



# Arawak Walton NEWS

Housing Association



Spring 2024

## What's Inside

### PAGES 2 - 3 **CORPORATE NEWS**

Chief Executive retires, New ways to pay your rent, Rent changes from 1st April 2024, Home visits

### PAGE 4 **COST OF LIVING**

Cost of living support in Manchester

### PAGES 5 - 6 **PROPERTY UPDATES**

Recent acquisition and completed projects

### PAGES 6 - 7 **TENANT SURVEY**

Tenant satisfaction measures

### PAGE 8 **COMMUNITY NEWS**

Community groups in Manchester and Easter information

### PAGE 9 **HAVE YOUR SAY**

Our Manchester survey, Make things right campaign

### PAGE 10 **STAFF UPDATES**

New starters and leavers

### PAGE 11 **HOW WE ARE PERFORMING**

KPI's

### PAGE 12 **PUZZLER PAGE**

Wordsearch, Puzzler Questions and Spot the Difference



SEE PAGE 6 FOR FURTHER DETAILS

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RAMADAN MUBARAK TO  
ALL OUR TENANTS, STAFF  
AND CONTACTORS  
CELEBRATING.



## CORPORATE NEWS

### ARAWAK WALTON CHIEF EXECUTIVE RETIRES



**The Board announced in October 2023, that Cym Dsouza, Chief Executive has retired.**

We thank Cym for all that she achieved in the 25 years of service, and we wish her well in her retirement. The Board are currently considering the next steps in recruitment to replace Cym.

In the interim Amanda Harris, Finance Director and Kate Forrester, Operations Director will jointly take over

the leadership of the Association, with support from the Board.

**Adrian Carridge-Davids,**  
Chair of the Board,  
Arawak Walton Housing Association

### NEW WAYS TO PAY YOUR RENT



**You can now make a payment over the phone using our 24-hour payment line. Call 0330 041 6497 (24 hours)**

**BY  
DIRECT  
DEBIT**

Call or email  
us for details

**AT ANY  
POST OFFICE  
(CASH OR  
CHEQUES)**

**AT ANY  
PAY POINT  
(CASH)**

**BY  
APP ON  
YOUR MOBILE  
(DEBIT / CREDIT CARD)**

Download the mobile  
app from Google Play  
or App Store



**Our  
staff can no  
longer take rent  
payments over  
the phone.**

**ONLINE  
(WITH A DEBIT /  
CREDIT CARD)**  
<https://www.allpayments.net/allpayments/Signin>

## HOME VISITS



We have introduced a programme of tenancy visits to offer proactive management of your home. We aim to visit all our properties at least once every two years in addition to the annual gas service visit.

The purpose of the visit is to check the condition of your home and confirm your tenancy and household details. As a condition of your Tenancy Agreement we will need to confirm who is living at the address. As a condition of your tenancy agreement we will need to confirm who is living at the address.

We are asking for ID so we can update our records if there are additional people at the property. This also helps us manage tenancy fraud given social housing is in demand.

Our Officers carry ID so please check before allowing someone into your home.

**If you haven't had a letter already regarding the Visit, you will receive one at some point in the coming months.**

## RENT CHANGES 1ST APRIL 2024



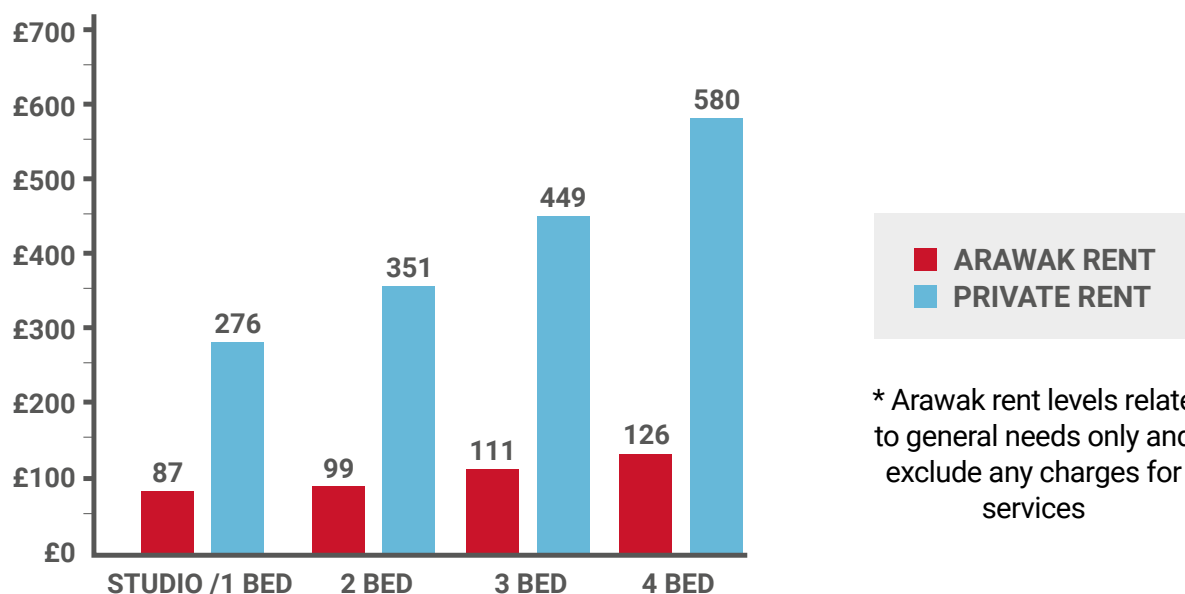
**In February, every tenant or shared owner will have received a letter from us outlining what the new rent will be from April 2024. This letter provided information and explained what tenants need to do if they are in receipt of benefits.**

We are working to keep rents as affordable as possible for tenants. From April 2024, following careful planning and in line with the Government's legislation, we will be increasing our rents. The rate of increase depends on what type of accommodation is provided. We have given the rent increase a lot of thought and have discussed the issue with our Board. To deliver our commitments as set out in our business plan, we

need to maximise the money we receive from rents and apply the increases so that we can meet our rising costs.

Our rent levels are much lower than private rented properties (see graph below and the additional rent for 2024/25 will allow us to continue investing in our 1,200+ existing homes and make our homes more energy efficient.

**AVERAGE RENTS PER WEEK - ARAWAK VS PRIVATE RENT\***



For more information please visit our website [www.arawakwalton.com](http://www.arawakwalton.com)

# COST OF LIVING SUPPORT

## COST OF LIVING SUPPORT AVAILABLE IN MANCHESTER



There is lots of great work going on around the city to support people through the current cost of living crisis.

If you don't know about what help and support is available, with Manchester residents, the following organisations may be able to help:



### CITIZENS ADVICE

#### Drop-in Sessions Longsight Digital Hub

**Telephone: 0808 278 7800**

These sessions provide help with online advice such as Manchester Move or Universal Credit and provide support in accessing other advice services.

**Advice Session:** Thursday 9.30am -1pm.

### MANCHESTER MIND

Manchester Mind provide free and impartial advice on welfare benefits, debts and housing to mental health needs living in Manchester.

### STEP CHANGE

**Telephone: 0800 138 1111**

Monday to Friday 8am-8pm and  
Saturday 9am to 2pm

Step Change can assist with debt advice and provide advice and guidance on the following:

- Debt collection process
- Debt solutions
- Dealing with debt problems
- Budgeting, money, and life changes.

### MANCHESTER CITY COUNCIL COST OF LIVING HELPLINE

**Telephone: 0800 023 2692**

MCC's cost of Living Helpline can assist with the following:

- Benefits or rent
- Advice about debt or bills
- Food support
- Staying warm.

# PROPERTY UPDATES

## RECENT ACQUISITION & COMPLETED PROJECTS



See below before and after images of a property we have recently purchased from another Housing Association in Manchester. We are keen to improve homes for tenants and help alleviate the housing crisis.

### SUMMARY OF WORKS

- New roof and loft insulation
- New kitchen
- New bathroom
- New boiler
- New front and rear doors
- New central heating system
- Rewire
- Fully decoration
- Carpeted throughout
- Polysafe flooring in the bathroom and kitchen
- Blinds throughout

**BEFORE**



**AFTER**



**BEFORE**



**AFTER**



**BEFORE**



**AFTER**



**We have also recently completed the following:**

Kitchens replaced at – Walmer Street, Great Western Street, Linwood Grove, Siddall Street, Slade Hall Road

New front doors at Antilles Close

Fire rated flat doors replaced at 297 Cheetham Hill Road, Wellington Road North, William Coates Court

**ENERGY  
PERFORMANCE  
SURVEYS  
CARRIED  
OUT TO 138  
PROPERTIES**

**224  
ELECTRICAL  
SAFETY CHECKS  
CARRIED OUT**

# TENANT SURVEY

## TENANT SATISFACTION MEASURES



### TENANT SATISFACTION SURVEY 2023 - TSMs – survey undertaken by The Leadership Factor (Aug-Sept 2023)

Annually we carry out an independent survey of tenant satisfaction, so that we can gauge our tenants' views on a range of areas related to the services we deliver, with a view to learning from the feedback and making improvements that are needed.

**We are pleased to announce that this year we received excellent results, with an Overall Satisfaction rate of 85.3%.**

**Thank you to our tenants who took part in the survey.**

**AW PROVIDES  
A HOME THAT IS  
WELL MAINTAINED**

**85.8%**

**AW PROVIDE  
A HOME THAT  
IS SAFE**

**87.7%**

**AW LISTENS TO  
VIEWS AND ACTS  
UPON THEM**

**81.3%**

**AW KEEPS YOU  
INFORMED ABOUT  
THINGS THAT  
MATTER TO YOU**

**84.7%**

**AW TREATS ME  
FAIRLY AND WITH  
RESPECT**

**89.2%**

**AW KEEPS THE  
COMMUNAL AREA  
CLEAN AND WELL  
MAINTAINED**

**85.8%**

**AW MAKES  
A POSITIVE  
CONTRIBUTION TO  
THE NEIGHBORHOOD**

**80.1%**

**AW'S APPROACH  
TO HANDLING  
ANTI-SOCIAL  
BEHAVIOUR**

**75.5%**

**AW'S APPROACH  
TO HANDLING  
COMPLAINTS**

**53.7%**

**Following the results we have developed an Action Plan which includes improving our management of complaints, listening and working with tenants, and managing our Contractors to deliver great customer service.**



**Here are some lovely comments our tenants made about us in the Tenant Survey**

**I have never had a problem with them. My housing officer is very nice and very understanding with me as I have mental health problems. Arawak Walton are not at the door all the time complaining, they are really nice. The repairs are prompt.**

**I am satisfied because I don't have any problems with them. When I call them they answer the phone and they are helpful.**

**If I have a problem I just ring them and it gets sorted in no time whatsoever, and whoever I deal with is very courteous and friendly.**

**I had some problems but they came and saw I needed something replacing and they did it for me. Thank you so much.**

**My housing officer is very good at helping me when I need it.**

**I my housing officer is very good at helping me when I need it.**

To view the full report please visit our website  
[www.arawakwalton.com](http://www.arawakwalton.com)

# COMMUNITY NEWS

## COMMUNITY GROUPS WITHIN MANCHESTER



Here are some opportunities for young people to attend in Manchester.

YOUNG IDENTITY PRESENTS



### RHYMES & BARS

UNLEASH YOUR INNER LYRICIST AND FIND YOUR SOUND!

Collaborate with songwriters, rappers and music producers to create a sound that'll make you stand out in the world of music.

**EVERY FRIDAY**  
STARTING 1ST MARCH  
6:30PM - 7:30PM

- Opportunity to Record Tracks
- Produce a Collective EP
- Access to Industry Advice
- Listening Party
- Branding Yourself as an Artist

REGISTER AT [YOUNGIDENTITY.ORG/GET-INVOLVED](http://YOUNGIDENTITY.ORG/GET-INVOLVED)

FREE AGES 13-18

MOSS SIDE MILLENNIUM POWERHOUSE, 140 RABY STREET, MANCHESTER M14 4SL

KYSO YOUTH MUSIC ARTS COUNCIL ENGLAND Y3



### SATURDAY CLUB

**ACTIVITIES:**

- PHYSICS/SCIENCE EXPERIMENTS
- DIY PROJECTS
- ENVIRONMENTAL SCIENCE ACTIVITIES

AT 1:30PM - 3:30PM

AT POWERHOUSE  
140 Raby St, Moss Side, Manchester M14 4SL

JOIN US TO PERFORM FUN EXPERIMENTS

POWERHOUSE

## EASTER HOLIDAY FUN



Celebrate the Easter holidays in Manchester with an abundance of events across the city's diverse venues.

Join the annual Duck Race at The Quays and enjoy hundreds of yellow rubber ducks racing alongside family-friendly entertainment. Experience the live performances across our theatres and special Easter-themed exhibitions at the city's museums. Get outside and enjoy the countryside, parks, and gardens across Greater Manchester. With Easter egg hunts, theatrical delights, and cultural experiences at various venues, Manchester ensures a dynamic and joy-filled holiday for everyone to enjoy.

Find out about all the events across Manchester here <https://www.visitmanchester.com/>





# HAVE YOUR SAY

## OUR MANCHESTER 2025-2035 SURVEY - THE CITY'S FUTURE SHAPED BY YOU



**Help create a new ten-year vision for our city – one that takes us from 2025 to 2035. Everyone who lives, learns, works, visits or does business here has a say.**

Manchester's come a long way in the last ten years. The Our Manchester Strategy, for the decade from 2015 to 2025, grew from ambitious hopes for the city. In 2015, the council asked people to imagine their dream Manchester. The whole city was asked to shape the themes and priorities for the Our Manchester Strategy. Equality, inclusion and sustainability runs right through them.

The people of Manchester achieved a lot and we're growing towards that vision of a world-class city. Manchester is known for our sport, science, creativity, tolerance and warm welcome.

This growing international standing is boosting our local economy too. And we're outgrowing every other UK city.

But with setbacks like Covid and the cost-of-living crisis hitting so many, so hard, there's still a lot to do. The councils next ten-year plan for Manchester must tackle gaps in health, wealth and opportunity. Together, we must focus our efforts for the next ten years.

**Take part in the Our Manchester 2025-2035 Survey at <https://surveys.manchester.gov.uk/s/ZORJSS/>**  
The survey will close on 31 May 2024.

## 'MAKE THINGS RIGHT' CAMPAIGN

**Everyone deserves a home that is safe, secure, and well maintained. It's why the government has launched the 'Make things right' campaign to ensure those living in social housing who have issues with their home know their rights, know how to complain, and feel empowered in the knowledge that their voice will be heard.**

**For more information visit [gov.uk/social-housing](https://gov.uk/social-housing)**



HM Government

### Social housing issue? Know how to complain.

- 1** **Report** it to your landlord.
- 2** **Complain** to your landlord, if you're still not happy.
- 3** **Escalate** to the Housing Ombudsman, if you're not happy with your landlord's final response.

Everyone deserves a safe and secure home. **Know your rights.**

Visit [gov.uk/social-housing](https://gov.uk/social-housing)

Make things right

# STAFF UPDATES

It has been a busy year for recruitment at Arawak Walton this year!!

## STARTERS



**ASIA HASSAN** has joined the Finance Team as our full time Assistant Accountant. Asia is currently studying her AAT and is hoping to become a qualified chartered accountant in the next few years.



**MYA OKOLI AND TRACEY SOUTHWARD** have joined the Customer Services Team as our new Customer Service Advisors. Both have experience in customer facing roles and are welcome additions to the team.

**PRECIOUS PRIDDING-BELL** is our new Trainee Customer Service Advisor and has joined the Association on a 12 month development contract.



**ESPERANCA LOPES** is our new Corporate Services Officer and has joined the Association on a 12 month fixed term contract. Esperanca has experience in a variety of HR related matters and is a great addition to the team.

## LEAVERS



**TROY BROWNE** has left the association this month to start a new role at One Manchester. We wish him the best of luck!

**MUHDIN ABDI** left the association in January. We wish him well in his new role!

**SABRINA KHAN** left the association in February to start a new role at Johnnie Johnson. Sabrina has been with the association for 8 years and will be missed dearly by the tenants at her scheme!

**JOAN BENNETT** retired from the association after an incredible 18 years in our Customer Services Team. Joan always went above and beyond for our tenants and always with a smile on her face. Joan was known and loved by everybody. We wish her well for the future.



## PUZZLER COMPETITION WINNERS



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



**MR SERTZIO KIERAI**



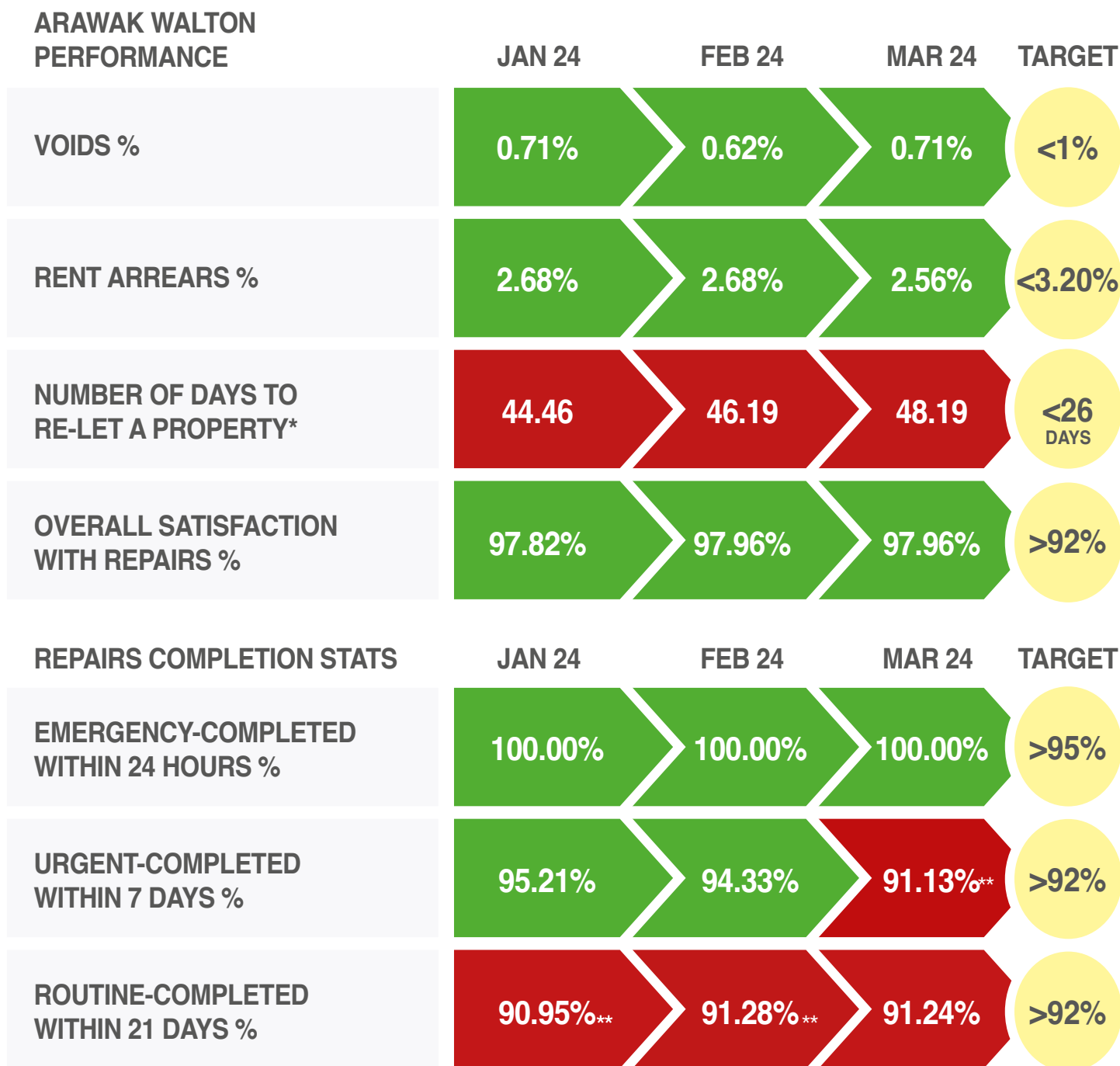
**MR VAN ALPHANSO DUNKLEY**



**MR SAJJAD SARWAR**



## HOW WE ARE PERFORMING (KPI'S)



**KEY**   ON TARGET   MISSED TARGET

\*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

\*\*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.

# 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 **Tuesday 30th April 2024**



## EASTER WORDSEARCH



- BUNNY
- CARROT
- CHICK
- CHOCOLATE
- COTTONTAIL
- CROSS
- DECORATE
- EGGS
- FIND
- FLOWERS
- GOOD FRIDAY
- HIDE
- HOLIDAY
- HOLY
- HUNT

- LENT
- MIRACLE
- PASSOVER
- PRAYER
- RABBIT
- RESURRECTION
- RISEN
- SACRIFICE
- SALVATION



## SPOT THE DIFFERENCE

There are 5 differences - circle the differences on image 2.

1



2



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

**Q: How many new starters have joined the association in the Customer Services Team this year?**

A. ....

Name: .....

.....

.....

Address: .....

.....

.....

.....

Telephone: .....

Email: .....