



Arawak Walton NEWS

Housing Association



Winter 2024

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MERRY CHRISTMAS AND HAPPY NEW YEAR

Arawak Walton Housing Association
Margaret House,
23 Manor Street,
Ardwick,
Manchester M12 6HE

Tel: 0161 272 6094

Out of hours: 0800 389 4616

Website: www.arawakwalton.com

Email: contact@arawakwalton.com

Check us out on X and facebook: @arawakwalton

CORPORATE NEWS

CHRISTMAS OPENING TIMES



Our office will close on Tuesday 24th December at 3pm and will reopen on Thursday 2nd January 2025 at 9am.

Our emergency repairs service will operate throughout the holiday period.

THE EMERGENCY REPAIR TELEPHONE NUMBER: 0800 389 4616.

Non-emergencies/non-urgent repairs should be reported to our office (0161 272 6094) on Tuesday 2nd January 2024.

Arawak Walton would like to wish you all health and happiness over the festive season and a happy New Year!

New CEO Ulfat Hussain



I'm thrilled to introduce myself as the new CEO of Arawak Walton Housing Association, and I want to start by saying what an honour it is to serve our communities in this role. Since my first day on October 21, I've felt incredibly welcomed by the team and inspired by the dedication of everyone who works here. My commitment as CEO is to ensure that we continue to provide safe, quality, and affordable housing and that we're always striving to improve the experience for every single one of you.

At Arawak Walton, we have a long history of putting tenants at the heart of what we do, and that's something I'm dedicated to building on.

I know that to create the best possible services, we need to listen to and work with the people who live in our homes. Your insights, concerns, and suggestions are valuable, and I want to make sure you feel heard. Over the next few months, I'll be out visiting different neighbourhoods and speaking with as many of you as possible. These visits are an important way for me to get to know our communities, hear about what's working well, and understand where we can make improvements.

I'm also committed to keeping you updated. I'll be sharing my thoughts regularly in this newsletter to keep you informed about what we're working on, including any new projects, improvements, and plans for the future. My aim is to create an open line of communication, so you know what's happening and have the chance to provide feedback.

This is just the beginning, and I am excited about the journey ahead. I'm looking forward to building strong connections with each of you and working together to make Arawak Walton a place we are all proud to call home. Thank you once again for the warm welcome, and I look forward to meeting many of you soon.

Ulfat Hussain
Chief Executive

MAKING A COMPLAINT?



Making a Complaint is easy. If you would like to complain about our service, you can submit your complaint by contacting us directly by phone, email or post, or in person at our office – 23-25 Manor Street, Manchester, M12 6HE.

We will acknowledge your complaint in **5 days** and respond to it fully within **10 days**.

If you have an emergency, please phone our Emergency Repair Telephone Number **0800 389 4616**

To submit a complaint online, please do so by visiting **arawakwalton.com/complaints**

PROPERTY REFURBISHMENT



We recently undertook a refurbishment project of our properties following the tenant vacating.

The property was not returned in a condition suitable for new tenants. Our Property Delivery Manager, Tracey, worked closely with the contractors to bring the property back up to a condition that is ready for a new family.

Fantastic Hygiene carried out the clearance works, KLM did the property refurbishment, 4 Seasons the gardening. The property has been fully decorated in a modern light grey offering bright fresh walls making a difference to how it looks and feels.

BEFORE



AFTER



SEASONAL NEWS

FEED THE FAMILY AT CHRISTMAS FOR £20



We understand that Christmas adds an extra pressure on households who may already be struggling with day to day living costs, so our new Tenant Engagement Officer, Cheryl has found a way to cook up a Christmas feast for 6 for £20. All based on Aldi's current prices.

INGREDIENTS

1 kg Onions	80p	1 jar of Honey	75p
Fresh thyme	52p	Sage & onion stuffing	45p
1 Garlic bulb	35p	Cranberry sauce	55p
2 kg Extra-large chicken	£5.19	Wholegrain Mustard	65p
2 kg Potatoes	£1.35p	Vegetable oil	£1.99
1 kg Carrots	69p	Plain flour	79p
Streaky bacon	£1.45p	Cornflour	£1.69p
Brussel sprouts	95p	Dried mixed herbs	59p
Parsnips (500g)	55p	Chicken Stock Pots	99p
		(Optional Pigs In Blankets	£1.99)



We had added this information to our website as well as the cooking process to help dish up this delicious festive meal.



LOCAL PANTRIES TO HELP WITH THE COST OF LIVING



COVERDALE & NEWBANK COMMUNITY GROCER

Provides food and household toiletries at a discounted cost. £2.50 for £20 worth of items.

For Ardwick residents in need.
No referral required

Thursdays 11am – 1.30pm

Address: 217 Stockport Rd, Longsight,
M12 4DY

THE BREAD & BUTTER THING

Provides food parcels:
£35 worth of food for £7.50 or less.

People need to sign up to the service to access it.

T: 07860 063 304

E: hello@breadandbutterthing.org

Address: Zion Centre, 339 Stretford Rd,
M15 4ZY

Text the number above with your full name, postcode and the name of the you would like to collect from.

FALLOWFIELD & WITHINGTON FOODBANK

Provides food parcels and drop-in services.

People must be referred via their housing provider, Citizens Advice, Social Worker or social prescriber.

Open: Fridays 12pm – 2pm

T: 07411 077 654

E: info@fallowfieldwithingtonfoodbank.org.uk

Address: Union Chapel, 2b Wellington Rd,
Fallowfield M14 6EQ

ACCG COMMUNITY GROCER

Supporting the community with
Ethnic & General Foods

£5 for up to 15 items

Open: Monday to Friday
10am to 3pm

www.communiitygrocery.org.uk

YOU DON'T NEED TO BE ALONE THIS CHRISTMAS



Christmas can be a hard time of year for many people, however if you are feeling isolated it can be even harder.

Rainbow Sunrise are putting on a Christmas Dinner this Christmas for the those who live in the Cheetham/Crumpsall and surrounding areas who may be lonely this Christmas.

Please call or email to book your place.



Christmas Savings Tips



MAKE A LIST – AND CHECK IT TWICE

Christmas shopping on impulse is dangerous. So make an old-fashioned shopping list and stick to it. Remember, shops spend a fortune on targeting your spending impulses – a list helps you beat them.

Even if you're shopping on the high street, remember to benchmark the prices using shopbots first.



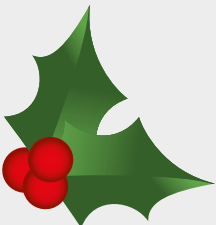
HAVEN'T USED IT SINCE LAST CHRISTMAS? FLOG IT

If a few quid more in the Christmas fund would really help, flogging via eBay's a good way to start.

Selling on Vinted is a brilliant way to make extra cash by flogging your own wardrobe – especially as there are NO fees for sellers. For collection only items, Facebook Selling is another great option.



TRY TO GET ON BOARD WITH RE-GIFTING



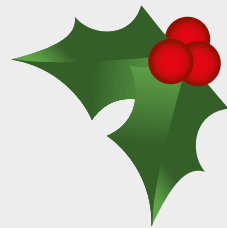
If it is something that you know someone else will love then that is absolutely fine. I would be fine with knowing that something was re-gifted to me because we have all got to think like that and be a bit more circular. We have to re-train our brains and how we think about gifting.



FAMILY GIFTS OR SECRET SANTA

If you've got a lot of people to buy for, such as extended family and friend groups, suggesting a Secret Santa (use an app such as Elfster to organise) is a great way to keep costs down.

Similarly, buying a 'family gift', such as a large box of chocs, a hamper or a board game, can be a great way to gift to a group rather than buying individual presents.



TRY OWN-BRAND ALTERNATIVES

Many go all out at Christmas, buying the best of everything to treat friends and family. But is that food product really the best or is that simply what a marketer wants you to believe? The packaging might look more opulent but look at the ingredients list to see if you can tell the difference. In the weeks leading up to Christmas, try 'downshifting' some standard family favourites – go from branded to supermarket own-brand and see if they notice. You may be surprised by the results. If they don't notice a difference, stick with the cheaper product.



LOOK DOWN

Supermarkets try all sorts of tactics to make us spend more, but there's a simple trick to finding better-value items. More expensive items are usually placed at average eye-level, often with a better-value pack of the same branded product on the bottom shelf. It may mean initially paying more for a bigger pack, but you'll get more for your money gram for gram.

COMMUNITY EVENTS

BLACK HISTORY MONTH



On Tuesday 29th October, Bougainvillea gardens hosted the annual Black History Month celebration.

Staff, Board Members and Tenants attended and enjoyed amazing Caribbean food, a presentation from renowned author Deanne Heron on Black History, a Breast Cancer awareness presentation from Can-Survive, and a free raffle. It was a full house and we look forward to next years celebration.

This year in addition to Black History month we will also celebrate Breast Cancer Awareness month in partnership with Can Survive UK.





Back in August, Arawak Walton attended the Longsight Festival, which was held to celebrate all of the different cultures and communities that have made Longsight their home.

There were performances, showcases, and activities, with opportunities for local artists and performers to present their work to the community. Local talent was supported through workshops and other planned activities throughout the day of the festival.

Tenants and residents were pleased to see Arawak Walton taking part and we received great feedback.

“I raised a repair last week, and got my letter the next day confirming my repair!”

“Last year I had a blocked toilet, they came out in the evening to unblock it”

“I don’t phone anymore, I just email. It’s much more easy”

But we also got a couple of comments that we need to work on:

“When I phone up to speak to my housing officer, they don’t always call back”

“I had a problem with my boiler, they must have come out 3 or 4 times to fix it”

Overall, the day was a great success, we completely ran out of stock and we will definitely be back next year.



CAROL P DUHANEY ARTS AWARDS ART EXHIBITION AND CEREMONY



Cheryl, our new Tenant Engagement Officer attended the Carol P Duhaney Arts Awards Art exhibition and ceremony by Education2Realisation back in September.

Education2Realisation offers Tutoring and homework support - One-to-one tutoring and group sessions, Art & History presentations, creative activities, and workshops. E2R provides coaching, mentoring and activities to raise the aspirational achievements of young people and adults, maximising their educational potential and support mental health and wellbeing.

The event was also attended by Troy, one of our Board Members whose daughter won an Arts prize for her drawing.

This year was the third year of the Arts awards and the 1st year they had any corporate sponsorship. Arawak Walton donated £1500 to the event.



WEST INDIAN SPORTS AND SOCIAL CLUB LUNCH



Cheryl, Tenant Engagement Officer and, Keeda, Housing Officer attended this lunch event on 4 September with partners from across Manchester.



WELFARE AND SUPPORT UPDATES

TRANSITION TO E-VISAS



Who needs to set up access to an eVisa?

Almost all non-British or non-Irish passport holders will need an eVisa to prove their immigration status.

Who doesn't need to set up access to an eVisa?

British or Irish citizens with a passport or the right of abode.

Why is this so important?

Like physical immigration documents, eVisas will be needed to prove a person's right to rent, work and access benefits in the UK. They will replace any other documentation as proof of a person's immigration status. They will be crucial for people's day-to-day lives.

More information can be found on our website or by scanning the QR Code.



CHILD SAFETY MEDIA



Child Safety Media work with children aged 9 – 11 around themes of safety - Fire, Police, Travel Safe etc. and important themes around County Lines which would be beneficial for our tenants and their children.



They deliver these sessions in every borough in Manchester, Greater Manchester and Trafford and we have agreed to work in partnership with them.

Our tenant engagement officer has agreed to attend their upcoming events, and Arawak Walton have agreed to donate £500 to help towards the costs of running their child safety events in our areas of operation.

To find out more about the organisation you can visit their website <https://www.childsafetymedia.co.uk>



The Salvation Army have created a guide with some information and useful actions to take to ensure your

heating system is working, how condensation is formed in the home and how to reduce it and ensure your building is ready for winter. In preparation for when the weather turns, now is the time to ensure all measures have been undertaken to ensure your property is working at its peak.



GETTING YOUR HOME WINTER READY

To ensure your heating system and building is ready for winter this guide has set out several actions for both domestic and commercial properties.

1. Ensure your heating system has been serviced and any repairs are completed in advance of the weather changing.
2. Make sure you are fully aware how the controls work on your heating system, and they have been set to efficient settings.
3. Ensure your building is ready for winter.

WHAT IS BLACK MOULD

Small amounts of condensation can be found in most homes, but if you do not deal with it, and it is allowed to get worse, then black mould growth can occur. This can form on walls, surfaces personal possessions.

Black mould is almost exclusively caused by condensation and is usually found at the skirting level in rooms, in the corners of walls and ceilings or on cold surfaces. Mould can also appear on cold surfaces such as tiles and windowsills or behind furniture where the air flow is restricted. Mould and mildew can also grow on furnishings, curtains and even clothes and shoes and can spoil wallpaper and furnishings.

WHAT IS CONDENSATION?

Condensation is caused by moisture in the air. There is always some moisture in the air, even if you can't see it. When air gets colder it can't hold all the moisture and tiny drops of water appear – this is condensation. You may notice it when you see your breath on a cold day, or when the bathroom mirror mists over when you have a bath or shower.

HOW TO REDUCE CONDENSATION?

Reduce the amount of moisture in the air by:

- Putting lids on saucepans
- Drying clothes outside, or in a tumble dryer. If you must dry clothes inside make sure it's in a heated & ventilated room, and keep a window open to allow moisture to escape
- Make sure your tumble dryer is vented outside
- Don't dry washing on radiators
- Adding cold water to the bath first, to create less steam
- Don't use bottled gas or paraffin heaters as they produce large amounts of water vapour Mop up condensation every day.

HOW TO TREAT MOULD?

- Use a fungicidal wash to clean affected walls, ceilings, and paintwork. These are sold in supermarkets and DIY stores. Make sure you buy one with a Health & Safety Executive (HSE) approval number and follow the manufacturer's instructions.
- Empty cupboards and wardrobes that have been affected by mould and thoroughly clean all the contents.
- Dry clean mildewed clothes and shampoo carpets.
- Once you have successfully eliminated the mould, redecorate using fungicidal paint and fungicidal wallpaper paste, however if you don't manage your condensation then mould is likely to return.
- The only lasting way to avoid mould is to reduce the condensation in your home.





We are delighted to announce the launch of our 'Life & Progress – Tenant Support & Wellbeing Service' which we launched on the 15th November 2024.

This is a dedicated telephone and online assistance programme, providing you with fully confidential support, guidance, professional advice, and in the moment counselling, available 24 hours a day, 365 days a year – free of charge.

The services available include Counselling, Financial Information & Guidance, Debt Advice, Mental Health

Support, General Wellbeing and more. In addition, there is a Mental Health Support mobile app available (called 'MyMindPal') that is available on the App Store & Google Play, for you to download to your smartphone to use.

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

Life & Progress
Tenant Support & Wellbeing Service
General Information & Guidance

Some of the issues covered, but not limited to:

Holiday Problems	Noisy Neighbours	Tax
Housing Queries	Maternity Leave	Family Concerns
Faulty Goods & Consumer Rights	State Benefits	Redundancy
Dealing with the Police	Harassment at Work	Divorce
Human Rights Queries	Care Homes & Voluntary Organisation Lists	Everyday Living

TSWS
Freephone:
0330 094 8845

www.tenantcare.co.uk



Home ownership only for the rich?

Would you like to buy a home?

Or does it feel completely out of reach?

What makes it so hard?

And what needs to change?

The Centre for Progressive Change is launching a housing campaign aimed at making home ownership possible for people with lower incomes.

This starts with listening: they want to hear from you about your views and experiences.

If you want to take part in the survey, please use this QR code.





A tenant group can make a real difference to your community



We want our tenants to:



If you are interested in getting involved, please email cjackson@arawakwalton.com



Following the latest Tenant Quality Panel Meeting, it was agreed that the Right to Repairs Policy would be scrutinised.

Here are some of the photos from this meeting. If you would like to join the Scrutiny Panel and be involved in helping shape the way the association operate, please contact, our Tenant Engagement Officer, Cheryl at cjackson@arawakwalton.com



TENANT VOICES SCRUTINY PANELS.

- ### 1 WHAT IS A SCRUTINY PANEL?

The tenant led Scrutiny panel ensures that tenant voices are at the heart of what we do, by working in partnership with staff and tenant quality panel members, to ensure our services reflect the needs and views of the people who use them.


- ### 2 WHY DO WE NEED IT?

To achieve better performance and improved services for residents, scrutiny panels can also improve our practices, policies, and procedures for the benefit of all tenants.


- ### 3 WHY IS IT IMPORTANT?

Tenant-led scrutiny panels are important, as it allows us to better understand our tenants' views and priorities. And helps us understand areas where we need to make improvements.


- ### 4 WHAT DOES THE PANEL DO?

 - Involving tenants in setting policies and standards.
 - Taking tenants' views into account before decisions are taken.
 - How to support tenants to hold their landlords to account.
 - Take an independent look at our performance.
 - Set priorities for reviewing our services.
- ### 5 WANT TO JOIN ?

If you would like to get involved and make a difference at Arawak Walton scrutiny panel, you don't need any previous experience, you just need to be enthusiastic and to care about improving the services that affect you. You need to be aged 18 year and over and live in one of our homes.


- ### 6 CONTACT US

We want to hear from everyone to so that we can reflect the diverse community of our association. If you are keen to make a difference and work with us to improve our services, we'd love to hear from you! Email us at cjackson@arawakwalton.com to get involved.



SAVINGS ON BUS TICKETS



From Thursday 5 December, applications are open to access the new Adult Bee Bus Annual Ticket and repay through a credit union at no extra cost.

Tickets can be activated for use from 5 January 2025 - the Bee Network launch date. With the product priced at £800, this represents a saving of 23% or £240 compared to a seven or 28-day bus ticket over the course of a year.

This discount is available to all bus passengers across Greater Manchester through joining a local credit union and repayments can be made monthly or weekly.



PREVENTING SEXUAL HARASSMENT



In October 2024 a new duty for employers under the Equality Act 2010 came into force, called the 'Worker Protection Act'. Employers now have a legal duty to take reasonable steps to prevent sexual harassment against their employees and to ensure that they create a safe working environment.

We have taken some positive and preventative steps to strengthen our protection of our employees while they are at work. We have developed a new policy on Sexual Harassment and have carried out a risk assessment. Both of these have been saved on our website under 'policies' and outline the steps we take to support our staff and to protect them from harassment from other people – which can include other staff, customers, contractors and/or any other third parties.

We have also arranged some training for our managers so that they fully understand the new legislation how to ensure that their teams are safe from sexual harassment while carrying out their jobs. All of our staff members will receive training on the new legal duty. We are committed to creating a safe working environment for our staff members while they are at work.



PUZZLER COMPETITION WINNERS



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

MRS MAHMOODA AHMAD

MRS P EDWARDS

MR ALAN BARRA SAIDE

STAFF UPDATES

STARTERS

NEW

ASH RAHMAN

Ash has joined the association in as our Property Assistant, a new role to the association. His role is imperative to the Property Team and he has settled in well!

CHERYL JACKSON

Cheryl is our new Tenant Engagement Officer, and joined the association in August. Many of you may have already met Cheryl through the amazing work she is doing with our tenants and in our communities.

MICHAEL REDFORD

Our newly appointed Operations Director, Michael joins the association in January. Michael will replace Kate Forrester who has been an incredible support to the association during a time of restructure and change.

SHARON PARTINGTON

Sharon joined the association as our Compliance Manager on a temporary basis however has since been offered the position permanently. Sharon brings a wealth of experience and knowledge with her.

LEAVERS

GOOD LUCK

DEAN MOONEY

Dean Mooney has resigned from his post as Property Inspector for a new position with Onward Homes. Dean started with the association back in 2017 as a Customer Service Advisor and has worked his way up to Property Inspector. Good luck Dean!

STEPHEN MURITHI

Our IT Assistant, Stephen left the association this month. Stephen was a great asset to our IT team. We wish him well with his next venture!

ASHLEY COLEMAN

Ashley Coleman left the association in August. Ashley joined Arawak Walton through a government kickstart scheme and worked her way to being the Senior Customer Services Officer. Huge thanks to Ashley for the work she has done with Arawak Walton, and we wish her good luck in her new role!

NEW BOARD MEMBERS

NEW

At our Annual General Meeting in September Robert Wakefield and Sally Penni, two of our current board members stepped down as their term at Arawak Walton as Board Member came to an end.

To replace their position on the Board, we officially appointed Nigel Gloudon and Julie Jarman as Board Members and we look forward to working with them. I have included their photos so you can recognise them.



Julie has over 20 years' experience working in the voluntary sector focusing on UK anti-poverty and International development and has 7 years Board Member experience within the NHS.



Nigel is a chartered accountant and is currently Associate Director of Finance and Performance for NHS Cheshire and Merseyside Integrated Care. He has Board Member experience across a variety of sectors, include Manchester Victoria Baths Trust & the M6 Theatre Company.

HOW WE ARE PERFORMING (KPI'S)



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

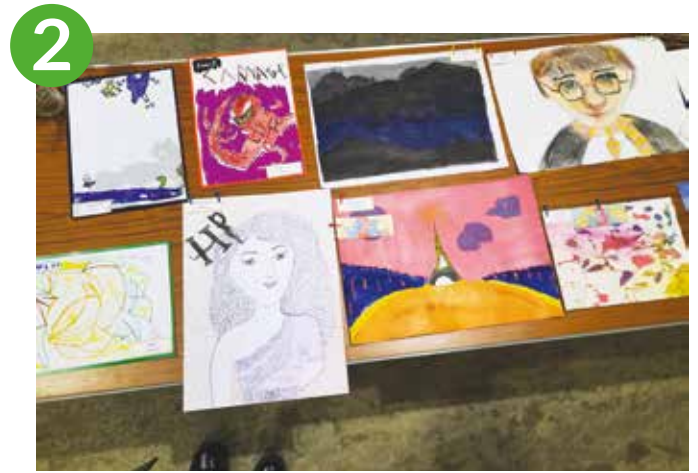
You will be entered into a prize draw to win a £10 gift voucher. Three winners will be selected. We will reveal the winners in the next Newsletter! Good luck!

Good luck!

Must be submitted by: 31st January 2025



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



CHRISTMAS WORDSEARCH



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

- | | | |
|--------------|----------|----------|
| CHRISTMAS | TINSEL | GIVING |
| JINGLE BELLS | SANTA | SWEATER |
| CANDY CANE | PRESENTS | REINDEER |
| DECORATING | ELF | HOLLY |
| BAUBLES | FAMILY | FEAST |
| | | CAROLS |



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

Q: What was the name of the art exhibition our Tenant Engagement Officer attended?

A.

Name:

.....

.....

Address:

.....

.....

.....

Telephone:

Email: