



Meet the neighbours!



Earlier this year Peter, Martin, Joanne, Martin and Peter were all living in the same block of bed sits. They were unhappy; they wanted somewhere with more room and a place to call home.



“We told Mencap, our support provider that we wanted to find somewhere else to live. Mencap spoke to Golden Lane Housing; they were able to help us, so the search for our new homes began.



We could not believe it; they found 2 houses next to each other that were for rent. Golden Lane Housing spoke to the landlords and arranged everything for us. Within a month we'd moved in.



All of us wanted to stay in Walsall but we did not think we would be neighbours! We are so excited; it will be our first Christmas in our own homes.”

What do I think about my landlord



“Thank you to everyone for sending the survey back. It is important to find out what people think so they can help us to improve our services. We are looking at the results and we will be planning how to make those changes. We will tell you what we are doing in the next issue of Voices Together.”
Alastair Graham, Director.

A summary of the survey results



A good service



Changes are needed



My housing services

83%

17%

The Housing team gives tenants help and support.

85%

15%
no response

The Housing team supports tenants with tenancy matters.

87%

13%

The Housing team tries to sort out problems with a person's tenancy.



My maintenance services

77%

23%

Golden Lane Housing has got a good maintenance service.

94%

6%

Tenants are happy with the work the contractors do in their homes.

89%

11%

Repairs are carried out by the completion date.



Yes



No



Getting involved

97%

3%

Tenants like their Golden Lane Housing forums.

32%

68%

Tenants would like to get involved in Golden Lane Housing's services.

35%

65%

Tenants would like to tell Golden Lane Housing their story.



Telling my landlord

47%

53%

Tenants tell Golden Lane Housing if they are happy or unhappy.

83%

17%

Golden Lane Housing tries to help tenants to sort out problems.



Information

88%

12%

Tenants understand Golden Lane Housing's easy read information.

23%

77%

Tenants would like to help to improve the easy read information.



Prize draw winners from the survey!

£75 gift voucher was won by Ruth and Kate.

£50 gift voucher was won by Nick, Ray, Peter and Ruth.

£25 gift voucher was won by Liam, Alex, Leigh and Ben.

Creating new homes in Southampton



Before the building works

A private landlord contacted Golden Lane Housing to find out if they wanted to work together to change an old building into 4 flats for 8 people; 1 of the flats would be for a wheelchair user.

Golden Lane Housing spoke to lots of people:



- **The Local Authority and other professionals** agreed it was a good idea to change the old building into flats.



- **The individuals and the people who support them** talked about their needs.



- **Housing Benefit** agreed they will pay the rent through the Local Housing Allowance.



Golden Lane Housing were able to go ahead with the project and worked very closely with the private landlord. The building works took 18 months to finish.



After the building works

In August 2011, the tenants moved into their new flats.





Winter warmers

These are some ways I can keep my home warm, save energy and money.



Close the doors of any unused rooms. This will keep the heat in the rooms that I am using.



Bleed my radiator valves. This will release any trapped air from inside them so they will warm up quicker.

Are my personal belongings insured?



As a landlord, Golden Lane Housing only insures the structure of my home and any fixtures and fittings that have been provided, such as kitchen units; they do not provide contents insurance.



This means that any items I own or have bought are not covered in the event of fire, theft or flood. For example, curtains, furniture and my personal belongings.



There are lots of different companies I can use to get contents insurance, I can shop around for the best deal.



If I need any help or advice ring Golden Lane Housing on 0845 604 0046.



Prize draw winners from the contractor questionnaire!
Sharon and Fiona from Redcar won the £25 gift voucher.

Tenants get involved



My tenant meetings

Golden Lane Housing was unable to hold the tenant meetings in November due to sickness. They look forward to seeing everyone at the meetings next year:

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February 2012

My Stronger Together forum (Nottingham)

My tenancy and how to deal with issues

Everyone will discuss the responsibilities of having a tenancy and how to deal with issues.

20

February 2012

My Golden Happy Chappies forum (London)

The group will learn more about:

- **Being a Tenant Ambassador**
- **Get more out of Mencap campaign**

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February 2012

My Ready, Steady, Go forum (Ellesmere Port)

Golden Lane Housing's website

The group will be giving ideas for the tenants pages on Golden Lane Housing's website.

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February 2012

My Happy Homes forum (Poole)

Ways of being a good neighbour

The group will talk about different ways that people can be a good neighbour.

3

March 2012

My Lifting Spirits forum (Hexham)

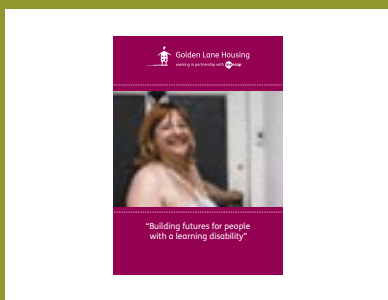
A basic understanding of First Aid

Everyone can get involved as they are given a basic understanding of first aid.

Want to become a Tenant Ambassador?



Golden Lane Housing is looking for people to become Tenant Ambassadors and get involved in helping and supporting the work they do. There are 3 ways to do this:



1 Helping with information.



2 Getting involved in things like events and campaigns.



3 Going to meetings and sometimes giving talks.



Why become a Tenant Ambassador?

- ✓ Learn new skills
- ✓ Get free training
- ✓ Meet new people
- ✓ Expenses paid
- ✓ Help to improve services

Find out more:

☎ **0845 604 0046**

📍 or visit the website:
www.glh.org.uk/tenants pages

“Helping and supporting Golden Lane Housing”

Winner

Congratulations to Ann from Enfield for winning this year's Christmas card competition. A £25 gift voucher is on its way! Thank you to everyone for sending in their Christmas card designs.



Look out for the Christmas postcard It tells me when Golden Lane Housing's office will be closed during the Christmas period and the emergency helpline number.

Christmas tree decorations



Serves:

20 biscuits

Ingredients:

200g self-raising flour
115g light brown sugar
100g soft unsalted butter
1 tbs ground ginger
1 egg

Decoration:

Royal icing
Edible food colouring
Edible silver balls

Other items needed:

Christmas shape cutter
Ribbon

Method:

Place the flour, brown sugar, butter, ground ginger, egg and 1/2 tsp of salt and mix until it comes together to form a smooth ball. Wrap the dough in plastic wrap and refrigerate for 1 hour.

Preheat oven to 180°C. Line a baking tray with non-stick baking paper. Roll out the dough on a lightly floured surface to 1/2cm thick. Use a cookie cutter to cut out the Christmas tree shapes, then make a hole at the top for the ribbon to go through.

Put the cookies to the lined baking tray and bake for 8 minutes until golden. Set aside on the tray to cool.

Decorating the biscuits:

To make royal icing: place 1 cup of sifted icing sugar in a bowl. Add a few drops of warm water and food colouring, stirring until it is smooth. Decorate the biscuits and add the silver balls (if I want to).

Thread some ribbon through the hole at the top of the biscuit and hang it on the Christmas tree.