Avenue, Finchley Grove, Garfield Avenue, Garlick Street, Gathurst Street, Godwin Street, Gratrix Street, Hannah Street, Hethorn Street, Highmead Street, Kilmington Drive, Kingsley Avenue, Langworthy Road, Levens Street, Longden Road, Lonsdale Road, Maida Street, Metfield Walk, Molyneux Road, Mora Street, Moston Lane,

Mount Road, Old Hall Drive, Padstow Street, Parkin Street, Patey Street, Pinnington Road, Ravine Avenue, Rochdale Road, Rockhampton Street, Rushmere Avenue, Sarah Street, Seddon Street, Spreadbury Street, St Georges Drive, St Marks Street, Stanbrook Street, Stanhope Street, Stanway Street, Stopford Street, Stovell Avenue, Summerville Avenue, Sunny Brow Road, Tallis Street, Tangmere Close, Thorncliffe Grove, Vine Street, Wellington Rd North, Wilfred Street, Windsor Road, Windsor Street, Wistaria Road, Ashton New Road, Azalea Avenue, Bellot Street, Blackbrook Road, Bread Street, Broom Avenue, Cheetham Hill Road, Chiselhurst Street, City Road, Clibran Street, Crammond Close, Droylsden Road, Halliwell St West, Hertford Road, Highfield Road, Hinchley Road, Hinde Street, Holyrood Street, Hornbeam Road, Houldsworth Street, Howden Road, Huxley Avenue, Ilfracombe Street, Kensington Close, Kelvin Grove, Laburnum Road, Mackenzie Street, Station Road

MONIKA RAHMAN

Antilles Close, Birch Court, Bougainvillea Garden, Daisy Bank Court, Galsworthy Avenue, Sycamore Court

SANDRA MCKENZIE

Walmer Street, Aquarius Street, Arnott Crescent, Blenheim Avenue, Bonsall Street, Brindle Place, Bronte Street, Brunt Street, Burford Walk, Carnforth Street, Churchill Avenue, Clarendon Road, Clarendon Road West, Cotterdale Close, Crofton Street, Demesne Road, Epping Street, Eyre Street, Granville Avenue, Great Southern St, Great Western Street, Grosvenor Road, Heald Avenue, Heald Grove, Kippax Street, Leslie Street, Lindum Street, Middleham Street, Nelson Mandela Crt, Newlyn Street, Newport Street, Ossory Street, Oundle Close, Palmerston Avenue, Range Road, Rawcliffe Street, Rial Place, Rita Avenue, Russell Avenue, Seedley Street, Spencer Avenue, Upper Medlock Street, Wellington Avenue, Westminster Avenue, 209-211 Withington Road.

A DAY IN THE LIFE AS A WORK EXPERIENCE STUDENT

Every year we offer work experience placements to local High Schools, where students can gain experience and understanding of what a career in housing entails and can understand more about the sector and challenges it faces.

We plan the week out to ensure that they get the most out of the experience, and split their time between the departments, and where possible, enable them to get out to visit some of our homes.

One of our most recent students Izik, wrote about his time with Arawak Walton:

MY WORK EXPERIENCE AT ARAWAK WALTON HOUSING ASSOCIATION IZIK MIAH

This experience is my first work experience, and has also been my best experience. My first day of working at Arawak Walton has been brilliant as I had an induction, had a tour around the building and met kind and generous working people. First day was learning about the waiting list, and understanding the points or how the points were given and took as well as learning how to answer calls and note down information.

My second day was a Golden Day as I was working in the Maintenance Team and learned how to spot damages, who to contact and get repairs done and later in the afternoon went out with one of the inspectors and went to inspect a residents house. It was a great experience as myself and the inspector went and explored around the house and investigated a kitchen floor as according to the resident they had recently had flooding twice, and now says that there is an odd smell coming from there. We discovered the floor was spongy and our idea was that it must have happened from the flooding and somehow water was able to go underneath the floor. We took pictures and went back and started raising the jobs.

My third day was put in the Finance Team and started learning how to check records of money put in the bank from residents and also if there is anything else from councils giving us extra money and investigating why they have and so forth. Most of it was office based and the task was simple. All I was required to do was check data was correct, and check who put it on the system. I also looked at invoices and software on how to use them and once again it was quite simple and quick to do.

My fourth day I was put into the Corporate Services Team and the IT Team. The IT Team I learned how to separate the properties into four on the maps and understand the coding and the work to put in data and learning around Manchester. The system I used was quite complicated but I managed to finish the task I had to do. Learning how to use the system was a brilliant experience. In the Corporate Services team I learned the understand what they do to help out the other staff, Oprocess staff and handle information that comes into the organisation.

My fifth day was my last day unfortunately. I was put into one of the communal services teams and learned about how the team deals with refugees and how they help and follow up on people to check they are safe and ok as well as helping them to resolve their problems and try to find a solution.

EVENTS

FRAUD AND SCAM MEETING



Staff and tenants at Bougainvillea Gardens invited a member from the NatWest banking group and PC Crew from Greater Manchester Police to talk to tenants about common fraud and scams.

The discussion raised awareness around how scammers can target individuals, including through online banking and bank accounts and what someone should do if they are approached by a potential scammer or if they suspect they may be being

scammed, and also how to stay safe and avoid falling victim to scammers.

The session was very informative with tenants sharing past experiences.

BAKE OFF COMPETITION

Our staff 'Bake Off' was a one-horse race, won by Tracey F by a furlong of cakes. Everyone present was impressed. They were amazing.



All proceeds will be donated to Oasis Relief Zambia.

EID

Our annual Eid celebration took part in April to mark the end of Ramadan. The day was greatly enjoyed by tenants and staff where they listened to music, danced and ate authentic Asian food.



PUZZLER COMPETITION WINNERS

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

FRANCES ANDERSON

DARCIES JONES

MRS SUSAN CURRAN



To celebrate the 76th anniversary of Windrush, Bougainvillea Gardens hosted an event. The event was a fun filled day, with guest speakers, stalls and exhibitions, workshops, raffles and plenty of food and drink.



Tenants at Birch Court celebrated World Laughter Day.

The celebration day was started in India in 1998 by Dr Madan Kataria who wanted to test the idea that laughter is good for people's health.

Tenants took part in laughter yoga, bingo and enjoyed music and food throughout the event.



GREAT BRITISH SPRING CLEAN



The 'Great British Spring Clean' is the nation's biggest mass-action environmental campaign and runs from the 15th to the 31st March every year.

Along with One Manchester, we took part in this year's Great British Spring Clean by hosting a litter picking event on the 28th March.

Staff and helpers litter picked around Paddock Street, Higher Ardwick Street, Manor Street, Ardwick Green and Brydon Street. It was a successful day and the team enjoyed collaborating and making a positive impact on the local streets.



Key Tips Against Pest Invasion

In urban areas you are far more likely to come across pests due to the density of people and businesses such as takeaways in a small area. It is important for us all to play our part in preventing pests, the below tips outline key ways of achieving this.



Clean your home regularly: All Pests feel comfortable in dirty and unhygienic environments

Wash all fabrics regularly (clothes, carpets, bedspreads, sofa covers): Bed bugs and fleas thrive in unclean environments

Cover all food (dry and fresh): The smell of food attracts pests

Empty bins regularly: Correct waste management keeps pests at bay

Use of plants and scents: Smells such as Lavender or Citronella naturally repel pests and are useful inside and outside of the home.

Clean and tidy outside space: Gardens that are overgrown and contain waste products are a perfect habitat for pests.

Difference between a Rat and a Mouse

MOUSE

Size: Range from 3-10cm in Length

Type of hair: Long thin tail covered in hairs

Droppings: 1-2mm in length 80 per day

Lifespan: 9-12 Months

RAT

Size: Range from 16-40cm

Type of hair: Thick Hairless Tail

Droppings: 10-20mm in length 40 per day

Lifespan: 1 Year 8-10 Months

Want to know more?

Contact us, or visit us at our office:
Margaret House, 23 Manor Street,
Ardwick, Manchester, M12 6HE

Email us: info@arawakwalton.com

Or Call: 0161 272 6094

www.arawakwalton.com

COCKROACHES

What attracts cockroaches?

- Will eat any open food or organic material
- Will be delighted at the sight of open water
- Warm and Humid conditions / Poorly ventilated spaces such as cupboards or attics
- Cardboard provides a perfect habitat and food source for cockroaches
- Cockroaches find drains both inside and outside an ideal habitat

Home remedies for treating cockroaches

- Place food on duct tape, this will cause the cockroach to get stuck
- Pour ¼ of a bottle of bleach down a drain, leave for 30 minutes and then thoroughly rinse

Good products to combat pest intrusion in your property

(All the below can be purchased from any hardware shop or major online retailer)

Pest Plug in Repellent: The device emits a frequency that makes life extremely uncomfortable for rats, mice and spiders

Humane Mouse/Rat Traps: Traps the pest and contains it. Allowing the pest to be released, can be reused, activated by placing food in the trap

Mouse/Rat Trap: Traps and kills the pest, activated by placing food in the trap

Citronella/Lemon Scents: By burning candles or oils with these scents contained it can deter pests



OUTDOOR SPACE

It is very important to keep the areas surrounding your home clean and tidy, as untidy outdoor areas can create an ideal environment for pests to flourish

- Keep foliage areas away from your home: Trees, bushes and plants that are too close to your home provide a useful way for pests to enter your property
- Keep outdoor areas free of cardboard and rubbish: Cockroaches find cardboard an idea environment
- Do not store rubbish/old furniture/furniture in your garden: Provides a habitat for pests to hide in and make nests in
- Do not store household rubbish in your garden: Dispose of this immediately, organic matter such as old food can provide an ideal food source for pests
- Keep the garden trimmed: By regularly cutting the grass and trimming surrounding plants and bushes you limit the available habitats for pests.

STAFF UPDATES

STARTERS

KEEDA – HOUSING OFFICER

Keeda joined us as our newest Housing Officer. Keeda has 19 years' experience in the Housing sector and has settled in well.



RENAE – HOUSING ASSISTANT

Renae is our new Housing Assistant, providing support to our busy tenant services team. Renae is new to the Housing sector, having previously worked as a recruitment agent for the public sector.



MAURICIO – HOUSING OFFICER

Mauricio is the newest member of our Tenant Services. Mauricio joins us from Jigsaw Homes where he was a Housing Management Advisor. His experience with tenants and working in the community makes him an excellent addition to Arawak Walton.



PROMOTIONS

DEAN – PROPERTY INSPECTOR

Dean has been promoted to the role of Property Inspector, following a period temporarily covering this role. Well done Dean!



LEAVERS

EBI – HOUSING OFFICER

Ebi left us in May, having worked with the association for 7 years, starting as a temp, and moving into the generic housing officer role. She contributed a great deal to Arawak Walton and the tenants over the last 7 years and Ebi will be missed a great deal by all who have worked with her. We wish her every success in her next venture.

TARA – HOUSING SERVICES MANAGER

Tara left us in April. She had worked for the association for 9 years and achieved a great deal during that time. Including the management of a successful housing and tenancy management service, and more recently management of our disrepair service. Tara made improvements to our income collection processes, maximising income to the association. She led our Safeguarding responsibilities and represented the organisation at various partnership and community events. We wish Tara well in her new ventures and for the future.

WILL – HOUSING ASSISTANT

Will left the association in May after securing a new role with Trafford Council working with young people. This had been Will's ambition for some time, and we are delighted that he managed to secure a post doing what he loves. We were sorry to see him go as he had done a brilliant job with us showcasing his confidence, resilience and great character. We wish him all the very best in his new role.

SIMON – MANAGEMENT ACCOUNTANT

Simon left the association in April after being with us for 6 and a half years. He has been a fantastic member of the Finance team. It's great news for Simon though, having secured a new role which allows him to combine the experience he gained here, with his previous role as a maths teacher! His dream job!



HOW WE ARE PERFORMING (KPI'S)



ARAWAK WALTON PERFORMANCE	MAR 24	APR 24	MAY 24	TARGET
VOIDS %	0.71%	0.54%	0.62%	<1%
RENT ARREARS %	2.74%	2.75%	3.09%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY*	45.67	49.40	49.92	<26 DAYS
OVERALL SATISFACTION WITH REPAIRS %	97.95%	96.17%	96.23%	>92%
REPAIRS COMPLETION STATS	MAR 24	APR 24	MAY 24	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100.00%	92.68%	100.00%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.63%	83.61%	94.37%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	89.69%	94.32%	89.57%	>92%

KEY ON TARGET MISSED TARGET

*Properties have been taking longer to relet due to extensive improvement works being carried out to the property once it was vacated.
On routine and urgent repairs we are reliant on external contractors being able to attend to repairs within our target times. The availability of supplies and materials may have impacted their ability to complete on time.

WORD SEARCH ERROR ON LAST NEWSLETTER: We would like to apologise for the errors on the word search in the March Newsletter. We know this may have caused readers some frustration. Rest assured, we will be extra vigilant in checking the wordsearch before going to print on our future editions.

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 **27th August 2024**



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

1



2



WORDSEARCH

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

ADRIANSTREET GODWINSTREET SYCAMORECOURT
 EASTPARKCLOSE STELFOXAVENUE TANGEMERECLOSE
 EDALAVENUE STOVELLAVENUE THORNCOMBROAD
 EDGEWOODROAD SUNNYBROWROAD VINESTREET

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

Q: 2024 celebrated which anniversary of Windrush?

A.

Name:

.....

.....

Address:

.....

.....

.....

Telephone:

Email: