

voices together



Summer 2013

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£25
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Golden Lane Housing

working in partnership with 

Golden Lane Housing news

Hello



Raising £10 million to buy homes for people with a learning disability



“It has been a great time for us! Golden Lane Housing has made £10 million by selling bonds.

We needed more money to buy homes for people with a learning disability.



We also got some money from the Big Lottery Fund to help us to set up the bond.



We would like to thank the people who bought the bonds.



There are lots of people with a learning disability that live in homes. Without this money they do not have everything they need.



With this money we are buying homes for more people. We are making changes to the homes so they are just right for the people moving into them.



We have already bought 10 homes, 3 or 4 people will be living in each home.

All of the money will be spent this year on buying more homes for people.



We are also finding out about how our work has helped people moving into their home and their families.



Finally, we are very happy as we are a finalist in the Charity Times Award for our work. We will find out if we have won later on this year.



As this work has been very good, we might do it again next year.” Alastair Graham, director

Meet some of the people in their new homes

Sarah, Lizzie, James and Claire



“I like living with my friends, my house is very posh!” Sarah

They moved into their home in North Yorkshire in May. In July they had great house warming party with family, friends and staff.



Golden Lane Housing news

Mark, Paul,
Tom and
Charles



“This will probably be Tom’s forever house. We wanted it to be the right location, the right house and with the right support. We seem to have at last got the right package.” Vicki, Tom’s Mum

They moved into their home in June.

Stephen,
Daymien
and their
housemate



“We’ve all been friends together since school. We’re planning to set up the garage so that Stephen and I can practice our DJ-ing for when we play at the Groovy Cat, a disco night run for and by people with a learning disability.” Daymien

They moved into their home in Redbridge in June.



Fire safety leaflet and video



With the help of tenants and support staff we have made a fire safety leaflet. We are also using a fire safety video, this has been made by Innovate Trust with the help of people with a learning disability.



9 tenants from Cheshire told us, “This information is really good. It explains how to stop a fire from happening and what to do if a fire starts. It is good that the video is on the website as other people and staff can watch it. They will learn a lot about fire safety.”



You can read the leaflet and watch the video on our website: www.glh.org.uk/my-life

Coming to see me



Housing Officers are visiting tenants in their home as part of their yearly Tenancy Health Check. If you want to arrange a visit from your Housing Officer, get in touch by ringing 📞 **0845 604 0046**.

Maintenance news



Spending £2 million on tenants' homes

This year Golden Lane Housing will be spending up to £2 million on maintenance work to tenants' homes.



- £824,000 is being spent on improving tenants' homes in this year's maintenance plan. We will write to you if we are doing work to your home.



- Repair works to tenants' homes.



- Other maintenance work we have to do by law to make sure our tenants' home are safe.



New staff

“Hi, I am Mark Felton, maintenance and compliance manager.

I am working with the property team and repairs team to find more ways to make our service better for everyone.”



Rob meets Dave, repairs advisor

The people from Golden Lane Housing's repairs team are meeting tenants in their homes. It is helping tenants to get to know them better and they can look at the repair works with the property officers.

“Dave is good and he's friendly. Now I have met him I will be happy to report a repair, I have never done this before.”
Rob, a Golden Lane Housing tenant.

Making services better

These changes do not include emergency repairs.



We can give tenants up-to-date information about repair works in their homes. This is because contractors are updating repairs information on our computer system by using a web portal.



Every time a person reports a repair a letter and a survey is sent to the property.

- **The letter** has a list of the repair works and the date they will be done by.
- **Please fill in the survey** and send it back in the freepost envelope. This tells us if the contractor has done a good job.



Completed surveys will be entered into a monthly prize draw. The winner will get a gift voucher!

Win
£25

Have your say!



Golden Lane Housing is asking tenants how they would like to have a say and get involved in the things we do. Your views are important.



1 If you would like to get involved please fill in the survey. Send the survey back in the freepost envelope by 27 September 2013. All completed surveys will be entered into a prize draw.



2 The winner will be chosen at random by the Golden Lane Housing team. The winner will receive £25 gift voucher by 4 October 2013.



3 We will tell you what people said in the next newsletter in December 2013.

How to find out more



For advice and information you can get in touch with **Golden Lane Housing**.



You can ring us on **0845 604 0046**

Email **enquiries@glh.org.uk**



The website is at **www.glh.org.uk**

Follow us on Twitter **@GoldenLaneHouse**