



easy  
read



# How to tell

# my landlord



## Golden Lane Housing

working in partnership with 



# 1 About this booklet

**Golden Lane Housing is my supported housing landlord. I can tell them:**



- I am unhappy. This may be due to:
  - Something that has not been done by Golden Lane Housing.
  - The care I am getting.
  - The people that live near me.
  - The people I share my house with.



- I am happy about something they have done for me or in my home.



## 2 Tell my landlord

I can tell Golden Lane Housing if I am unhappy or happy about something they have done:



- **Ring** 0300 003 7007



- **Post** the freepost form



- **Send an email** to Golden Lane Housing:

[enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)



### 3 If I am unhappy

#### If I am unhappy Golden Lane Housing will:

  
**1-5**  
days

- Contact me **straight away** if it is an emergency.

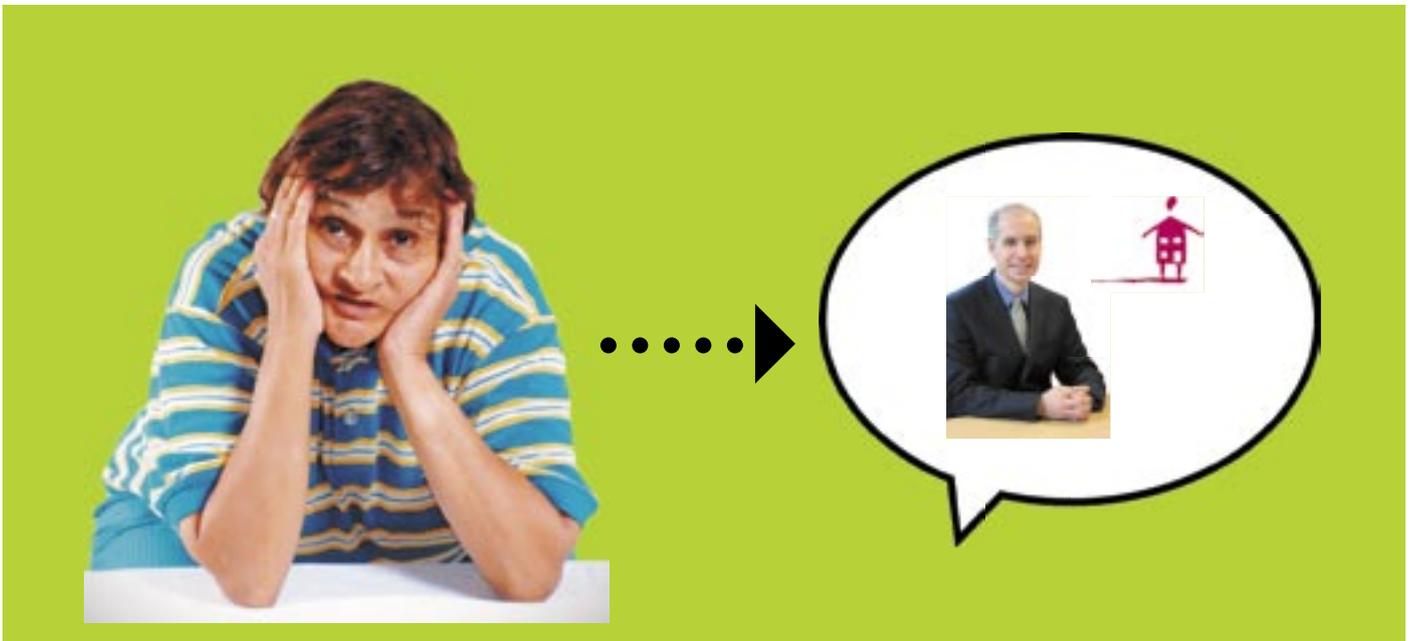
  
**15**  
days

- Try and help to sort it out within **15 working days**.

  
**15+**  
days

- Tell me if it is going to take **longer than 15 working days** to sort it out.

Golden Lane Housing will send me a letter and tell me what date it will be completed on.



## 4 What if I am still unhappy?

### What happens if I am still unhappy?



I need to tell Golden Lane Housing if I am unhappy with the way my problem was dealt with.



**Director**

It will be passed to the Director to deal with. He will let me know his decision.



## 5 Ask my landlord

**I can ask Golden Lane Housing about other housing matters.**



This can be about:

- Something in this booklet.
- My home or the area where I live.
- My support.



# Tell my landlord



My name is \_\_\_\_\_



My address is \_\_\_\_\_  
\_\_\_\_\_

I would like to tell Golden Lane Housing: (✓ tick)



**I am unhappy with something in my home or the care I am getting.**

Golden Lane Housing will contact me as soon as possible. This will take no longer than 5 working days from the date they get this form.

I am unhappy because: (write in the box)



**I am happy about something they have done.**  
Golden Lane Housing has: (write in the box)

cut here



Fold here

Business Reply Plus  
Licence Number  
RRBT-AJBH-GLCH



Golden Lane Housing  
Ground Floor  
West Point  
501 Chester Road  
Manchester  
M16 9HU