



2 Winners!
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Maintenance news

The Property Services team have finished surveying the Golden Lane Housing homes. This is known as the Stock Condition Survey.



What happens next?

- 1** Golden Lane Housing is putting together a plan of the work that needs to be done to everyone's home over the next 5 years. This will be finished in 2011.
- 2** Golden Lane Housing will contact me next year if any work needs doing to my home.

Tenants are getting involved

Tenant forums

The members of the forums got involved as they discussed:



My Lifting Spirits forum

- Maintenance services and reporting a repair
- Ideas for making a maintenance DVD



My Ready, Steady, Go forum

- Fire safety
- Improving Voices Together newsletter
- Safety talk from Cheshire Police



My Stronger Together forum

- Fire safety. Nottingham Fire and Rescue Service gave everyone some good advice.
- Money



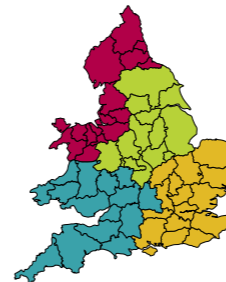
My Happy Homes forum

- Money
- Keeping fit and well
- Maintenance services and reporting a repair



My Golden Happy Chappies forum

- Fire safety. London Fire and Rescue Service gave everyone some good advice
- Safety advice with London Police



Tenant interview panel

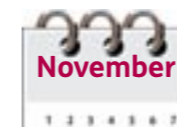
“Golden Lane Housing’s Property Services team would like our tenants to help us to find the right contractors to carry out the maintenance service within our 4 regions.



In 2011 we will be asking different contractors to tell us what services they provide and what their prices are. This will be followed by an interview.



Golden Lane Housing would like some tenants to help us to decide what questions we should ask the contractors, score their answers and and take part in the interviews.



Until November 2011 Seddon Property Services Ltd will continue to provide the maintenance service to all our tenants.”



“With the help of our tenants
we will get it right.”

Melissa O'Donnell, Property Services Manager

Helping more people



Golden Lane Housing has been helping more people to find a home of their choice around the country.

So far this year they have helped over 40 people with a learning disability to find the right home. They are planning to help a lot more people in 2011.



Christmas competition

Congratulations to Jean from Suffolk for winning the photograph competition.

This photograph was chosen by the Golden Lane Housing team. It will be used for their Christmas cards and information.

A big thank you to all the tenants for sending in their photographs.



Look out for the tenants' Christmas postcard!

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

Prize draw winner



Congratulations to **Michael from Hanwell** for winning the Works Completion form prize draw. Michael has won a £25 gift voucher. Well done!