



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



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.



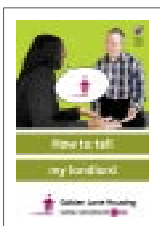
Director

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