

## ANNUAL GENERAL MEETING

### The Association's Annual General Meeting took place in September 2021.

The meeting was held via video conferencing. We find that we were still able to hold a productive meeting, despite all being located remotely.

Shareholders attending the AGM heard that the Association's income for the year was just under £5.5m which was an increase of over £200k from 2020. This was due to the number of new properties acquired during the year and the full impact of those acquired in the previous year.

The Finance Director reported that the operating costs increased by around 2% which was largely due to a number of areas such as management, planned maintenance and scheme running costs where we have seen costs increase. During the year the Association invested just under £2m in maintaining and improving existing homes.

The Finance Director explained how we had acquired 13 new properties, costing £1m, mainly acquired from partner associations to ensure that properties remain at affordable rent levels for our tenants. However, she noted that growing through acquisitions and continuing with our aim to maintain our properties to a high standard means that costs are difficult to contain at existing levels. Additionally, we are expecting costs to increase in the next few years, as we continue to refurbish existing homes to achieve zero-carbon targets set by Greater Manchester.

The surplus before pension adjustments was £829k, which was £377k higher than had been budgeted.

The assets at the end of the financial year were £36.8m. In addition to the £1m spent on new acquisitions, it was confirmed that £500k was spent on component replacements such as windows, doors and kitchens.

Thanks, were given to the Staff, the Board, founder members, our partners, members of the Tenants Quality Panel and our lenders for their continued commitment and support.

In the Chair's absence, the Deputy Chair officially presented the Annual Report and noted that this year the annual report's theme was set around the challenges of the pandemic and the resilience of our communities "Strength through Adversity". The Deputy Chair said that it has been a challenging 12 months and stated that the ethos of the association remains true to its mission of providing quality homes to multi-cultural communities in Manchester, Trafford and Stockport, providing homes at truly affordable rents.



## SEPTEMBER BOARD MEETING

At the September Board Meeting members formally appointed Evelyn Asante-Mensah as Chairperson and the Honorary Secretary and David Brown as the Deputy Chair.

### During the course of the September Board meeting, members:

- Considered and reviewed who our community are and our role as a community-based association.
- Reviewed our Growth Strategy options.

### Members approved:

- The Management Accounts to 30th June 2021

## COMMUNITY NEWS

### SPONSORSHIP STORIES

Supporting community groups and projects is important to Arawak Walton and there is nothing we love more than hearing how our donations have helped local people and businesses.

Here is an email we received from Victoria Chunda of Authentic City Church

"A massive thank you from Pastor Chunda, me and everyone at Authentic City Church Life Changers Project, for the sponsorship of £500 for our community fund to help change the lives in our community. It is vital that we continue to support those in greatest need via our community food bank, feeding program for the homeless for those in need and our community cafe."



We made a donation to KYSO, a youth organisation whose goal is to identify and help young people who are likely to have a turbulent transition to adulthood and offer a positive support system to avoid the pitfalls that can derail their lives. The donation was used to purchase JD Sports gift cards which were given out to their members as prizes.

## WINDRUSH DEFENDERS

### Face-to-Face Windrush surgeries held at AWAHA office's

In the wake of the 2018 'Windrush Scandal', a group of volunteers came together to support the Windrush generation and their descendants to apply for documents to prove their legal status and claim compensation. They were holding regular surgeries within the community until lockdown forced them to stop holding meetings face-to-face. It was vitally important to the team that these meetings were reconvened after lockdown.

Over the past few weeks, the meetings have been held at our offices in Ardwick every Thursday. We are so pleased we can do something to support this worthy project.

If you settled in the UK before 31st December 1988, you may be able to claim compensation if you suffered losses because you could not show that you had a right to live in the UK. Windrush Defenders can support you with this claim and could also assist with getting confirmation of your right to live, work or study in this country.



**Call Windrush Defenders Legal  
Community Interest Company on  
0161 672 2098.**

## BLACK HISTORY MONTH

**As our enclosed Annual Report highlights, events of the past 18 months have rocked the world, and, have forced many to see the reality of the racism that still exists, from black people dying disproportionately in the pandemic to the murder of George Floyd.**

These are just some of the reasons why Black History Month is arguably even more important this year than ever. Black History Month takes place every October and is a time to reflect on the past and look forwards to the future. This year Arawak Walton have teamed up with other housing associations across Greater Manchester to produce a campaign around this year's theme of 'Proud to Be'. The campaign will showcase our staff and colleagues to share what they are proud to be – as part of a month-long celebration of the incredible richness and diversity of Black and Brown heritage in the UK.

We will also work with the National Housing Federation to share stories about why the month is so important to us. It is not just a month to celebrate the continued achievements and contributions of black people in the UK and

around the world, it is also a time for continued action to tackle racism, reclaim Black history, and ensure Black history is represented and celebrated all year round. As 2020 showed, and 2021 continues to show, Black history is being made every day, in all kinds of ways.

**Keep an eye on our website and social media throughout October for more about Black History Month.**

**"Black History Month for me is all about celebrating and remembering all those diverse people past and present who made a difference to the lives of ordinary people. They gave hope for change, acted as role models to young people to aspire to greater things. It's good to revisit their journeys. It encourages me to continue to raise my voice when I see injustice and inequality."**

**Cym D'Souza, Chief Executive of  
Arawak Walton Housing Association**



**CELEBRATE  
BLACK  
HISTORY  
MONTH**

**NATIONAL  
HOUSING  
FEDERATION**



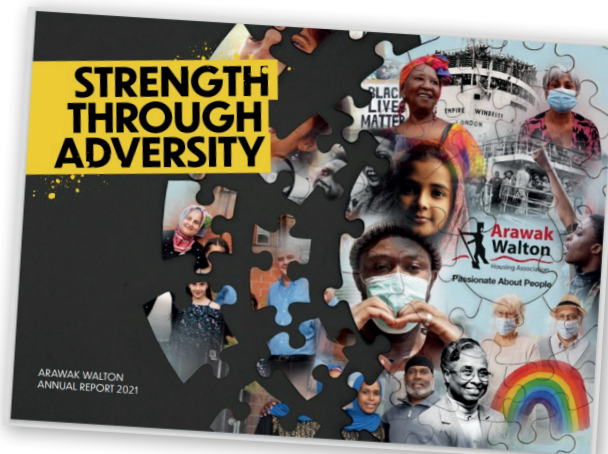
# ANNUAL REPORT 2021

## The Theme of this year's Annual Report is "Strength Through Adversity"

We have included our Key Performance Information as part of this Annual Report and we hope you enjoy reading this along with the articles in the Annual Report.

We would love to hear your feedback on this. Please complete the enclosed questionnaire attached and return via email to [bpandya@arawakwalton.com](mailto:bpandya@arawakwalton.com). Your comments and feedback are always valued.

You can view our latest Annual Report and Performance Information at <https://arawakwalton.com/our-performance/>



## PERFORMANCE STATISTICS (KPI'S)

ARAWAK WALTON PERFORMANCE	JUL - 21	AUG - 21	SEP - 21	TARGET
VOIDS %	0.46%	0.64%	0.64%	<1%
RENT ARREARS %	2.38%	2.38%	2.37%	<3.20% *
NUMBER OF DAYS TO RE-LET A PROPERTY	18	29.8	26.7	<30 DAYS
OVERALL SATISFACTION WITH REPAIRS %	95.78%	100%	100%	>96%
REPAIRS COMPLETION STATS	JUN - 21	JULY - 21	SEP - 21	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100%	100%	100%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.53%	98.12%	98.11%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.11%	98.01%	98.05%	>92%

KEY   ➡ ON TARGET   ➡ MISSED TARGET

\* The target for re-let turnaround has been increased from 18.5 days to 30 days to reflect the impact of the COVID lockdown when we were unable to let properties for 2 months