


voices together

September 2011



Golden Lane Housing

working in partnership with 



Win
£75, £50
or £25



What do I think about my landlord's services?



Golden Lane Housing would like to find out what they do well and how they can improve their services for tenants.

I can tell them what I think by filling in the enclosed questionnaire and sending it back in the freepost envelope. **I will be entered into a prize draw if my questionnaire is sent back by Friday 28 October 2011; the winning prizes are £75, £50 or £25!**

Golden Lane Housing's new computer system

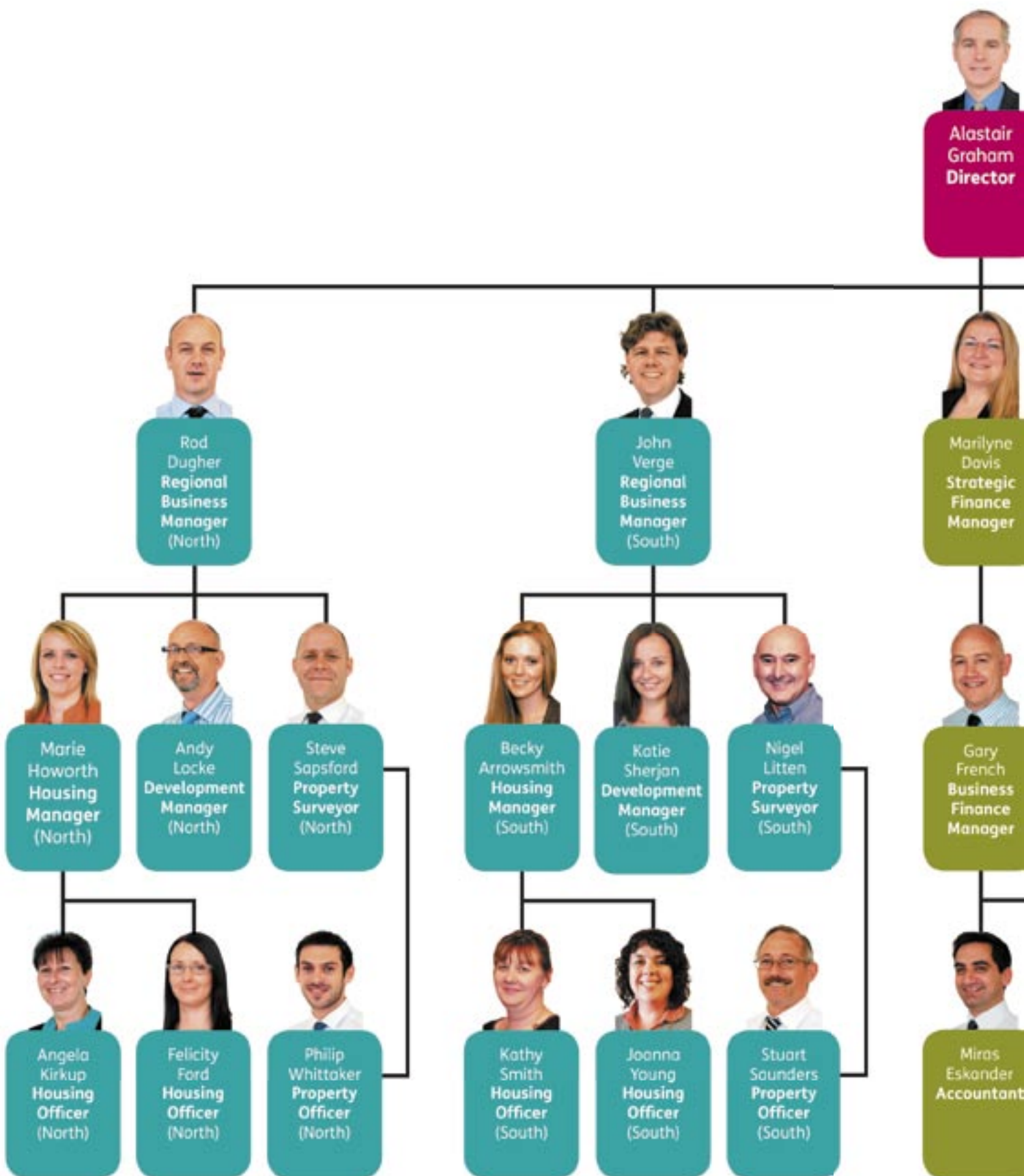


Golden Lane Housing is getting a new computer system at the end of November that will help to improve their services. Until the staff are fully trained it might take longer to report a repair or give me information.

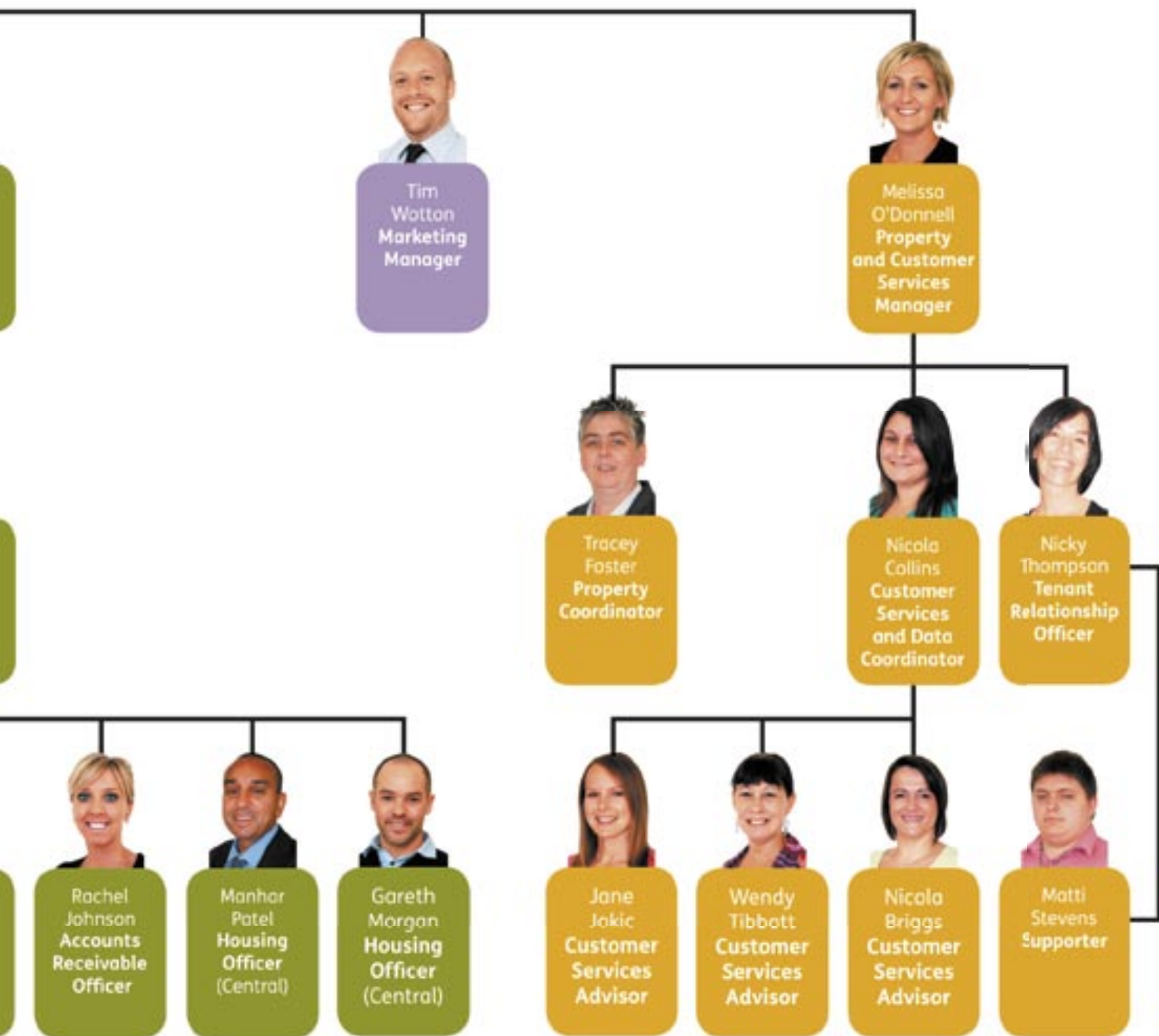
Join the campaign against the Housing Benefit changes. See back page.

Meet my Golden Lane Housing team

Golden Lane Housing team has changed so they can help even more



people with a learning disability to find homes of their choice.



Tenants get involved

Tenant forums

The members of the forums got involved as they discussed:



My Lifting Spirits forum (Hexham)

Recycling

- Producing a design for a recycling bag
- Making changes to recycling information



My Ready, Steady, Go forum (Ellesmere Port)

Getting involved in my landlord's services

- A tenants' satisfaction questionnaire
- How tenants get involved



My Stronger Together forum (Nottingham)

Making changes to maintenance information

- Changing light bulbs
- Making changes to my home



My Happy Homes forum (Warminster)

Getting involved in my landlord's services

- A tenants' satisfaction questionnaire
- How tenants get involved



My Golden Happy Chappies forum (London)

Golden Lane Housing's maintenance services

- The group practiced reporting a repair
- Making changes to maintenance information



“We were part of the interview panel that helped to choose new members of the Golden Lane Housing team.”



Alastair Graham, Director

“We really liked him as he wanted to help more people to find a home. He was interested in finding out what the tenants wanted and use his experience to benefit everyone.” Sharaj and Chris.



Stuart Saunders, Property Officer

“Stuart is very knowledgable. He wants to make sure things are carried out to a high standard and has some good ideas. I would be happy for him to help me in my home!” Sharaj

“Tenants helped to choose new members of staff”



Sharaj
GLH tenant



Chris
GLH tenant

Raising money for Mencap



Trevor, a Golden Lane Housing tenant from Gateshead and his Mencap support team have been doing lots of fundraising events to raise money for Mencap United. **They raised £1,800, well done everyone!**

Maintenance news



Helping to find the right contractor



Golden Lane Housing is asking tenants and support providers to help them find the right contractor/s to carry out repairs and maintenance work to tenants' homes.



September 2011

My maintenance service, finding the right contractor questionnaire.

Thank you to everyone that filled this in and sent it back by the end of September 2011.



August 2011-March 2012

Tenant and support provider interview panel

Golden Lane Housing is involving tenants and support providers to:

- Decide what questions to ask the contractors and score their answers.
- Take part in the interview panel.
- Help with the contractor/s training.

New help and advice



Out soon!

In the next few months Golden Lane Housing will have some new information that gives me help and advice about repairs.

Work has started in tenants' homes!



Last year Golden Lane Housing carried out a Stock Condition Survey to show what maintenance work needs to be done to tenants' homes.



Golden Lane Housing made a plan of the works that are needed. The maintenance work started in April 2011 and it will be finished by March 2015.



If work is being done in my home

Golden Lane Housing will contact me if work needs to be carried out in my home.



Russell's story

“ Golden Lane Housing told me I was having a new kitchen fitted in July 2011.

The work did not take long; the workmen had finished it within a week.

I am so happy, I love cooking and I have got more storage space! ”

Housing Benefit

changes



The Government wants to change the way Housing Benefit is paid to people in supported housing.

The Government has written a document that explains the changes they would like to make and they are asking people what they think. This is called a **consultation**.



Golden Lane Housing is concerned that some of the changes might affect the tenants. They would like my help to tell the Government what they think.

How can I help?



Tell Golden Lane Housing my story. I will need to explain why my home is important to me.



Join Golden Lane Housing to campaign against the Housing Benefit changes.



For more information or to join the campaign:



0845 604 0046



Email: enquiries@glh.org.uk

Start my email with **Housing Benefit changes.**

Or visit the website: www.glh.org.uk