

STRENGTH THROUGH ADVERSITY



**Arawak
Walton**
Housing Association
Passionate About People

ARAWAK WALTON
ANNUAL REPORT 2021

Chairperson's Statement

Events of the last year have rocked the world, with a global pandemic changing the way we all live our lives and sadly causing the death of many loved ones.

Here in the UK the whole population was forced to confront a life-changing situation where we were forced to stay at home, locked down within our individual households. For some this meant total isolation, for others the pressure-cooker atmosphere of large families forced to remain indoors for many weeks with little or no access to the outside world.

Living in such unprecedented times has meant that we have been forced to adapt our working and home lives and get used to what has been widely termed as a 'new normal'.

Home working, home schooling and home exercising was widely embraced, supermarket delivery slots were prized, and an hour in the fresh air became a treasured treat. Video calls with families, quiz nights and cook-alongs with friends and relatives helped many people get through, whilst online exercise classes replaced gym sessions for many.

We clapped for the NHS, applauded the essential workers and were grateful to recognise the support from local neighbours and our wider communities.

Lockdown also highlighted the hardships many people were facing. Mums relying on food banks to feed their families, parents concerned about lack of IT equipment to help their children with home schooling or working from home, elderly people in care homes cut off for months from family and friends and the all-encompassing fear of catching or spreading the virus.

Coronavirus is the adversity that this generation has had to face, just as generations before us have faced their own adversities. Those before us have had the atrocities of war, the distress of those from the Windrush and Batory generations who arrived in Britain by invitation to find a much less welcoming country than they anticipated.

But throughout history the people of this country have shown a resilience and strength to survive against all odds and our experiences of the Covid pandemic have shown that this generation, too, has the ability to show resilience. For this reason, our latest annual report is entitled 'Strength Through Adversity'. The following pages celebrate the many diverse ways in which Arawak Walton, through its staff, tenants and stakeholders have managed the challenges of one of the toughest 12 months of our history and in many areas has come out stronger and more resilient than ever, with a greater sense of achievement and community.

"We have come out stronger and more resilient than ever, with a greater sense of achievement and community"

I must, as always thank everyone who has worked so hard this year to make Arawak Walton the respected and successful organisation it is today. From the founder members who remain actively interested in our work, current and past Board members, staff, partner organisations and finally our great tenants who make our work so worthwhile.

Please take the time to look through the following pages and I hope you find the information provided interesting and enjoy the many stories you will read. The Report also doubles up as a calendar for 2022 so enjoy looking at it over the next 12 months.



Evelyn Asante-Mensah OBE
Chair
Arawak Walton Housing Association



Our Mission

With its roots in the African Caribbean community, Arawak Walton Housing Association champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods.



Coat of Arms

The Association is firmly rooted in history, taking its name from the Arawak Indians – a tribe of farmers and fishermen who were the original inhabitants of the Caribbean Islands and can be seen today on the coat of arms of Jamaica.

January 2022

1 Sat	New Year's Day
2 Sun	
3 Mon	
4 Tue	World Braille Day
5 Wed	
6 Thu	Epiphany
7 Fri	
8 Sat	
9 Sun	Birthday of Guru Gobind Singh
10 Mon	Seijin Shiki (coming of Age day) Bodhi Day
11 Tue	
12 Wed	
13 Thu	
14 Fri	Maghi Makara Sankranti
15 Sat	
16 Sun	Religious Freedom Day World Religion Day

17 Mon	Tu B'Shvat Martin Luther King Day
18 Tue	Thai pusam
19 Wed	
20 Thu	
21 Fri	
22 Sat	
23 Sun	
24 Mon	
25 Tue	Burns Night
26 Wed	
27 Thu	
28 Fri	
29 Sat	
30 Sun	
31 Mon	

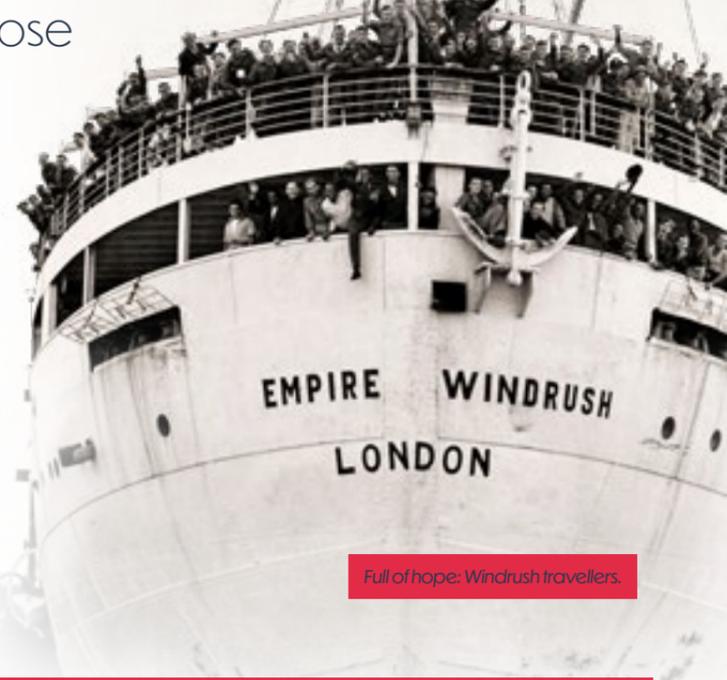
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Building on strong foundations

Our work in supporting those in need in the Manchester area goes back over four decades.

It began in 1978 with the formation of Walton Housing Association, which was followed by the creation of Arawak Housing Association in 1984 before the two associations merged to become Arawak Walton Housing Association in 1994.



Full of hope: Windrush travellers.

January 1, 1863 The Abolishment of Slavery in America

The news that President Abraham Lincoln had freed the slaves did not reach Texas until two years later, in 1865.



Windrush Defenders

Many of our original residents were part of the so-called Windrush generation, invited to the UK shortly after the war to help fill labour shortages. They were named after iconic photos of hopeful young men and women arriving on the SS Empire Windrush, but the Windrush was one of many vessels to bring migrants from former colonies such as the Caribbean, Africa and Asia.

Arriving in the UK, these enterprising individuals looked forward to the promise of good jobs and a better life, but the reality was often very different. Many faced intolerance from the white population and were refused access to some shops, pubs, clubs and even churches, forcing them to settle in the poorest areas of Britain's largest cities, where while work was abundant, the welcome was anything but.

Their strength of will and determination to forge a life in a new country prevailed, however, and as well as their labour, people brought their dance, music, writing and art, and culinary skills which has permeated UK culture and forged a more tolerant society.

As our work has spread beyond Manchester into neighbouring Stockport and Trafford, we are proud of our role in creating thriving, multicultural, tolerant communities in some of the most deprived areas of the city, helping those at a time when they need it most by providing quality homes where people can feel safe and secure and put down roots.



Young men travel to England in search of jobs and a better future.

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February 2022

1	Tue	Chinese New Year
2	Wed	Candlemas (Feast of the Purification)
3	Thu	Setsubun
4	Fri	World Cancer Day
5	Sat	Vasant Panchami
6	Sun	
7	Mon	
8	Tue	
9	Wed	
10	Thu	
11	Fri	
12	Sat	
13	Sun	
14	Mon	Valentine's day
15	Tue	Nirvana day
16	Wed	

17	Thu	
18	Fri	
19	Sat	
20	Sun	
21	Mon	
22	Tue	
23	Wed	
24	Thu	
25	Fri	
26	Sat	
27	Sun	
28	Mon	Rare disease day

Business as usual

After the initial shock of lockdown in March 2020 we all quickly realised that the world goes on, albeit in a different way.

We still needed to meet our targets, maintain our standards and keep in touch with our tenants. One of the benefits of being a smaller housing association is that we were able to adapt our working practices very quickly and continue as near normally as possible, despite initially having to work from home.



Office chairs were delivered to those working from home.

Feb: February 5, 2004

23 Chinese cockle pickers working as illegal immigrants lost their lives when they were drowned by treacherous incoming tides in Morecambe Bay

Their gangmaster Lin Lian Ren was jailed for 14 years in 2006.



During lockdown we ensured that staff had the necessary equipment to enable them to do their jobs safely from home, with office chairs, laptops delivered out to those requiring them and strong reliance on IT and



telephones to ensure communication was maintained and progress monitored.

Many larger housing associations with in-house maintenance teams stopped all planned works, but because we work with a number of local external contractors, we were able to forge ahead with our asset management plans once lockdown eased.



Over the summer we purchased eight additional properties, one of which is our first home in the Sale area. These two and three bedroom properties are based in Higher Openshaw, Rusholme, Longsight, Blackley, Gorton and Moss Side. All required full refurbishment before being ready to let.



In July we also bought our fifth home as part of our collaboration with Manchester City Council in providing larger homes for homeless families.

A further four properties were acquired in March 2021, bringing the total number of properties acquired in the financial period 2020/21 to 13, against a target of 10. All but two of the properties acquired this year have been let at social rent levels, which is a priority for our tenants who are often working in low income jobs, to ensure they are affordable.

March 2022

1	Tue	Shrove Tuesday St David's day
2	Wed	Lent (begins) / Ash Wednesday Nineteen day fast start
3	Thu	World book day
4	Fri	
5	Sat	
6	Sun	
7	Mon	
8	Tue	International Womens day
9	Wed	
10	Thu	
11	Fri	
12	Sat	
13	Sun	
14	Mon	Commonwealth Day
15	Tue	
16	Wed	Fast of Esther Purim

17	Thu	Shushan Purim St Patricks day
18	Fri	
19	Sat	Holi
20	Sun	Nineteen day fast end / Naw Ruz Spring Equinox / International day of happiness
21	Mon	International elimination of Racial discrimination day World Down Syndrome day
22	Tue	
23	Wed	
24	Thu	
25	Fri	
26	Sat	
27	Sun	Mothers day British Summer Time Starts
28	Mon	
29	Tue	
30	Wed	
31	Thu	

Communication, not isolation

The welfare of our staff and our tenants is ingrained in our culture, so our main aim was to ensure that no-one felt isolated due to the changes in circumstances caused by Covid.

A priority was to invest in a new telephone system which enabled better communication channels for staff working from home.

Our approach was very much 'business as usual' with none of our staff being furloughed and their special skills harnessed to make the most of their talents. For example, Customer Services Advisor Joan Bennett was tasked with making welfare calls to older and vulnerable tenants, who often wanted little more than to hear a friendly voice on the end of the phone.



Joan offers a friendly voice at the end of the phone.

All Housing Officers also made welfare calls and were able to identify and help tenants who were struggling.

March 7, 1965 'Bloody Sunday'

Peaceful protestors marching against the killing of black civil rights activist Jimmie Lee Jackson were viciously beaten and teargassed by police.

One particular example was a lady struggling to cope financially with insufficient money to keep up rental payments and buy food and keep her home warm. Housing Officer Sandra McKenzie

"All Housing Officers also made welfare calls and were able to identify and help tenants who were struggling."



Food parcels being delivered

informed her about Discretionary Housing Payments and assisted her to apply for this by completing an online application with her over the telephone and sourced a fuel voucher to help with gas and electricity payments.

As soon as we were able to, our office front door re-opened for business, with all the necessary arrangements to keep both our staff and visitors safe, with mask wearing, hand sanitisers and wipes, and reception screens in place, plus social distancing measures to help protect staff.

April 2022

1	Fri	April fools day
2	Sat	World Autism Awareness day / Ramadan (Starts) Ugadi
3	Sun	
4	Mon	
5	Tue	
6	Wed	
7	Thu	World health day
8	Fri	
9	Sat	
10	Sun	Palm Sunday Ram Navami
11	Mon	
12	Tue	
13	Wed	
14	Thu	Maundy Thursday / Vaisakhi Lent (Ends) / Mahavir Jayanthi
15	Fri	Fast of Firstborn / Passover (Starts) Good Friday
16	Sat	Holy Saturday Hanuman Jayanti
17	Sun	Easter Sunday
18	Mon	Easter Monday Guru Angad Dev
19	Tue	
20	Wed	
21	Thu	
22	Fri	
23	Sat	Passover (Ends) St George's day
24	Sun	
25	Mon	World Malaria day
26	Tue	
27	Wed	Yom HaShoah
28	Thu	Laila Ad-Qadr (Night of Power)
29	Fri	
30	Sat	

Coping with change

In April 2020, Arawak Walton sent a survey to all tenants in a bid to understand how people had been affected by the Covid pandemic and what we could do to help support them.

We received a total of **133** responses (12%)

Of those who responded, 56% reported being negatively financially impacted by the pandemic, while 55% felt their mental health had been affected. The survey revealed that many of our tenants are self-employed, on zero hour contracts. Others in employment had been furloughed or seen agency work dry up, leading to financial struggles. Almost a third of respondents had been advised to shield, and many more reported feelings of boredom, loneliness, anxiety, and missing friends and loved ones.

56% reported being negatively financially impacted by the pandemic

55% felt their mental health had been affected



April 4
1968 Civil rights leader and Nobel Peace Prize recipient Martin Luther King was assassinated



We responded by pausing rent arrears action for those financially affected by Covid and making sure that all tenants knew what Government support they were entitled to. We also assisted with benefits applications and food provision for many who had never been through the welfare system before.



We made welfare calls to our tenants to check on their wellbeing and share information on lifelines like pharmacy and food parcel deliveries for those unable to get out.

We worked with partners to facilitate mental health support and 'buddy' calls for tenants who missed having someone to talk to and gave tips and activity ideas for families to keep the children busy while schools were closed.

Throughout all phases of the pandemic, we committed to supporting our tenants through those difficult times.

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May 2022

1 Sun	
2 Mon	Early May Bank Holiday (May Day) Ramadan (ends)
3 Tue	Eid Al-Fitr Akshaya Tritiya
4 Wed	
5 Thu	Yom HaAtzmaut Birth of Guru Amar Das
6 Fri	Vesak (Buddha Day)
7 Sat	
8 Sun	
9 Mon	
10 Tue	
11 Wed	
12 Thu	
13 Fri	
14 Sat	
15 Sun	
16 Mon	

17 Tue	
18 Wed	Lag B'Omer
19 Thu	
20 Fri	
21 Sat	World Day for Cultural Diversity for Dialogue and Development
22 Sun	
23 Mon	
24 Tue	
25 Wed	World Africa Day
26 Thu	Ascension Day
27 Fri	
28 Sat	
29 Sun	Ascension of Baha'u'llah
30 Mon	
31 Tue	World No-Tobacco Day

Care and concern

Despite the restrictions caused by Covid, we are proud to have demonstrated care and concern for our tenants' wellbeing.

A broken gate would not normally be deemed a priority, but for one tenant who is a front line worker a speedy repair gave her the chance to get some much-needed rest whilst her children played out in the garden safely.



In another instance, we successfully completed a socially distanced letting, enabling a tenant to move from severely overcrowded accommodation into a much more comfortable home.

A decision to create personal garden space at the front of three city centre properties brought much needed privacy and a safe relaxing environment for three families.



Arawak Walton worked with Cancer Support UK to provide a home to a potentially homeless man who

was diagnosed with cancer whilst going through the immigration process. Worried about going through treatment whilst not having a permanent address was causing him additional stress, but we moved quickly to ensure he had a safe place to call home. Extracts from a letter from Cancer Support UK read:

"I honestly do not think he believed it until I said to him 'go and open your front door'. I think it was only then that it sunk in. Thank you so much for your immense contribution."



We also worked quickly to adapt the property of a tenant who had been hospitalised and required extra equipment fitted to enable him to cope at home.

This culture of care and concern, to ensure the wellbeing of all our tenants wherever possible, is embedded in the genes of those who work for Arawak Walton, and we are proud that these are just a few of the many people we have been able to assist.

May 25, 2020

George Floyd was murdered by a white police officer in Minneapolis whilst being arrested on suspicion of using a counterfeit \$20 bill

The police officer was filmed kneeling on Floyd's neck for over nine minutes whilst he was handcuffed and lying face down.



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June 2022

1	Wed	
2	Thu	Spring Bank Holiday
3	Fri	Platinum Jubilee Bank Holiday
4	Sat	Shavuot (Begins)
5	Sun	Pentecost
6	Mon	Shavuot (Ends)
7	Tue	
8	Wed	Race Unity Day
9	Thu	
10	Fri	
11	Sat	
12	Sun	Trinity Sunday
13	Mon	
14	Tue	World Blood Donor Day
15	Wed	
16	Thu	Corpus Christi Martyrdom of Guru Arjan Dev
17	Fri	
18	Sat	
19	Sun	Father's Day
20	Mon	
21	Tue	Summer Solstice International Yoga Day
22	Wed	Windrush Day
23	Thu	
24	Fri	
25	Sat	
26	Sun	
27	Mon	
28	Tue	
29	Wed	
30	Thu	

Teamwork

Working as a closely knit team has long been credited as Arawak Walton's success as a housing association and the strong links between individual teams certainly came into play when lockdown struck.

Almost overnight, colleagues had to work out how to operate collaboratively without being able to be in the same room to work through challenges and enlist the support of others where necessary.

Regular communication was vital to ensure that things continued to run smoothly, with Microsoft Teams harnessed for virtual meetings and team briefings. Staff even experienced their first ever online conference, which was deemed a great success.



Working remotely via video calls

June 2020

Manchester Evening News reports how Home Office data reveals that black people in Greater Manchester are three-and-a-half times more likely to have force used against them by police



Flexibility was a further requirement, with staff stepping outside regular roles to assist colleagues and there was a true 'Dunkirk spirit' as everyone in the organisation pulled together to maintain standards and support our tenants, e.g. our Chief Executive and housing officers worked hard to deliver PPE to our sheltered schemes.

We have continued to adapt our workforce, expanding teams as necessary to support the work of the organisation and replacing staff who have left to pursue other interests.

Over the past year we have been reviewing the working practices of our operations teams to ensure that we continue to provide the best possible service for our tenants.

This has resulted in some restructuring of our organisation, with the creation of new roles providing development opportunities for a number of staff.

A new Maintenance Team has been created on a trial basis, headed by Tracey Foster, who has been promoted to Maintenance Delivery Supervisor.

Our Communal Services team, headed by manager Lisa Jowrey, looks after our communal properties and sheltered schemes. She is assisted by Housing Officer Stephen Birss, covering for Monika Rahmen who is on maternity leave.

Our Customer Services team continues to be run by manager, Jo Moon, who is now assisted by former trainee Natasha Daley who has been promoted to Senior Customer Service Adviser.

"We have continued to adapt our workforce, expanding teams as necessary to support the work of the organisation"

Tara Horner continues to manage our Housing Services team, supported by Charmaine Hylton who has been appointed as a Senior Housing Officer. We have now appointed a housing assistant to provide much needed administrative support to the team.

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July 2022

1	Fri	
2	Sat	
3	Sun	
4	Mon	
5	Tue	
6	Wed	Birth of Guru Hargobind
7	Thu	
8	Fri	
9	Sat	Eid Al-Adha (Feast of Sacrifice)
10	Sun	
11	Mon	
12	Tue	
13	Wed	Asalha Puja (Dharma Day)
14	Thu	
15	Fri	
16	Sat	

17	Sun	Fast of 17 Tammuz
18	Mon	
19	Tue	
20	Wed	
21	Thu	
22	Fri	
23	Sat	Birth of Haile Selassie
24	Sun	Pioneer Day
25	Mon	St James the Great Day
26	Tue	
27	Wed	
28	Thu	
29	Fri	Islamic New Year
30	Sat	
31	Sun	

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Adapting and evolving

Although day to day working practices changed to conform to Covid requirements, there were some key milestones that still needed to be achieved.

With face to face meetings cancelled, the IT team was called upon to ensure the association had the capability to conduct online meetings for larger groups. All of the Board meetings were conducted in this way and in September Arawak Walton held its first ever Annual General Meeting via video conferencing.



Urgent repairs were undertaken at the earliest opportunity to do so safely and compliantly and by the end of May we were able to resume non-urgent repairs.

July 30, 2005
Liverpool teenager Anthony Walker is brutally murdered with an ice axe



The planned maintenance programmes including new boilers, fencing, kitchens, bathrooms and painting were all achieved. Despite lockdowns delaying this process we were proud that our policy of using local contractors assisted in continuing to meet our targets. This also had the added bonus of supporting our local contractors to continue in business and maintain their workforce teams.

After the first lockdown eased, some staff were able to return to the office, albeit with many changes in place to respect social distancing and with screens, masks and hand sanitisers in place for protection from the virus.



Staff also came into the office on a rota basis, so social distancing could be maintained, and we were able to provide a limited service to customers, including helping tenants without IT at home to complete online claims.

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August 2022

1 Mon	Lammas
2 Tue	Guru Harkishan Singh Jayanti
3 Wed	
4 Thu	
5 Fri	
6 Sat	
7 Sun	Tish'a B'Av Ashura
8 Mon	
9 Tue	International Day of the World's Indigenous Peoples
10 Wed	
11 Thu	Tu B'Av Raksha Bandhan
12 Fri	
13 Sat	
14 Sun	
15 Mon	
16 Tue	

17 Wed	Birthday of Marcus Garvey
18 Thu	Krishna Janmashtami
19 Fri	
20 Sat	
21 Sun	
22 Mon	
23 Tue	
24 Wed	
25 Thu	
26 Fri	Manchester Pride Big Weekend
27 Sat	Manchester Pride Big Weekend
28 Sun	Manchester Pride Big Weekend
29 Mon	Summer Bank Holiday Manchester Pride Big Weekend
30 Tue	
31 Wed	Ganesh Chaturthi

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Acceptance



With Greater Manchester being particularly hard hit by the pandemic, recording consistently high rates of infection, local communities became adept at managing the changing restrictions.

The first lockdown was, for many, the hardest in that the sudden loss of freedom and closure of offices, schools and local facilities brought major lifestyle changes. But gradually local communities found ways to help and encourage each other and when lockdown eased last summer people were happy to embrace their new-found freedom.

The periods in and out of lockdown brought many adaptations to maintain social connection and support and also to maintain a semblance of normality

and connection. At Daisy Bank Court, one of our sheltered housing schemes, our Scheme Manager Sabrina Khan organised monthly fish and chip events for residents and regular walks for tenants to socialise and exercise safely.

With many people unable to celebrate Christmas as usual with their loved ones, a sheltered scheme specialist came up with the novel idea of 'Christmas in a Box' to be delivered to tenants living at Daisy Bank Court.

Behind the brilliant idea was Donna Shaw, Sheltered Scheme Specialist at S4B, the regeneration partnership between Onward Homes, Vistry, Mears and Equitix with Manchester City Council. She enlisted support and funding from S4B, Buzz Health and Wellbeing, Greater Manchester Mental Health NHS Foundation and Arawak Walton.

Additionally, Arawak Walton worked in partnership with Manchester South Central Foodbank to provide the ingredients for Christmas dinner for eight families financially impacted by the pandemic.



The boxes contained fresh potatoes, carrots, parsnips, sprouts alongside stuffing mix, cranberry sauce, gravy granules, oil, seasoning, crackers, mince pies, Christmas pudding, custard, and a £10 supermarket voucher for any meat or vegetarian alternative of their choice.

August 28, 1963
Martin Luther King delivers his famous "I have a dream..." speech at a civil rights demonstration in Washington

Martin Luther King Jr.



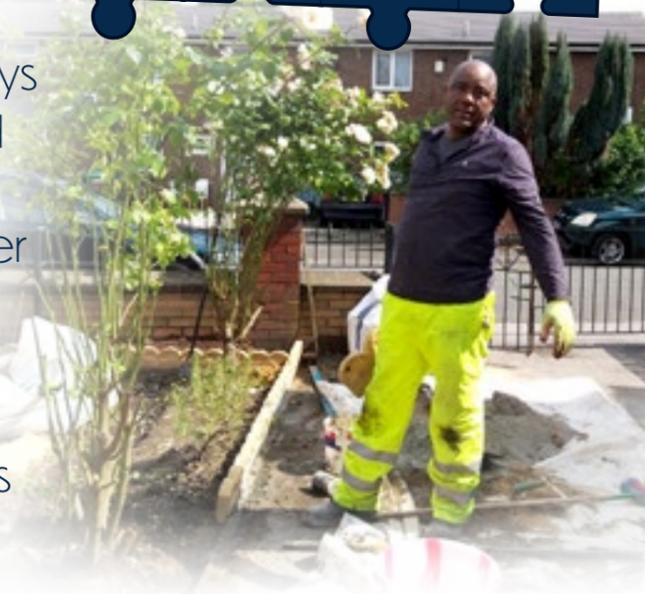
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September 2022

1 Thu	
2 Fri	
3 Sat	
4 Sun	
5 Mon	
6 Tue	
7 Wed	
8 Thu	International Literacy Day
9 Fri	
10 Sat	
11 Sun	
12 Mon	
13 Tue	
14 Wed	Triumph of the Cross
15 Thu	
16 Fri	
17 Sat	
18 Sun	
19 Mon	
20 Tue	
21 Wed	World Alzheimer's Day ARAWAK WALTON AGM
22 Thu	
23 Fri	
24 Sat	
25 Sun	Rosh Hashana (Starts) Jewish New Year
26 Mon	
27 Tue	
28 Wed	Fast of Gedaliah
29 Thu	
30 Fri	

Supporting the community

One of the most significant ways Arawak Walton has supported the community is to employ people living locally. A number of our staff are local, some are even our housing association tenants, and we have a policy of employing local contractors wherever possible.



Among the local contractors we use are Hadfield & Britain for gas boiler repairs, plumbing and gas safety checks; IJM for all electrical requirements; Go Window Blinds who measure and supply a full range of window blinds; and Aquaclenz for all drainage services including clearing blockages, CCTV surveys and collapsed drain repairs.



September 27, 1957

Civil Rights Act signed by President Dwight Eisenhower

Whilst this Act had limited impact, it paved the way for more effective civil rights laws in the 1960's.



Our newest approved contractor is Pommells G&C. Managing Director Derrick Pommel and his team

have no need for a satnav to find their way around as they are all local. They have many years' experience in many trades, including plumbing, joinery, roofing, cleaning, decorating and general maintenance.

Pommells G&C became an approved contractor after attending a Contractors

Workshop event back in February 2020, which was facilitated by Richard Davis of Amazin' Business Solutions (ABS) Ltd and a founding Board Member, to help local contractors understand more about securing work in the housing sector.

Arawak Walton was one of the housing associations which attended the "Meet the Buyer" workshop, which was hailed as a resounding success.



Derrick Pommel said:

"Pommells G&C is very proud to be associated with an organisation like Arawak Walton Housing Association. I appreciate that they give local businesses an opportunity. We enjoy providing an excellent service for the tenants and the feedback we receive from them will encourage us to continue to provide the best service possible."

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October 2022

1 Sat	Black History Month (full month)
2 Sun	Feast of Guardian Angels International Day of Non-Violence
3 Mon	
4 Tue	Yom Kippur Dussehra
5 Wed	World Teacher's Day
6 Thu	
7 Fri	Milad Al-Nabi
8 Sat	
9 Sun	First Day of Sukkot
10 Mon	
11 Tue	
12 Wed	
13 Thu	
14 Fri	
15 Sat	
16 Sun	Shmini Atzeret

17 Mo	
18 Tue	Simchat Torah
19 Wed	
20 Thu	
21 Fri	
22 Sat	Birth of Guru Ram Das
23 Sun	
24 Mon	Diwali
25 Tue	
26 Wed	
27 Thu	Birth of Baha'u'llah
28 Fri	
29 Sat	
30 Sun	British Summer Time Ends
31 Mon	Halloween

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Maintaining standards

We are proud that, despite all the distractions of the pandemic, we maintained top ranking for two very important standards set, by the Social Housing Regulator, and the Investors In People "Gold" awards.

The G1/V1 rating is the highest grading that can be achieved, and we were pleased that this was maintained at our annual review, which is a standard judged in relation to The Governance and Financial Viability Standard of the Regulatory Framework.



October 16, 1995

The Million Man March was held around the Mall to place black issues back on the nation's political agenda

Two years later, a Million Woman March was held to focus on women's and family issues.



Additionally, following our interim review with Investors In People, Arawak Walton retained its gold award.

Specific feedback from our assessor included:

- Good progress made following the recommendations suggested last year.
- Impressive response to lockdown and keeping a tight grip on our KPI's despite changes to working practices.
- Interest in new projects, e.g. climate change, IT improvements.
- Retention of a stable staffing structure during a very difficult period when so many other organisations have had to make difficult restructuring decisions.
- The assessor was also impressed that an association as small as ours was able to deliver on so many fronts as would a larger organisation with greater resources.

The assessor provided us with further suggestions for our focus over the next 12 months and we look forward to the challenges they bring.

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November 2022

1 Tue	All Saint's Day
2 Wed	All Souls' Day Coronation of Haile Selassie
3 Thu	
4 Fri	
5 Sat	Guy Fawkes Night
6 Sun	
7 Mon	
8 Tue	Birth of Guru Nanak
9 Wed	
10 Thu	
11 Fri	
12 Sat	
13 Sun	Remembrance Sunday
14 Mon	World Diabetes Day
15 Tue	
16 Wed	International Day for Tolerance

17 Thu	
18 Fri	
19 Sat	
20 Sun	
21 Mon	
22 Tue	
23 Wed	
24 Thu	Guru Tegh Bahadur Jayanti Martyrdom of Guru Tegh Bahadur
25 Fri	
26 Sat	
27 Sun	
28 Mon	
29 Tue	
30 Wed	St. Andrew's Day

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Making a Difference

Much of our success is due to the support we get from our Board, which sets our vision and strategic success. Our Chief Executive, Cym D'Souza and the senior management team worked closely with the Board in helping to devise strategy and keep driving the association to achieve even greater heights.

We now have 1,194 homes in management, and it is our aim to reach the milestone of 1,245 houses by 2026.

Our ability to maintain our high standards in G1/V1 and IIP Gold is due to the excellent teamwork from every single member of staff and the support of our many stakeholders.

We regularly welcome new people to our Board and this year has seen four newcomers, Troy Tull, Rob Brown, David McGovern and Sharon Thomas. Due to the pandemic, they are yet to experience a Board meeting where everyone meets face to face, but we welcome their fresh insights and look forward to meeting them soon. Here is a little background about them all:



November 2020

Kamala Harris becomes the first black Vice-President-elect of America after Joe Biden is elected president

She was officially inaugurated in January 2021.



Troy is no stranger to Arawak Walton, having started his career as a Finance and Data Assistant in 2014 before leaving in 2016 to join Beever and Struthers. He is now a Senior Insolvency Administrator at Kay Johnson Gee LLP in their corporate restructuring and recovery department. He is responsible for managing a portfolio of formal insolvency procedures for businesses that are experiencing financial difficulties.



David is currently the Group Company Secretary at ForViva Group and has recognised experience in Governance and organisational improvement and development. David has 30 years of experience in both the Public and Non-Profit sectors, 20 of which are at a senior level. David has worked and been a volunteer in his local community for most of his adult life and has volunteered for and supported a number of Charities in that time.



Rob works at Manchester City Council (MCC) as a Project Manager in the Stakeholder Engagement Strategy & Partnerships Team. He has worked alongside Arawak Walton for a number of years as part of his role at the City Council. Rob has been on various Boards including Arawak Walton from 2005 – 2007. Rob brings with him 36 years of experience and knowledge of working in the housing sector at MCC.



Sharon is currently a Social Investment Specialist at S4B partner of Onward Homes and has over 36 years of experience working in the housing sector in different regions in a variety of roles across the UK. Sharon also volunteers in the local community as a youth director, treasurer of Cheetham Cultural Festival, Director of Burnside Community Centre in Middleton and supports various community initiatives.

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December 2022

1 Thu Beginning of Advent
World AIDS Day 2022

2 Fri

3 Sat

4 Sun

5 Mon

6 Tue

7 Wed

8 Thu

9 Fri

10 Sat

11 Sun

12 Mon

13 Tue

14 Wed

15 Thu

16 Fri

17 Sat

18 Sun First day of Chanukah

19 Mon

20 Tue

21 Wed Yule (Winter Solstice)

22 Thu

23 Fri

24 Sat Christmas Eve

25 Sun Christmas Day
Last day of Chanukah

26 Mon Boxing Day

27 Tue

28 Wed

29 Thu

30 Fri

31 Sat New Years Eve

Onwards and upwards

The challenges of the pandemic have proved beyond all doubt that working together as a team and community makes us all stronger.

We are proud to have been recognised for punching above our weight as a small association working with much bigger organisations and performing well in such challenging circumstances.

Our hard work has also been recognised in more exalted circles. Our Chief Executive, Cym D'Souza has been chair of BMENational for several years and in addition to demonstrating outstanding leadership for our own association during the pandemic, she has also been working closely at Government level to highlight the inequalities that Black, Asian and Minority Ethnic people still face in this country and sharing what Arawak Walton is doing to address this in the Greater Manchester area.

Our communities susceptibility to Covid has also been a major cause for concern and much research has been and continues to be undertaken in the medical world to gain a better understanding of why this should be.



"Since the day they took over, Arawak Walton have always looked after us. If I won a million pounds, I wouldn't be in a rush to leave here"

Roy Lucas, Resident



We also know that there remains uncertainty about "getting the job" for many people. Our staff, senior management team and Board members have led the way in encouraging tenants to go ahead and get the vaccine as soon as they were offered a job.

Taking time to understand our tenants, to listen and to take action to improve their lives has been the guiding force behind all our strategies and actions. So when tenants share with us that we have achieved this, it is extremely rewarding.

One such example is Roy Lucas, aged 83, who has lived in Birch Court for 11 years. He moved in when the property was managed by another housing association and was a little

unnerved to find he would be getting a new landlord just a few months later. At that time, he was having to use the guest shower room at Birch Court as he found himself unable to get in and out of the bath in his own flat. "The floor was always absolutely filthy, and I used to get people complaining about me using the guest shower, even though I hated it," he recalled. "So, I was astonished to be approached by the Arawak Walton team who informed me that my flat was to be refurbished and that I even had a choice over some of the fixtures and fittings." Roy speaks very highly of the way the association looks after the tenants and values the support of Dwaliqa Brown, the Scheme Manager.

December 1, 1955

Rosa Parks and the Montgomery Bus Boycott

Rosa Parks triggered a year-long boycott when she was arrested for refusing to give up her seat to a white bus passenger. Eventually the Supreme Court upheld a ruling by a lower court that segregated seating was unconstitutional and the federal decision came into effect on December 20, 1956.



www.arawakwalton.com
24 hr repair line: 0800 389 4616

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Special Tribute to Elouise Edwards

28.12.1932 – 23.01.2021

We were very sad to learn of the passing of one of our founding members, Mrs. Elouise Edwards. Elouise was well known in the local community and her traditional attire was guaranteed to brighten up any of the events she attended.

Born in Guyana, South America, Elouise was the youngest of 10 children born to Erica Grimes who was married to Samuel Chandler. She grew up in Guyana and married her husband, Beresford Edwards in 1955. Beresford moved to England in 1960 and was joined a year later by Elouise and their eldest son, Beresford Jr. The family settled in Manchester, with Beresford, known as Berry, taking work at printing company BG Lithographic where he became their youngest foreman ever.

The couple went on to have three more sons, Mark, Ian and Conrad, who were all born in Manchester and still live in the city.

Both Berry and Elouise were active in their local community, but Beresford also became a prominent figure in protesting against racism. His work in fighting racism in the early 1960s in England changed the face of labour and employee's relations in England. In a case which made legal history, Berry took on one of the most powerful trade unions in Britain, the Society of Graphical and Allied Trades (SOGAT), the printers union and won!

From 1967 until 1971, Beresford served as the Regional Secretary of the Committee Against Racial Discrimination (CARD). His efforts in the organisation aided the passing of the Race Relations Act 1976 and his efforts in fighting racism continued throughout his life, including organising national support for the New Cross fire in London in 1981, when 13 Black teenagers lost their lives in a fire believed to have been an act of racism. It led to the Black People's Day of Action in March 1981 to highlight the discrimination against people of colour in the UK.

In 2000, Beresford was conferred with the title "Chief Nana Bonsu" at a State of Race Conference. He died in Guyana in March 2003.

Meanwhile, Elouise became an active community worker. She was involved in over 35 organisations throughout Greater Manchester including the co-founder of Manchester Sickle Cell & Thalassaemia centre, Arawak Walton Housing Association, Cariocca Enterprises Manchester Limited, NIA Cultural centre, Culture Week, Roots Oral History Project, Roots Festival, I'N'I Rules OK Radio Programme on



BBC Radio, African & Caribbean Mental Health Services, Mosscares Housing Association, Black People In The Criminal Justice System, Abasindi Women's Co-operatives, African Caribbean Care Group For The Elderly & Infirm, Family Advice & Community Resource Centre and many others.

Elouise received an MBE (Member of the British Empire) for her tireless services to the local community. The University of Manchester also

awarded her an honorary degree of Master of Arts for services to the community.

Elouise was also involved with the following organisations over many years, namely: Northwest Arts Group, Ahmed Iqbal Ullah Centre (The University of Manchester), Kath Locke Centre, the Progress Trust, Chel Group, 1981 Disturbance Committee and many others. The Nigerian Community of Manchester gave her the title of Honorary Chieftain with an official naming ceremony conducted by Chief Reogigi-ugo of Nigeria, who performed the ceremony and presented her with an award. She became known as 'Mama Edwards' within the Manchester Black Community for her tireless work within the community.

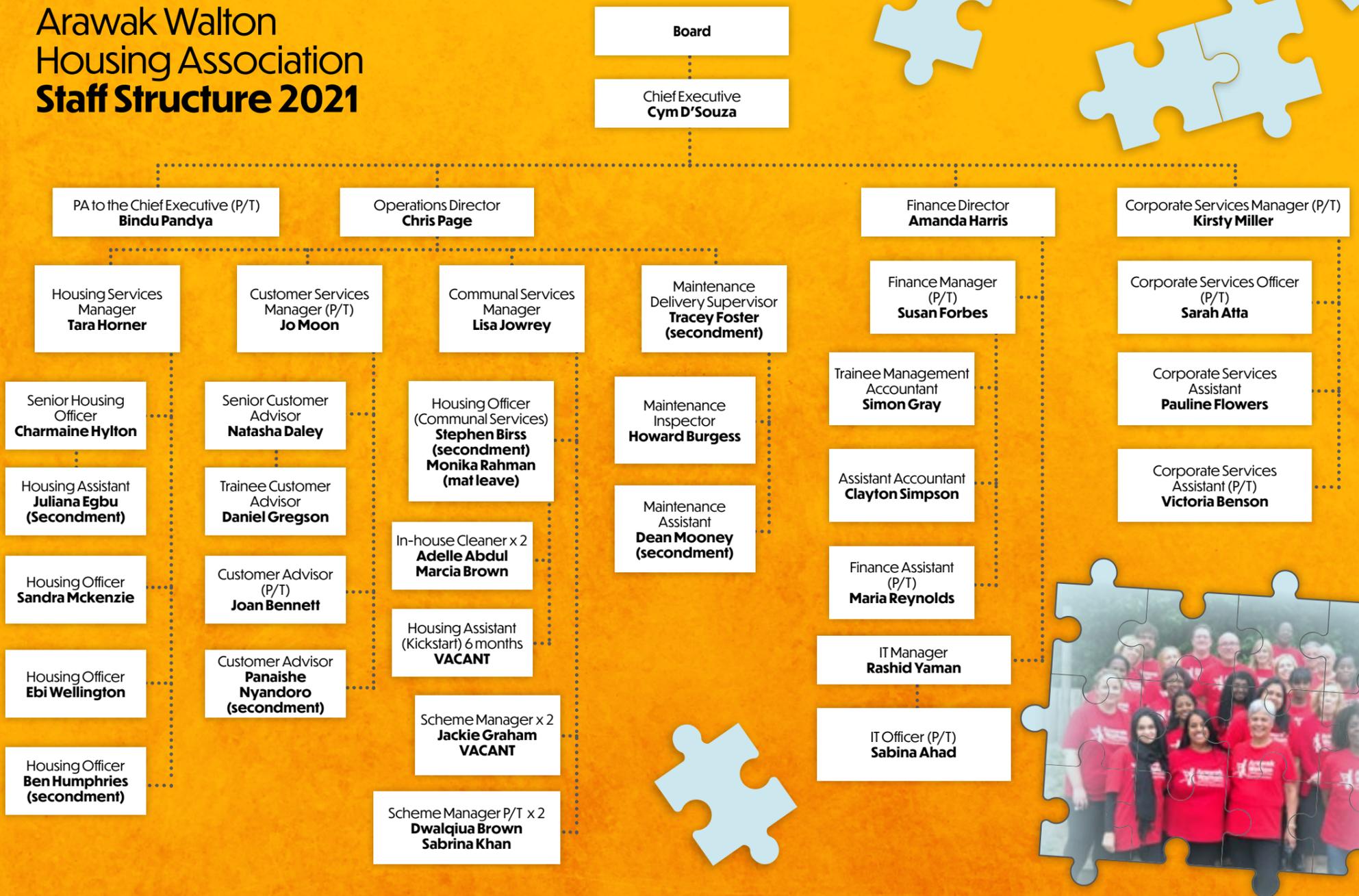
In addition to her sons, Elouise left 16 grandchildren and 8 great-grandchildren. We are ever grateful that together with the other founding members, she was inspired to create Arawak Walton.

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Arawak Walton Housing Association Staff Structure 2021



Our Staff



Cym D'Souza
Chief Executive



Chris Page
Operations Director



Amanda Harris
Finance Director



Kirsty Miller
Corporate Services Manager (P/T)



Bindu Pandya
PA to Chief Executive (P/T)



Jo Moon
Customer Services Manager (P/T)



Tara Horner
Housing Services Manager



Susan Forbes
Finance Manager (P/T)



Rashid Yaman
IT Manager



Lisa Jowrey
Communal Services Manager



Pauline Flowers
Corporate Services Assistant



Sandra McKenzie
Housing Officer



Simon Gray
Trainee Management Accountant



Ebi Wellington
Housing Officer



Sarah Atta
Corporate Services Officer (P/T)



Stephen Birss
Housing Officer (Communal Services) (Secondment)



Victoria Benson
Corporate Services Assistant (P/T)



Jackie Graham
Scheme Manager



Joan Bennett
Customer Advisor (P/T)



Monika Rahman
Housing Officer (Communal Services) (Mat Leave)



Dwaliqua Brown
Scheme Manager (P/T)



Natasha Daley
Senior Customer Advisor



Sabrina Khan
Scheme Manager (P/T)



Juliana Egbu
Housing Assistant (Secondment)



Dean Mooney
Maintenance Assistant (Secondment)



Charmaine Hylton
Senior Housing Officer



Tracey Foster
Maintenance Delivery Supervisor (Secondment)



Clayton Simpson
Assistant Accountant



Howard Burgess
Maintenance Inspector



Ben Humphries
Housing Officer (Secondment)



Daniel Gregson
Trainee Customer Advisor



Panaishe Nyandoro
Customer Advisor (Secondment)



Marcia Brown
In-house cleaner



Maria Reynolds
Finance Assistant (P/T)



Sabina Ahad
IT Officer (P/T)

Adelle Abdul
In-house cleaner

Our Board



Ms Evelyn Asante-Mensah
OBE, DLit, MA
Chair of Board
Pennine Care NHS Foundation Trust, Chair of the North West Regional Black, Asian and Minority Ethnic Assembly, Chair of Bridging the Gap Manchester (Manchester, South Central Foodbank), Governor at Manchester Metropolitan University, Associate Community Governor at St. Mary's CoE Primary School

Length of Service: Since 2013



Mr David Brown
MCII
Deputy Chair (Chair of Audit)
Director of Operations, Pine Court Housing Association, Co-opted Board Member, Community Gateway Association

Length of Service: Since 2014

Members



Ms Anita Patel
(Chair of Remuneration)
Masters in Housing Studies, MCII
Business Intelligence/Business Change Manager, Great Places Housing Group

Length of Service: Since 2014



Mr Rob Wakefield
BSc (Hons), CPFA
Chief Executive, Community Gateway Association, Trustee of Preston Vocational Centre

Length of Service: Since 2016



Ms Sally Penni MBE
LLB (Hons) in Law, FRSA, C.C.M.I
Barrister at Kenworthy's Chambers, and Door tenant 4 Bream Buildings London, Bencher at Honourable Society of Gray's Inn, Vice Chair of Association of Women Barristers, Founder and CEO of Women in the Law UK, Trustee Royal Exchange theatre Manchester, Vice Chair of Governors, Camberwell Park SEND School, Manchester, Trustee of Access to Justice Foundation, Member of Productivity Institute

Length of Service: Since 2017



Ms Jenny McGarry
Head Teacher, St Mary's C.E. Primary School

Length of Service: Since 2019



Mr Troy Tull
Senior Insolvency Administrator
Kay Johnson Gee

Length of Service: Since 2020



Mr David McGovern, DL, BA (Hons), MA (Hons)
Group Company Secretary, ForViva Group

Length of Service: Since 2020



Mr Rob Brown
Project Manager, Central Neighbourhoods Team, Neighbourhoods Directorate, Manchester City Council

Length of Service: Since 2020



Ms Sharon Thomas
Dip H.E., B.A. Hons, Mental Health First Aider
Social Investment Specialist at S4B partner of Onward Homes, Volunteer as a youth director, Treasurer of Cheetham Cultural Festival, Director of Burnside Community Centre

Length of Service: Since 2020

Board Resignations:
Hilda Kaponda
Paul Roberts

TOGETHER WE ARE STRONGER



Passionate About People

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