

## What's Inside

### PAGES 2 - 6 | CORPORATE NEWS

CEO Message, CSE Assessment, Update on TQP/TEC/CLF, Content Insurance, Life & Progress

### PAGES 7 - 8 | PROPERTY NEWS

Planned works, Repairs, Advice/Top Tips

### PAGE 9 | COMMUNITY NEWS

Manchester Carnival

### PAGES 9 - 10 | GOOD NEWS STORIES

Local Resident Supports National Children's Charity Campaign, Swift Action Brings Comfort Back to Epping Street Tenant, Community Housing Partnership Tenants Conference 2025

### PAGES 10 - 15 | EVENTS

Windrush Awareness Event, Chinese New Year, British Spring Clean, The Great Big Claremont Clean Up, Easter Eggs, Eid, Staff/Board Conference, Nibbles & Natter, CHPT Conference, Sheltered Scheme Events

### PAGES 16 - 17 | STAFF UPDATES

New starters and leavers

### PAGE 18 | HOW WE ARE PERFORMING

KPI's

### PAGES 19 - 21 | HOME VISITS

Scheme Inspections

### PAGES 22 - 23 | TENANT PANEL

We are recruiting, Expression of interest form

### PAGE 24 | PUZZLER PAGE

Wordsearch, Puzzler Question, Spot the Difference



**Read more about our  
events on pages 10- 15**

# CORPORATE NEWS

## A MESSAGE FROM OUR CEO ULFAT HUSSAIN



**As we welcome the warmer months, I wanted to take a moment to reflect and say thank you.**

I've now been with Arawak Walton Housing Association for just over seven months, and I can honestly say it's been a real pleasure. I've enjoyed getting to know the team, our tenants, and seeing firsthand the fantastic work that goes on across our communities every day. I'm proud to be part of an organisation that puts people first.

One of the big highlights this year has been regaining our Customer Service Excellence accreditation and not only that, but we also achieved 15 areas of Compliance Plus and no partial compliances. That's a huge achievement, and a real credit to our staff who go above and beyond in the service they provide every day. Thank you for your hard work and dedication.

I've also been pleased to read about the many community events taking place across our neighbourhoods. This is why we exist. We're more than just a social landlord, we support and invest in our communities to help build strong, connected places where people feel they belong. Community cohesion matters, and we'll keep working hard to help it grow.

We've also had some fantastic feedback from our tenants in the recent Tenant Satisfaction Measures. Your views really matter to us, and we are so grateful for the time you took to share them.

**We are proud to be among the top-performing housing providers in the sector, and some of the results really stand out:**

**84%**  
of tenants are  
satisfied overall

**92%**  
feel we treat  
tenants fairly and  
with respect

**89%**  
say we're easy  
to deal with

These results show that our values as an organisation valuing people and putting tenants at the heart of what we do - are coming through in your experiences. That means a lot.

But we won't be complacent. We'll continue listening to your feedback and work hard to make our service even better.

I hope you enjoy reading our newsletters. We'd love to hear your thoughts and welcome any feedback on how we can make them even better in the future. As summer gets underway, I want to wish everyone a safe, happy, and enjoyable few months ahead. Whether you're spending time with family, taking a break, or simply enjoying the lighter evenings, I hope this season brings you something to smile about.



**We are proud to announce that Arawak Walton Housing Association has successfully retained the Customer Service Excellence (CSE) accreditation for the 16th consecutive year. The CSE is a nationally recognised quality mark that operates on three key levels:**

**as a driver  
of continuous  
improvement**

**a tool  
for skills  
development,  
and**

**an independent  
validation of  
achievement.**

On 9th May 2025, we welcomed a CSE assessor who reviewed our documentation and policies, and engaged with staff, the leadership team, and tenants at Birch Court Sheltered Scheme to evaluate their customer service experience.

We are delighted to report that we passed the assessment with 14 Compliance Plus ratings an increase of five from last year and no partial compliances.

**A heartfelt thank you and well done to all staff for their dedication and hard work, which made this achievement possible.**





**We have recently launched a new Complaints Learning Forum & Tenant Experience Committee to strengthen accountability, enhance service delivery, and ensure compliance with the Housing Ombudsman's Complaint Handling Code.**

### The forum includes:

- One Board Member (Member Responsible for Complaints)
- Two Tenant Representatives
- Chair of the Tenant Quality Panel
- Two members of the AW Leadership Team

### What does the Tenant Experience Committee do?

The committee ensures that Arawak Walton:

- Delivers high-quality services by reviewing performance data, customer feedback, and complaints
- Enhances the tenant experience by aligning services with tenants' needs
- Complies with regulatory standards on safety, service quality, and complaint handling
- Embeds equality, diversity, and inclusion in all decisions affecting tenants
- Actively engages with tenants to ensure their voices influence service design and delivery

### The purpose of the Complaints Learning Forum is to:

- Review closed complaints to assess compliance with policies, procedures, and the Housing Ombudsman's Code
- Evaluate the fairness, reasonableness, and effectiveness of complaint resolutions
- Identify trends, lessons learned, and opportunities for improvement

- Recommend changes to policies, training, or processes to improve complaint handling
- Promote a tenant-focused approach that builds trust and transparency

We have also recently launched the Tenant Experience Committee which plays a vital role in Arawak Walton's governance, ensuring tenants have a strong and direct voice in shaping and improving our services.

## TENANT QUALITY PANEL

**Our Tenant Quality Panel remains in place and continues to meet on a regular basis to provide all tenants who wish to attend with an opportunity to:**

- Share the collective views of tenants
- Scrutinise and influence services
- Make recommendations for service improvements based on tenant experiences
- Contribute to the development, review and monitoring of associated service standards

Membership is open to all Arawak Walton tenants who apply through the Association. There is no minimum attendance requirement, participation is flexible based on availability. Please complete the expression of interest form on the back page and return to

**Arawak Walton Housing Association  
FREEPOST  
NWW 7441A  
Manchester  
M12 9AQ**

**Over the course of the summer and autumn we will be holding Tenant Quality Panel meetings that will focus on:**

- Tenancy and Neighbourhood Management
- Tenant Involvement and Community Engagement
- Property Management (including repairs and planned investment)

We will share dates, times and venues over the course of the next few weeks so please look out for them and let us know if you would like to become a member of the panel. We would love for you to share your views and help shape and improve our services.

**To become a member please see the Tenant Quality Panel form, see pages 22, 23.**





**My Home Contents Insurance scheme offers a range of valuable benefits designed with residents in mind:**

Flexible payment options

No excess to pay on claims

Low minimum sums insured

24/7 access to quotes and cover via  
**[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)**  
(when paying by Direct Debit)

The scheme provides peace of mind by protecting your home contents against risks such as flooding, burst pipes, fire, theft, and more.

Thistle Tenant Risks is excited to launch the My Home Quote & Buy platform, a convenient online solution for residents seeking home contents insurance.

With 24/7 access, residents can now arrange their insurance and choose to pay by direct debit at any time that suits them.

**For more information visit the YouTube video:**

**<https://youtu.be/h9RI7iN9d1o>**

**My Home**  
Contents Insurance

Get a quote today at  
[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

**Pay as you go  
home contents  
insurance**

To request a call back or  
for more information visit:  
[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

The graphic features a stylized house icon, a cloud, and colorful houses at the bottom right.

**My Home**  
Contents Insurance

**Protect your  
home contents from  
fire, theft and  
water damage**

Contact My Home on **0345 450 7288**  
or visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

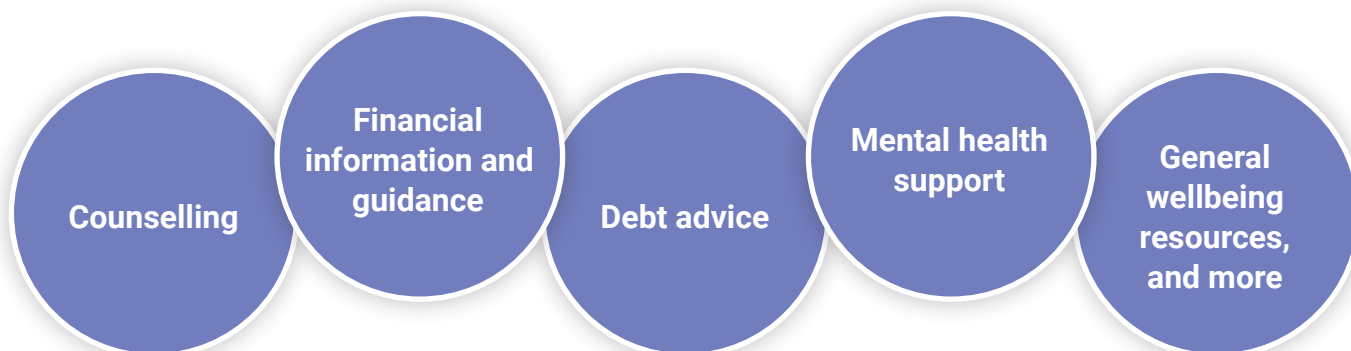
Get a quote today at  
[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

The graphic features a stylized house icon, clouds, and colorful houses at the bottom right.



Support is available both online and over the phone, providing guidance, professional advice, and in-the-moment counselling whenever it's needed. A completely free & confidential service for Arawak Walton tenants.

The service includes:



Whether you're facing a personal challenge or just need someone to talk to, Life & Progress is here to help.

The Tenant Support & Wellbeing Service is completely confidential, and your privacy is protected.

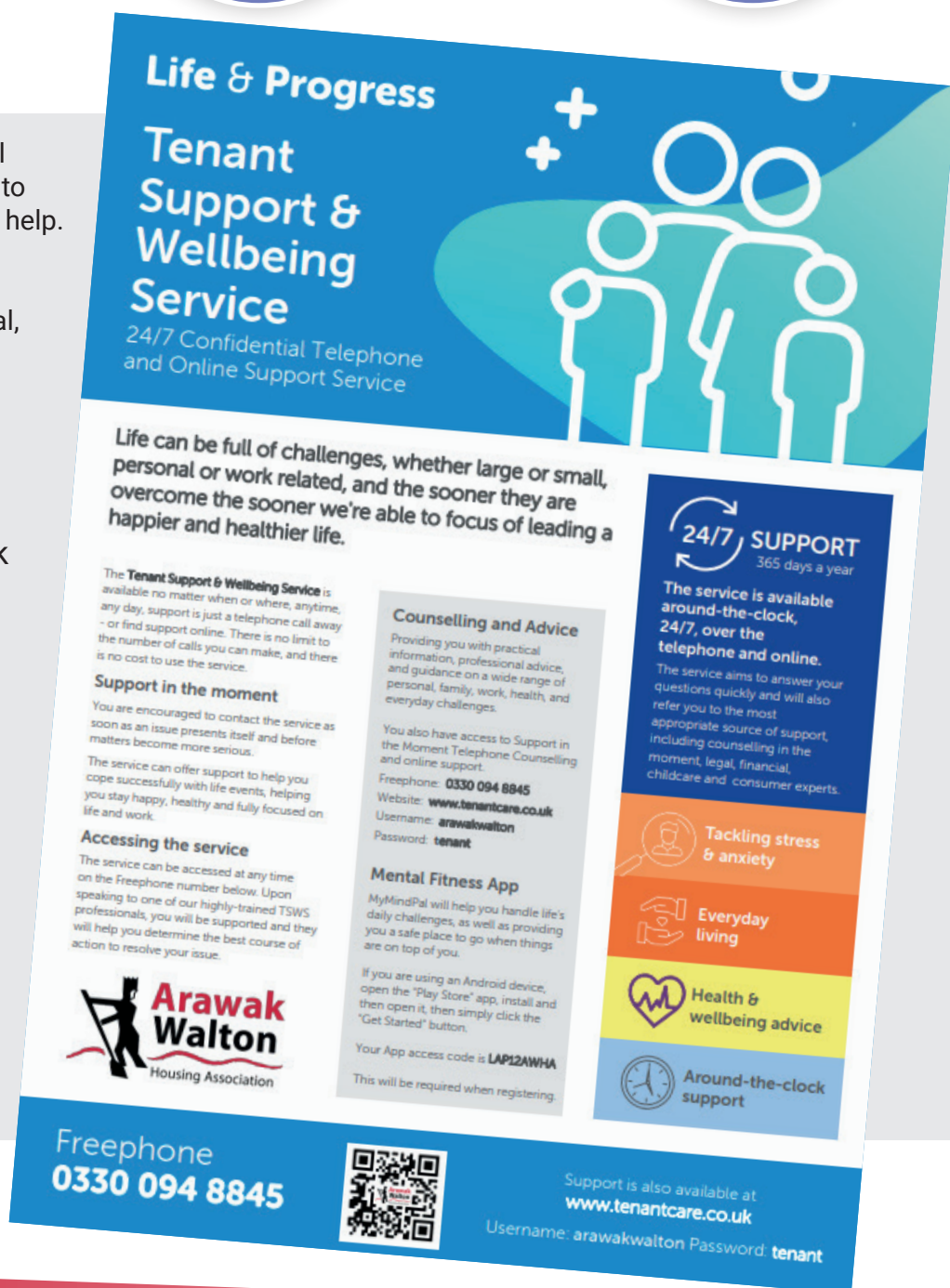
### HOW TO ACCESS LIFE & PROGRESS

**Visit:** [www.tenantcare.co.uk](http://www.tenantcare.co.uk)

**Username:** arawakwalton

**Password:** tenant

**Telephone:** 0330 094 8845



# PROPERTY NEWS

## PLANNED WORKS PROGRAMME UPDATE



**Our Planned Works Programme is a proactive approach to maintaining and improving the quality of our homes.**

By carefully assessing the expected lifespan of key components, we strategically schedule replacements to ensure our properties remain safe, comfortable, and efficient. Each year, we invest in a wide range of essential upgrades, including new bathrooms, kitchens, boilers, doors, and windows.

This structured planning not only enhances the living experience for our tenants but also helps us manage resources effectively and sustainably.

The property delivery team will liaise with tenants on this programme of works.



**23**

Boilers are  
being  
replaced



**11**

Properties will  
have new doors  
and windows  
installed



**30**

New bathrooms  
will be  
installed



**26**

New kitchens  
will be  
installed







### Keeping Your Home in Good Shape This Summer

**As the warmer months arrive, it's a great time to carry out simple home checks and stay on top of minor maintenance. Here's what you need to know this month:**

#### Repairs Update - Reporting Repairs

You can report repairs in several ways:

- By phone: 0161 272 6094
- Via WhatsApp
- Through our [online form] at [www.arawakwalton.com](http://www.arawakwalton.com)
- By speaking with your housing officer
- Please provide as much detail as possible to help us assign the right contractor quickly.

#### What Happens Next

Once your repair is logged, you'll receive a work order number and an estimated timescale for completion.

If your confirmation doesn't list all of the required repairs, please contact us immediately.

## TOP TIPS FOR SUMMER MAINTENANCE



#### Ventilation

- Open windows regularly especially in kitchens and bathrooms—to reduce condensation and damp.
- Ensure good airflow throughout your home to help prevent mould, even during summer months.

#### Pest Prevention

- Warmer weather can attract insects and rodents. Keep food sealed and bins tightly closed.
- Use bin liners, keep lids shut, and clean bins regularly with soapy water

#### Garden Maintenance

- Trim bushes and clear pathways to prevent damage to walls or fences.
- Keep greenery under control to maintain safe and easy access.

#### Keep Drains Clear

- Avoid pouring oil or food waste down the sink as drains will become blocked and hot weather can worsen bad smells.
- Bin the following items instead of flushing them: nappies, baby wipes, feminine hygiene products, coffee grounds, and any foreign objects.

#### Stay Safe in the Sun

- To stay safe in the sun, focus on a combination of shade, clothing, sunscreen, and hydration. Seek shade, especially during peak sun hours, and wear protective clothing like hats and sunglasses.
- Generously apply sunscreen with SPF 30 or higher and reapply regularly. Stay hydrated by drinking plenty of water.

# COMMUNITY NEWS

## MANCHESTER CARNIVAL



**Arawak Walton, in partnership with other housing providers, will be attending the Manchester Caribbean Carnival on the 9th & 10th August at Alexandra Park, Moss side.**

Manchester Carnival is an annual celebration that brings vibrant Caribbean culture to the heart of Manchester. For one weekend, the city comes alive with the sounds of Reggae, Calypso, and Soca, echoing from powerful sound systems across Alexandra Park and beyond.

The carnival procession winds its way through the crowds, featuring steel bands, floats with DJs, and dance troupes adorned with carnival queens, princesses, and elaborate costumes.

Folklore characters add a magical touch to the spectacle, creating an unforgettable experience for all.

We proudly honour the elders who founded the Carnival in 1972, as well as those who have worked tirelessly over the decades to ensure its survival and growth through challenging social, economic, and political times. Their dedication and willingness to pass on their knowledge to younger generations have kept the spirit of Carnival alive. Without them, the Manchester Caribbean Carnival would not be what it is today.



## GOOD NEWS STORIES

### LOCAL RESIDENT SUPPORTS NATIONAL CHILDREN'S CHARITY CAMPAIGN



We're delighted to share that one of our tenants has been approached by Barnardo's, a leading national children's charity, to support an upcoming fundraising campaign. The charity, which works to improve the lives of children and young people across Manchester and the UK, has requested the use of the tenant's home for a photo shoot to help promote their vital work.

The tenant was selected due to their close proximity to one of Barnardo's hubs on Ardwick Green North, making it a convenient and cost-effective location for the charity's creative team. Another local tenant has also been invited to take part in the campaign.

A promotional photoshoot to highlight the good work of the charity, this is a wonderful example of community spirit in action, and we're proud to see local residents playing a part in supporting such an important cause.



**Changing childhoods.  
Changing lives.**

## SWIFT ACTION BRINGS COMFORT BACK TO EPPING STREET TENANT



At the beginning of May 2025, the tenant faced a major disruption when her boiler was condemned, leaving her without heating or hot water. Thanks to the prompt and coordinated response from Tenancy Services Team, led by Sandra McKenzie, and the Repairs Team, a replacement boiler was installed the very next day. This rapid turnaround ensured minimal discomfort and demonstrated the team's commitment to tenant wellbeing.

During the short period without essential services, Arawak Walton stepped in to provide immediate support by arranging temporary accommodation. This thoughtful intervention ensured the tenant remained safe and comfortable while repairs were underway. Upon returning home, the tenant expressed heartfelt gratitude, praising the "exceptional" level of service she received from all involved.

## COMMUNITY HOUSING PARTNERSHIP TENANTS CONFERENCE 2025



**When: 2nd July | Where: Village Hotel, Warrington**

**Tenants and staff from our Tenant Quality Panel, Tenant Experience Committee, and Complaints Learning Forum were invited to attend this year's conference.**

Bringing together the 18 housing associations that form Community Housing Associations (Northwest), the event served as a vital platform for tenants, housing professionals, and sector leaders to engage in meaningful dialogue, share best practices, and explore practical solutions.

It was a fantastic day of networking, learning, and collaboration with fellow tenants from across the Northwest.



## EVENTS

### WINDRUSH AWARENESS DAY



**We held a Windrush Awareness Workshop at Bougainvillea Gardens Sheltered Scheme. The session was facilitated by the Home Office Windrush Outreach Team, with lunch kindly provided by Arawak Walton Housing Association.**

We extended the invitation to tenants from all our Sheltered Schemes and General Needs Housing, recognising that the Windrush scandal impacted not only Caribbean communities but also from other commonwealth countries.

The Windrush Scandal refers to the mistreatment of Caribbean migrants and their descendants who arrived in the UK between 1948 and 1973.

Despite having the legal right to live and work in the UK, many were wrongfully detained, denied legal rights, and even deported by the Home Office. The scandal, which came to light in 2018, exposed serious failings in how the government recorded immigration status, leading to widespread injustice.





## CHINESE NEW YEAR



**A Chinese New Year event held at Daisy Bank Court on 25th Feb 2025. We had workshops on Chinese Calligraphy and paper cutting. We also had a Tai Chi performance and music rendition/singing with authentic Chinese food. The event was very much enjoyed by all those who attended.**



## BRITISH SPRING CLEAN



**The Great British Spring Clean is the nation's largest mass-action environmental campaign. This year, events took place across Manchester neighbourhoods from 21 March to 6 April 2025.**

On 23rd March, Tenant Engagement Officer Cheryl Jackson hosted a Community Litter Pick on Linwood Grove, where residents and children came together to clean up the surrounding area. We were joined by Biffa and Manchester City Council, making it a true community effort. At this litter pick, we handed out sunflower seeds to participants as part of a fun competition to see who could grow the tallest sunflower. It was a great way to encourage community engagement and add a bit of friendly, eco-themed fun to the event! We will be judging the tallest sunflower at the Linwood Fun Day on the 21st August 2025

**During the campaign, our incredible team of #LitterHeroes pledged to collect 462,410 bags of litter – thank you to everyone who took part!**

On 4th April, as part of the campaign, we participated in a partnership event with other housing organisations for The Great Big Claremont Clean-Up. This initiative focused on the Claremont Road Corridor and surrounding streets. Arawak Walton staff worked on Heald Grove, where we collected 15 bags of litter from the local area – a fantastic effort by all involved!



## EASTER EGGS

**A HUGE 'Thank You' to Barlow's (UK) Ltd who donated a large number of Easter Eggs for the children of our tenants. Arawak Walton Housing Association matched this amazing donation, and the teams assisted in distributed eggs today in and around Manchester, to tenants' children who were drawn from a prize draw.**



## EID UL ADHA @ BIRCH COURT

**To celebrate, Birch Court Sheltered Scheme held an Eid celebration for tenants and their families who brought the spirit of Eid to life with a joyful celebration that welcomed tenants, staff, Board members, and local community workers.**

The afternoon was filled with the aroma of delicious food, vibrant entertainment, and heartfelt conversations – a true reflection of unity and togetherness. We're incredibly grateful to everyone who joined us and made the event so special.



## NIBBLES & NATTER COMMUNITY MEETING

**Arawak Walton Housing Association had an amazing evening at the MSV Nibbles & Natter event in Moss Side, alongside our partners One Manchester, Manchester City Council, and GMP, as well as local Moss Side councillors Esha Mumtaz and Erinma Bell, chatting with residents about local issues & the upcoming Manchester carnival.**





## STAFF & BOARD CONFERENCE 2025



**Arawak Walton recently held our 2025 Staff and Board Conference – a fantastic opportunity for our team and Board members to come together, celebrate our progress, and plan for the future of the association. It was a great day of collaboration, reflection, and planning for Arawak Walton's future.**

We had meaningful discussions around our corporate strategy, reviewed our outstanding Tenant Satisfaction Measure results, and explored the impact of the revised Consumer Standards on both Arawak Walton and our tenants.

Thank you to everyone who took part - your energy and commitment made the day a real success.

**The future of Arawak Walton is bright, and this event reaffirmed the strength of our shared vision and values.**



## SHELTERED SCHEME EVENTS 2025 - 2026



**The sheltered scheme diary of events is a thoughtfully curated schedule designed to enrich the lives of residents through a variety of engaging and inclusive activities.**

Each month, the diary features a blend of social gatherings, wellness sessions, creative workshops, and informative talks tailored to the interests and needs of the community.

From coffee mornings, Tai Chi and seasonal celebrations, the diary fosters a sense of belonging and encourages active participation. It also includes visits from local entertainers, themed events, and opportunities for tenants to contribute their own ideas, ensuring the programme remains vibrant and tenant led.

This diary not only promotes well-being and companionship but also helps maintain a lively and supportive environment within the sheltered housing schemes.

 <b>MAY</b> Eid Ul Adha Birch Court	 <b>JUNE</b> Windrush Bougainvillea Gardens	 <b>JULY</b> International Day Daisy Bank Court	 <b>AUGUST</b> Summer Barbeque Birch Court	 <b>SEPTEMBER</b> Worlds Biggest Coffee Morning Sycamore Court	<p><b>Dates &amp; Times for each event will be confirmed nearer the time.</b></p> <p><b>Travel to &amp; from each scheme can be arranged via your scheme manager</b></p>
 <b>OCTOBER</b> Black History Month Bougainvillea Gardens	 <b>NOVEMBER</b> Remembrance Day Sycamore Court	 <b>DECEMBER</b> Christmas All Schemes	 <b>JANUARY</b> Burns Night Birch Court	 <b>FEBRUARY</b> Pancake Day Sycamore Court	 <b>MARCH</b> Spring Fayre Daisy Bank Court





# COMMUNITY FUNDAY



Thursday 21st August  
12pm to 4pm  
LINWOOD GROVE  
LONGSIGHT

Neighbourhood  
Health  
Champions



FREE ENTRY

**Biffa**

JOIN US FOR LOTS OF FUN!

- Bouncy castle •
- Tombola •
- Giant Games •
- Face Painting •
- Ice Cream Van •
- Lucky Dip •
- Health Checks •
- Refreshments •
- and much more!



 **MCRactive**

 **MANCHESTER  
CITY COUNCIL**

 **Jigsaw**

**BARLOWS**



Every 2<sup>nd</sup> Tuesday of each month  
2pm - 4pm at Longsight Library &  
West Indian Sports & Social Club

# 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

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

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



# STAFF UPDATES



Over the past year, Arawak Walton Housing Association has experienced a notably active period of recruitment, reflecting its ongoing commitment to growth, diversity, and community impact. As a small to medium-sized employer, the association has continued to attract a wide range of talent by offering competitive benefits, a supportive work environment, and a strong emphasis on equality, diversity, and inclusion. This busy recruitment phase not only highlights the organisation's expansion but also its dedication to investing in people who share its mission of providing quality housing and support to diverse communities across the Northwest.

## NEW STARTERS

NEW



### FRANK EVANS

With over 24 years of experience as a property surveyor, Frank is a highly respected expert in property inspection. His deep understanding of building standards, housing regulations, and structural integrity has made him a key asset in delivering thorough, reliable assessments across a wide range of property types.



### WILL MOORE

Joins us in the role of IT Assistant. Will has a strong personal interest in computing and technology, particularly in computer repairs and troubleshooting. Eager to develop both his skills and hands-on experience, he brings enthusiasm, curiosity, and a keen willingness to learn. This is his first professional role in the IT Field. We are excited to seeing his growth within the team!



### MUHAMMAD IRFAN

Joined us as our newly appointed Asset Manager; his focus will be on stock conditions surveys. Muhammad has a wealth of experience & skills from his previous roles of Surveyor and Specialist Surveyor within the social housing sector.



### ROZENA TAHIR & SHELLEY HANLEY

Have recently joined the customer services team as our Customer Services Assistants. Both have many years' experience within customer facing roles and are welcome additions to the team.





### **AALI TANG**

Joined us recently as a Finance Assistant. Aali is new to the housing sector and has come from a background in Bookkeeping. Aali is a welcome addition to the Finance team.



### **SABRINA SHAIKH**

Joined us as our HR advisor she shares our values and brings a wide range of skills and experience. Sabrina is new to the Housing Sector and has previously worked in the health and care sector.



### **AMJAD KHAN**

Joined Arawak Walton as Senior Housing Officer. Amjad is a highly experienced officer and brings with him years of experience working in other social housing providers such as Great Places, First Choice Homes, Oldham and Rochdale Boroughwide Housing.

## **LEAVERS**



**KEEDA MILLS**

**HEATHER RYAN**

**JEANELLA ANDREWS**

**SHARON PARTINGTON**

Wishing our leavers all the best in their future endeavours.

## **PUZZLER COMPETITION WINNERS**



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

**MAHMOODA AHMAD**

**PATRICIA EDWARDS**

**ALAN BARRA SAIDE**

# HOW WE ARE PERFORMING

## KPI'S



ARAWAK WALTON PERFORMANCE	2024/2025	TARGET
NUMBER OF VOIDS	47	N/A
AVERAGE RE-LET TIME	59 days	<36 days
RENT COLLECTED	97.74%	>99.2%
RENT ARREARS	3.01%	<2.97%
OVERALL REPAIRS SATISFACTION	93%	<96%
REPAIRS COMPLETION	2024/2025	TARGET
EMERGENCY	96%	>95%
URGENT	90%	>92%
ROUTINE	85%	>90%
DAMP, MOULD AND CONDENSATION	94.96%	100%
<b>KEY</b> ON TARGET    MISSED TARGET		

# HOME VISITS

## HELPING US TO HELP KEEP YOUR HOME SAFE AND RIGHT FOR YOU



At Arawak Walton, we want to make sure your home remains a safe, comfortable place to live. As part of this commitment, we are visiting each of our tenants in their home every two years to check in with you, assess your property's condition, and ensure we are offering the right support.

### WHY WE VISIT

These check-ins help us:

- Keep your home in good shape – spotting small repairs before they turn into bigger problems (like damp or leaks).
- Make sure your home is working for you - if your needs have changed (like mobility or health), we can discuss adaptations like grab rails or stairlifts.
- Stay updated - making sure we have the right info to support you, whether it is contact details or household changes.
- Offer extra help - if you are facing challenges (like heating costs or loneliness), we can connect you with local support.

### WHAT TO EXPECT

- We will book at a time that suits you - no surprises! We will call or email to arrange a visit.
- A conversation – we will ask how you are finding the property and if anything needs attention.
- A visual check of key areas - just a glance at things like heating, windows, and safety fittings (no digging through cupboards!).
- Your chance to ask questions - not sure about something? Now's the perfect time to bring it up!
- Our team will always show ID, and you're welcome to have a friend, family member, or support worker with you.

### HOW YOU CAN HELP

- Let us know if your needs have changed Struggling with energy bills? Tell us so we can help.
- Report any repairs beforehand – if something is bothering you (like a dripping tap or drafty window), mention it when we see you.
- Update your details - moved someone in? Changed your phone number? Stay In touch and let us know.

### WE RESPECT YOUR PRIVACY

- Anything you share stays confidential. If we spot an issue (like mould or a broken handrail), we will only act with your agreement—unless it is a safety risk. Stay In touch and let us know.

### NEED TO CHANGE THE VISIT OR HAVE QUESTIONS?

- Just call Customer Services Team on: 0161 272 6094 or email: [customerservices@arawakwalton.com](mailto:customerservices@arawakwalton.com)  
We are here to make this easy!
- Thank you for helping us keep your home safe and right for you. We are so glad you are part of our community.





### SCHEME INSPECTIONS

- Have your say at your scheme inspection
- You are invited to come along to our scheme inspections – you will have the opportunity to point out any issues in your local area you want addressed as we go. Whether it is fly tipping or overgrown trees – tell us about it and we will note it down and make sure it is added to the list to get sorted.

### WHAT IS A SCHEME INSPECTION?

- Scheme inspections are all about us working together to keep your neighbourhoods looking great. At each inspection, we will assess everything from how our facilities are looking, to green space upkeep, ensuring everything is in shipshape. It is a priority for us to manage your neighbourhoods well and make sure we stay on top of any necessary work and these new inspections will help us do just that.
- Scheme inspections are for reviewing our outdoor and communal areas. If you have issues in your home you want to report, please get in touch with us, speak to your Housing Officer or we can pick them up in your next home visit.

### WHEN IS MY NEXT SCHEME INSPECTION?

- We would love to see you at our next scheme inspection. These usually take place every month.
- You can find the details of your scheme inspection, where to meet and when it takes place on the next page.
- Not able to attend? Don't worry, you can contact your Housing Officer before the inspection to tell them about any issues you've noticed that you want fixing.
- If you are unsure as to who your Housing Officer is then please contact our Customer Services Team on 0161 272 6094 or email [customerservices@arawakwalton.com](mailto:customerservices@arawakwalton.com)

## MONTHLY SCHEME INSPECTIONS SCHEDULE



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

<b>Scheme</b>	<b>Inspection Takes Place on Third Week of every Month</b>	<b>Housing Officer</b>
<b>Nelson Mandela Court</b>	<b>Tuesday</b> 9.30am to 10.15am	<b>Sandra McKenzie</b>
<b>15 Demesne Road</b>	<b>Tuesday</b> 10.45am to 11.30am	<b>Sandra McKenzie</b>
<b>108 Clarendon Road</b>	<b>Tuesday</b> 12 noon to 12.45pm	<b>Sandra McKenzie</b>
<b>45 Bonsall Street</b>	<b>Tuesday</b> 2pm to 2.30pm	<b>Sandra McKenzie</b>
<b>8 Aquarius Street</b>	<b>Tuesday</b> 2.45pm to 3.15pm	<b>Sandra McKenzie</b>
<b>42 Eyre Street</b>	<b>Tuesday</b> 3.15pm to 3.45pm	<b>Sandra McKenzie</b>
<b>405 City Road</b>	<b>Tuesday</b> 10.30am to 11.30am	<b>Mauricio Airoso</b>
<b>297 Cheetham Hill Road</b>	<b>Tuesday</b> 12 noon to 12.30pm	<b>Mauricio Airoso</b>
<b>130 Wellington Road North</b>	<b>Tuesday</b> 2pm to 3pm	<b>Mauricio Airoso</b>
<b>Lymefield</b>	<b>Wednesday</b> 10am to 10.30am	<b>Sheila Onuoha</b>
<b>Marcus Garvey Court</b>	<b>Wednesday</b> 10.30am to 11.15pm	<b>Sheila Onuoha</b>
<b>144 Withington Road</b>	<b>Wednesday</b> 12 noon to 1pm	<b>Sheila Onuoha</b>
<b>Mary Seacole Gardens</b>	<b>Thursday</b> 2pm to 3pm	<b>Charmaine Hylton</b>
<b>William Coates Court</b>	<b>Thursday</b> 3pm to 3.30pm	<b>Charmaine Hylton</b>

**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.**

# WE ARE RECRUITING FOR OUR TENANT QUALITY PANEL



**'To improve our services and ensure that we are accountable to our customers'**

**Would you like to live in a community where you get to know your neighbours by working together?**

**The Tenant Quality Panel plays an important role in providing resident insight. Can you think of things your housing association could do better?**

## TENANT QUALITY PANEL MEMBERS

- Have a say in what happens where you live
- Works in partnership with Arawak Walton
- Have a say in how we shape our services
- Make a difference
- Are involved in decision making
- Perform a monitoring and scrutiny function
- Review housing management, maintenance policies and strategies
- Make decisions together

## WE ARE LOOKING FOR TENANTS FROM THE FOLLOWING AREAS

- Ardwick
- Longsight/Levenshulme
- Rusholme
- Moss-side/  
Alexandra Park
- Cheetham Hill



# TENANT QUALITY PANEL - EXPRESSION OF INTEREST FORM

Name .....

Address .....

.....

.....

.....

Telephone Number .....

Email Address .....

Are you a Tenant?

Yes ☐

No ☐

Are you currently a member of any Board or Resident Group/Panel?

Yes ☐

No ☐

Why would you like to join the panel? .....

.....

.....

.....

.....

Signed .....

Date .....

## 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 September 2025**



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

1



2



## WORDSEARCH

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

Flip-flops	Fireflies	Carnival	August
Ice cream	Swimming	Fishing	Bikes
Fireworks	Cookouts	Camping	Beach

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

**Q: What does DST stand for?**

A. ....

Name: .....

.....

.....

Address: .....

.....

.....

.....

Telephone: .....

Email: .....