



Approved
Accessible
by our tenants




‘I am unhappy’

... tell us



Golden Lane Housing

working in partnership with 

1 I am unhappy

If **I am unhappy about something** I should tell Golden Lane Housing.

This may be due to:

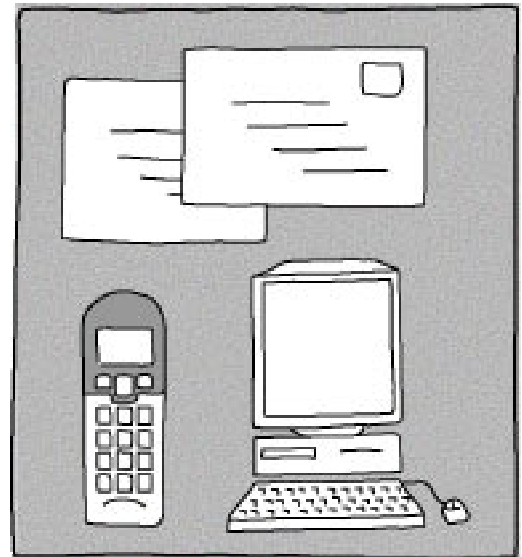
- something that has not been done by Golden Lane Housing
- the care I am getting
- the people near to where I live
- the people I share my house with



2 How to tell my landlord

I can tell Golden Lane Housing if I am unhappy about something by:

-  ringing 0845 604 0046
-  posting the freepost **postcard** or **write a letter**
-  send Golden Lane Housing **an email:**
enquiries@glh.org.uk



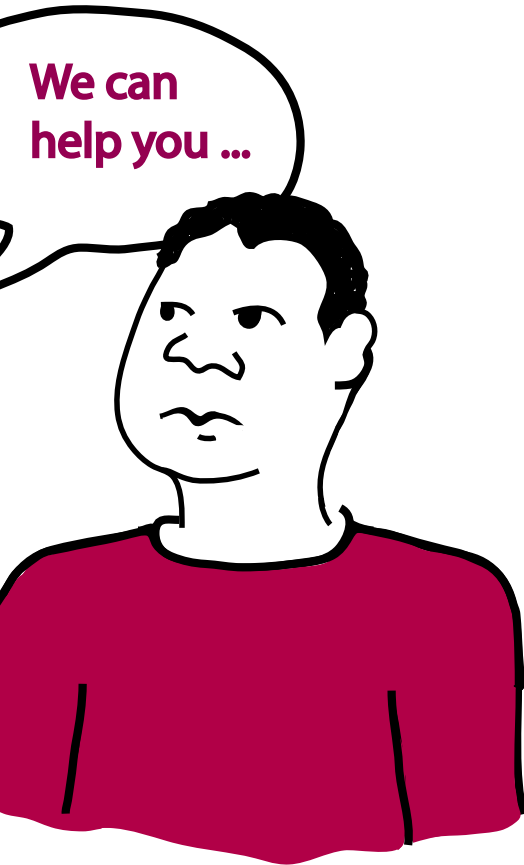
3 What happens next?

Golden Lane Housing will:

- contact me **straight away** if it is an emergency
- try and help to sort it out within **15 working days**
- tell me if it is going to take **longer than 15 working days** to sort it out. Golden Lane Housing will send me a letter and tell me what date it will be completed on



4 If I am still unhappy



What happens if **I am still unhappy?**

- I need to tell Golden Lane Housing if I am unhappy with the way my problem was dealt with.

This will be passed to the National Manager to deal with.

Any questions?

I can ask Golden Lane Housing about anything.

This could be about:

- something in this booklet
- things that are worrying me
- about my home





cut here

Freepost card



Dear **Golden Lane Housing**

My name is _____

I am unhappy with something in my home or the care I am getting.

Please contact me as soon as possible but no later than 5 working days of receiving this card.

Business Reply Plus
Licence Number
RRBT-AJBH-GLCH



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