



Golden Lane Housing

working in partnership with  mencap



Easy read

Planned
Maintenance
Strategy
2015



Tenants' homes



Golden Lane Housing is keeping the properties we own in a good condition. We want to make sure all our tenants live in homes that have an acceptable level of comfort, safety, security and that do not affect their health.

How are we going to do this?



- We have got a Planned Maintenance and Decoration Programmes that shows what work is going to be done to our tenants' homes. We will make sure the work is done on time, we can pay for it and get good value for money.



- We will carry on improving the quality of service that meets the needs of our tenants. We will find out what our tenants and their support staff think about our services. This will help us to make the right changes.



- We will ensure all our properties meet the Decent Homes Standard that is set by the government.



- We will discuss the work being carried out to a person's home with our tenants and their staff and keep them informed.



- Tenants will be involved as much as possible around the choices, maintenance and improvements in their homes.

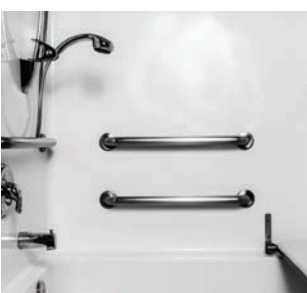
Helping our tenants



- Where possible we will carry out minor adaptations to a person's home. If we are unable to do this or if larger adaptation works are needed, we will try to help tenants apply for disabled adaptation grants.



- We have a small Environmental Budget. Where possible we will help tenants to pay for things such as, hedge cutting and tree management.



- We have a small Maintenance Improvement Programme. Where possible we will help tenants to pay for things such as, personalising a tenant's home.

How to find out more



For advice and information you can get in touch with **Golden Lane Housing.**



You can ring us on **0300 003 7007**



You can write to us at:
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Email **enquiries@glh.org.uk**



The website is at **www.glh.org.uk**

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