

Page 2-3
Message from
Alastair Graham,
Director



Page 4-5
Development
team news



Page 6-7
Housing team
news



Page 8-9
Maintenance
team news



Page 10-11
Tenant
involvement



Win
£100
vouchers for
your home



Message from Alastair Graham



Hi, I am Alastair Graham the director of Golden Lane Housing. I report to a Board of Trustees who help me and the staff to run Golden Lane Housing.



We have housed over 1,500 people with a learning disability across the country. I am delighted that you are one of them!



It has been great to visit some of you and find out about the things you enjoy doing and living in your home.

What has been happening?



We have had a great year so far. Some of these things include:

- Raising money so we buy lots more houses for people.

CUSTOMER
SERVICE
EXCELLENCE®



- We were awarded the Customer Excellence Standard.



- We have improved our repairs service by employing our own staff. They do repair work to tenants homes across parts of the country. We are hoping this service will grow so it is helping more tenants in other areas.



- The housing officers are visiting people in their homes to make sure they are still happy and the property is right for them.



We are always looking for ways to make things better. If you have any ideas for us or want to take part in events that we organise, please feel free to get in touch, our contact details are on the back page.

Alastair Graham, director

Development team news



The Development team works with people with a learning disability to find the right home.



We also work with people who are important in a person's life and over 80 care providers including Mencap.



Meet some of the people living in their homes



Peter, Margaret and Simon from East Riding of Yorkshire

"It is a gorgeous bungalow, so spacious, light and airy. It is a place Peter, Margaret and Simon can really call home. The work that has been done to their home, has made it just right." Sarah Edwards, service manager at Mencap



Christina from Stockport

“It is so nice to shut my front door and relax. I love having my own place, I am so happy.” Christina



Sacha from Warminster

“Look at me now two years on, my life is so much better. I used to be really quiet but not anymore. Having my own place has changed everything, I am more confident.” Sacha

Meet our new development assistant



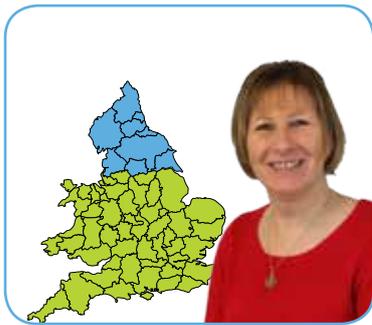
Hi, I’m Jayne Southern. I am part of the development team and work at our Head Office in Manchester. I help the team by doing paperwork, talking to people about housing and looking for properties.

Housing team news

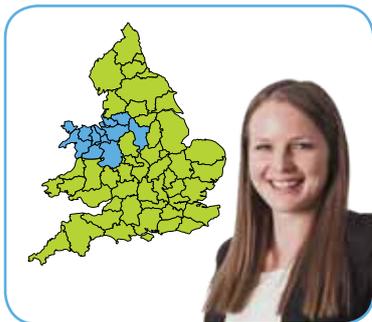


Tenancy Review is your chance to tell us what you think, ask questions about your home, share your concerns or tell us what you might need from us. Your housing officer visits to talk to you and your support team about your home.

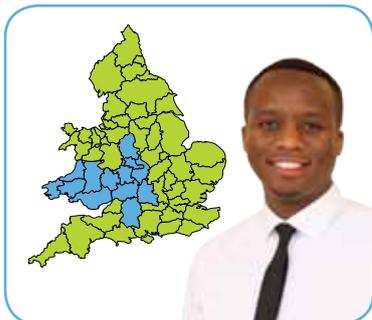
Meet your housing officers



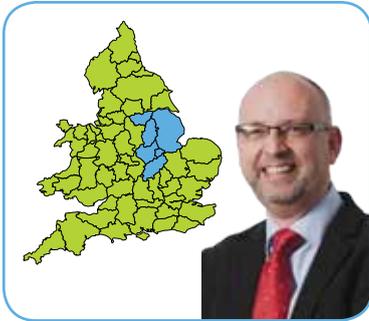
Angela Kirkup, housing officer
Angela works in the North of England.



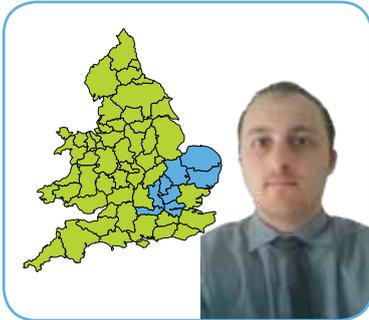
Jane Jokic, housing officer
Jane works in the North West and North Wales.



Thomas Musau, housing officer
Thomas works in the Midlands, West Midlands, South Wales and parts of the South West.



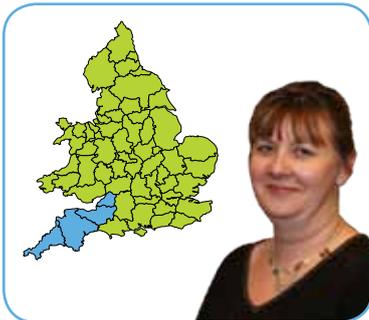
Andrew Locke, housing officer
Andrew works in South Yorkshire and the East Midlands.



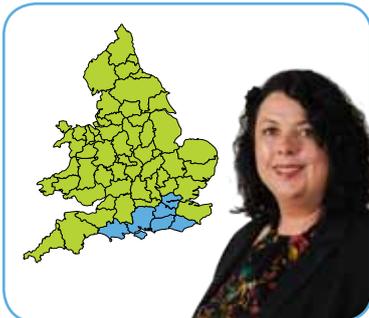
Sam Hollins, housing officer
Sam works across parts of the South East and London.



Josephine Kuragwa, housing officer
Josephine works across parts of the South East and London.



Kathy Smith, housing officer
Kathy works across parts of the South West and in Cornwall.



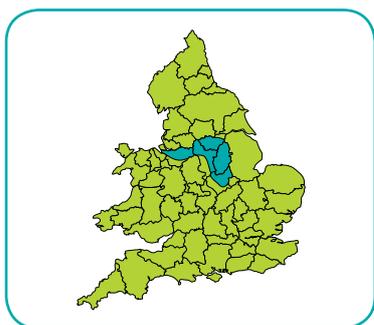
Joanna Young, housing officer
Joanna works across the South of England and in Greater London.

Maintenance team news

Our new Repairs Service



Golden Lane Housing has got its own repairs service which started on 13 April 2015. The first repair was carried out at Kenny and his friend's home in Warrington.



The Repairs team work in some of our tenants homes across parts of the North West, Yorkshire and Derbyshire.



Over 40 tenants helped us to decide on what our Repairs team vans should look like.



Paul and Claire helped us to interview the people who wanted to join our new Repairs team. Claire said, "One person included my name in his answers, explaining he would respect me in my home, that's important."

Planned maintenance work



This year we are spending £980,000 on planned maintenance work in 102 people's homes. For example, new windows and kitchens. We will contact you if work is being done in your home.

Chris from Cornwall



Chris told us, "I've lived in my flat a long time. The windows and doors were draughty and it was quite cold. Golden Lane Housing arranged for me to have new uPVC ones fitted and more loft insulation put in.



Then they replaced my old storage heaters as they were not working properly and a put in a new boiler. My bills have come down too so I'm using the money I've saved to spend on other things."

Tenant involvement

Garden make over in Somerset



Before work began

We worked with Jack, Steven, Ed and Danny, their families, Mencap and TESN Projects Ltd to find out how we could make the front and back garden better.



On 14 August lots of people came together to do work on Jack, Steven, Ed and Danny's garden. We would like to say a special thank you to everyone for their time and help. TESN Projects Ltd also kindly gave us some materials.



New decking, flat areas and steps were built so they can get to the garden easily. The pond was cleared and we made two new rockery areas. A raised bed was built so they can grow their own vegetables. We potted some plants and put others around the garden.



This brilliant day ended with Jack, Steven and Ed putting the fish back into the pond.

Golden Lane Housing wants your help!



We would really like to get your views and know what you think so we can deliver better services to you.



These are some of the things we would like your help with in the next few months:



- Repairs and planned maintenance work
- Tenancy reviews
- Customer Service Standards
- Annual Report



If you want to help us, get in touch. Our contact details are on the back page.

Win £100 vouchers for your home



See the leaflet inside this newsletter to find out how you can win £100 vouchers for your home.



Contact Golden Lane Housing



Call us **0300 003 7007**



Write to Golden Lane Housing
West Point
501 Chester Road
Manchester
M16 9HU



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



Go to **www.glh.org.uk**

Follow us on Twitter - @GoldenLaneHouse