



Arawak Walton NEWS

Housing Association



Summer 2021

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PUZZLER

Spot the difference and wordsearch



WELCOME BACK!
OUR OFFICE IS OPEN FROM
9AM TILL 5PM

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Manchester M12 6HE

Tel: 0161 272 6094 **Out of hours:** 0800 389 4616

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Website: www.arawakwalton.com

Email: contact@arawakwalton.com

Check us out on Twitter @arawakwalton and **facebook.**



In March 2021 we acquired a further 4 properties from Jigsaw Homes, which are a mix of 2 and 3 bed terraced properties in areas where we already have homes.

These are currently being fully refurbished and the homes will be ready to let in the Summer at social housing rents.

This has meant that we have acquired 13 properties during 2020/21, which has again exceeded our target of 10 properties per year.

HEALD GROVE KITCHEN PROJECT



Novus Property Solutions are one of our contractors who have a great understanding of how we work with our tenants to meet their needs.

They worked with Arawak Walton to install new kitchens to our properties on Heald Grove. In particular, they learnt a lot about different cultures and the need for different design such as deeper sink bowls and storage facilities to accommodate larger family needs.

Following the completion of the Heald Grove project, Novus kindly donated 50 Easter Eggs for the families living there.



FIX MY STREET APP



The Fix My Street app and website is a quick and easy way to report problems in your community, even if you don't know who those reports should go to.

You can report issues such as fly-tipping, street lighting problems, broken pavements and graffiti.

The app has GPS location finder. You can take photos and upload them to the app.

The issues reported go directly to the relevant local authority, and remain active on a public forum until the issue has been resolved.

You can report problems by downloading the app or via the website www.fixmystreet.com



LESS POLLUTION FOR POMMEL'S



Pommell's G&C are one of Arawak Walton's trusted maintenance providers. Many of the team live locally to Moss Side and Whalley Range and know our areas really well.

The company is always striving to be more environmentally friendly, considering things like the products they use and how to reduce journey times.

In a pilot scheme to reduce road pollution, Desmond is now using an electric bike to travel between local minor repair jobs.

So, look out for Desmond on his bike and give him a wave if you see him out and about!



HOWARD'S HOME TIPS



HERE ARE SOME BASIC SECURITY AND GENERAL MAINTENANCE TIPS FROM OUR MAINTENANCE INSPECTOR HOWARD.



Do not leave windows open when your home is left unattended.



Do not leave keys under doormats, plant pots or waste bins (opportunists know all the likely places for hiding keys).



Ensure your house alarm is switched on when you leave your home.



Ask for proof of identity for anyone visiting you especially if you are not expecting anyone (we and our contractors always carry ID badges).



Check your taps are turned off fully and report any leaks straight away. During the course of the year a dripping tap could waste enough water to take 10 baths!



Use LED light bulbs which can save you money on your electric bill and last much longer.



Heat and ventilate your home to avoid condensation, open windows and use fans when bathing, cooking or drying laundry. If you see mould developing do not wait for mould to take over. Purchase a good quality mould spray (HG mould spray is one of the better ones). Clean off the mould following the manufacturer's instructions before it has chance to take over.

Disability Energy Support



INSIGHT

April 2021
Newsletter

A little about us...

Scope is a disability equality charity covering England and Wales. Our vision is to achieve a society where all disabled people can enjoy equality and fairness. We support this vision through the services we provide to disabled people and their families across England and Wales.

There are 14 million disabled people in the UK. Our Disability Price Tag report shows that on average disabled people face extra costs of £583 per month. Energy bills make up part of those extra costs.

Disability Energy Support was put together in November 2020 with the aim of reaching disabled households to improve their ability to afford and manage their energy needs. The service is delivered through telephone appointments with 1 of our trained expert energy advisers.

Appointments are available to all households across England and Wales where 1 or more disabled person lives. Customers can receive free, impartial advice and support on:

- Energy debt
- Switching tariffs or supplier
- Energy efficiency advice
- Benefits, grants, and trusts
- Fuel vouchers
- Understanding bills
- Contacting the supplier

TOTAL ANNUAL SAVINGS MADE FOR CUSTOMERS THIS QUARTER

£83,603



SWITCHING SUPPLIER

Around 11 million households will see their energy bills increase by £96 this year if their tariff isn't the best deal for them.

Our energy advisers have been discussing switching tariff and suppliers with our customers throughout April and will continue to do this moving forward to ensure our customers are receiving the best energy deal for them.

If you would like support with switching, book an appointment today.

CASE STUDY



“ The advisor took one of my families biggest stresses and just dealt with it ”

A customer's daughter has a functional neurological disorder, so she now uses a wheelchair. She has had a stair lift and electric door fitted in her home and was feeling unsure about managing her rising energy costs and of what support was available to her and her family.

Her energy adviser supported her to switch tariffs, reducing her gas and electricity bills by £63 per month, £756 over the year. The adviser made sure she had the appropriate energy efficiency advice for her home and was aware of the benefits of registering for the Priority Services Register.

BOOK AN APPOINTMENT WITH AN ENERGY ADVISER BY CALLING US OR VISITING OUR WEBSITE



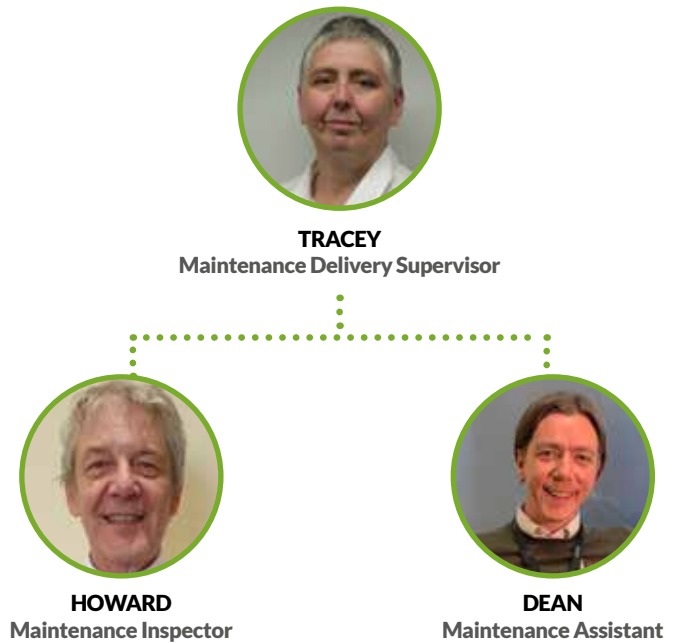
OUR OPERATIONS TEAMS

Over the past year we have been reviewing the way our Operations teams work to ensure that we continue to provide the best service to our tenants. We have restructured the teams and as a result, we have some new faces to introduce you to. Also some of the team have moved to new roles - here is an overview of the main changes:

MEET OUR NEW MAINTENANCE DELIVERY TEAM

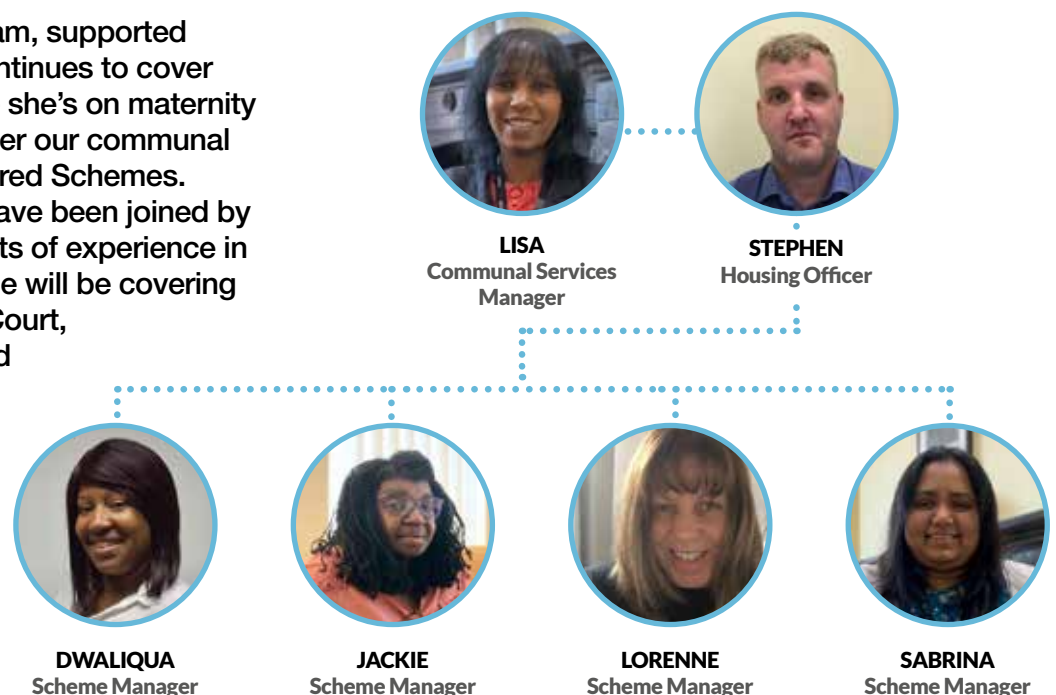
We are trialing a new Maintenance Delivery Team, headed up by a Maintenance Delivery Supervisor who will be responsible for making sure all of the major works, cyclical works and compliance programmes are carried out efficiently, completed on time and to the best standards.

Tracey Foster, our previous Maintenance Inspector, has been promoted to Maintenance Delivery Supervisor, and she will be supported by Dean Mooney (Maintenance Assistant), who was previously our Customer Services Advisor. Howard Burgess is new to the association, joining us from Housing 24, and he is our new Maintenance Inspector.



COMMUNAL SERVICES TEAM

Lisa Jowrey leads this team, supported by Stephen Birss who continues to cover for Monika Rahman while she's on maternity leave. This team looks after our communal properties and our Sheltered Schemes. The Scheme Managers have been joined by Lorrene Adair, who has lots of experience in sheltered housing. Lorrene will be covering for Juliana at Sycamore Court, whilst Juliana is seconded to our Housing Services Team.



CUSTOMER SERVICES TEAM

Our Customer Services Trainee, Panaishe Nyandoro, will be staying with us a little longer until March next year, to cover Dean's role whilst he is seconded to the Maintenance Team. We have also appointed a new Trainee Customer Advisor called Daniel Gregson who joined us in May. Natasha Daley, a former trainee, has been appointed to a Senior Customer Advisor position and will support Jo Moon, our Customer Services Manager to oversee the day-to-day running of the team.



JO
Customer Services
Manager



PANAISHE
Customer Advisor



JOAN
Customer Advisor



NATASHA
Senior Customer
Advisor



DANIEL
Trainee Customer
Service Advisor

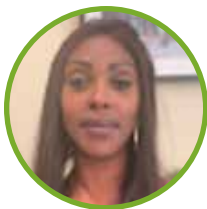
HOUSING SERVICES TEAM



TARA
Housing Services
Manager

Tara Horner continues to lead this team however Charmaine Hylton has been appointed as a Senior Housing Officer who will be supporting Tara to manage the service.

A familiar face from Sycamore Court, Juliana Egbu, has moved to our Housing Services Team to get some experience as a Housing Assistant until later this year. Ben Humphries will also be staying with us on a permanent contract in our Housing Services Team, and he is currently covering for Stephen Birss who is seconded to our Communal Services Team.



CHARMAINE
Senior Housing Officer



JULIANA
Housing Assistant



SANDRA
Housing Officer



BEN
Housing Officer



EBI
Housing Officer



It was Mental Health Awareness Week from the 10th - 17th May and the theme for 2021 was Nature. The theme was chosen because nature is known to be an effective way of tackling mental health problems and improving wellbeing.

- 1. Find nature wherever you are – It might be a garden, a local park, a nearby beach or open countryside**
- 2. Connect with nature using all your sense – Listening to the birds signing, looking for bees and butterflies and noticing the movement of the clouds can all help you find a sense of calm and joy**
- 3. If you're physically able to exercise, try and do it outside – whether it's a run, cycle or a short walk, doing so outdoors may help prevent or reduce feelings of anger, tiredness and sadness.**

To recognise Mental Health Awareness Week, we asked staff to send in photos of them connecting with nature. Here is a picture of Great Langdale sent in from Chris Page, our Operations Director.



START A PEN PAL FRIENDSHIP



Despite all the fantastic technology we have available, there's nothing quite like receiving a letter in the post like in the good old days. One Manchester's fabulous new pen pal scheme will help to link you up with others in a safe and friendly environment.

- Make new friends
- Find connections to help beat loneliness
- Reduce anxiety
- Share interests, hobbies and funny stories

Want to take part? Contact Jenny by phone or text on 07919 325 025 or email jennywinstone@onemanchester.co.uk



SUNFLOWER PROJECT



Arawak Walton in partnership with Armitage Primary School, Forever Manchester and One Manchester held an event in Ardwick Green Park on 29th April 2021 to provide children and families with a free sunflower growing kit which they could choose to either plant at home or in school.

The aim of the project is to make Manchester a “sea of sunflowers” and bring some light to the period of darkness that the country has recently endured and also to remember those who have been affected by COVID19. The event was well attended and over 40 households received sunflower packs on the day.



EASTER EGG DONATION TO MUSTARD TREE



Staff at Arawak Walton donated a selection of easter eggs to Mustard Tree's shop 'N' drop initiative. In total we donated 34 Easter Eggs which were then pass to local families. We really enjoy supporting local initiatives and helping charities in our communities.

WALKS AROUND BIRCH COURT



Our tenants at Birch Court have started weekly walks around the garden on a Wednesday morning between 10 -11am.

On the walks they talk about life in general, anything that has been mentioned within the mainstream news that particular day/week and simply just enjoy the fresh air and getting to know each other and our local area more.

If you live at Birch Court and would like to join in, please speak to Dwaliqua.



PRIDE MONTH 2021



HOW WE ARE PERFORMING (KPI'S)



ARAWAK WALTON PERFORMANCE	MAR - 21	APR- 21	MAY- 21	TARGET
VOIDS %	0.54%	0.18%	0.36%	<1%
RENT ARREARS %	2.51%	2.46%	2.46%	<3.20%
* NUMBER OF DAYS TO RE-LET A PROPERTY	27	25	26	<18.5
OVERALL SATISFACTION WITH REPAIRS %	99.46%	100%%	100%	>96%
REPAIRS COMPLETION STATS	MAR - 21	APR - 21	MAY- 21	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100%	100%	100%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.20%	100%	98.55%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.00%	99.12%	97.14%	>92%

KEY ➤ ON TARGET ➤ MISSED TARGET

* We have a high number of voids in our older peoples properties where applicants tend to need more time to move into occupation.

PUZZLER COMPETITION WINNERS



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

MRS ZUBEDA SIDDIQUE

MRS NAHEED SHEIKH

MR JOHN CLARKE

PUZZLER



Complete the word search and spot the difference along with the survey question and send them back to us along with your name and address to **Arawak Walton Housing Association, FREEPOST, NWW 7441A, Manchester, M12 9AQ**

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

Good luck!

Must be submitted by 30th July 2021



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



ICE CREAM FLAVOURS WORDSEARCH

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

- | | | |
|--------------|------------------|-------------------|
| BUBBLEGUM | CHOCOLATE | COFFEE |
| FUDGE RIPPLE | NEAPOLITAN | STRAWBERRY |
| BUTTER PECAN | CHOCOLATE ALMOND | COOKIES AND CREAM |
| MAPLE WALNUT | PRALINE | TIGER TIGER |
| CHERRY | CHOCOLATE CHIP | FRENCH VANILLA |
| MINT CHIP | RUM AND RAISIN | VANILLA |

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 easter eggs did Arawak Walton donate to Mustard Tree?

A.

Name:

.....

.....

Address:

.....

.....

.....

Telephone:

Email:

.....