

# Annual Report 2015/16

Housing you can build your life around



Golden Lane Housing

working in partnership with 

# Welcome

# Helping people to live the life they choose

Welcome to Golden Lane Housing's Annual Report for 2015/16. Last year we created 225 new tenancies – more than ever before despite an increasingly difficult financial environment. You can see some examples of the impact we have had on the lives of people with a learning disability and their families. We've also been able to set up and expand our own In-house Repairs team which now covers half of the country.

I'm delighted that we have been awarded the highest rating by our regulator, the Homes and Communities Agency, following their In Depth Assessment of GLH. The V1 G1 rating is a huge vote of confidence in our tenants, staff and Board of Trustees.

I'd like to thank my fellow Trustees for another successful year, as well as our hard-working staff and our many partners who make our work possible. Only by working together effectively can we continue to make this a better world for people with a learning disability and their families.

Neil McCall

Chair, Golden Lane Housing

 Golden Lane Housing  
working in partnership with 

Golden Lane Housing (GLH) has been working with many more people with a learning disability and the people that are important to them.

We have directly provided quality homes to over 1,700 people in over 700 properties we own or lease across England, Wales, and for the first time this year, in Northern Ireland too.

Behind each one of those tenancies is a story about how people with a learning disability have been able to build their lives around our housing. Whether that's increased confidence, more involvement in the local community, learning new skills, making new friends or better health.



## Daniel and David's story

Moving into supported housing has helped Daniel and David to find the right home and environment to thrive. With the help from their Mother, Glenice Lake, they are setting up a social enterprise scheme to grow plants, vegetables and sell eggs. They will be using the money they won from our tenant competition to buy the chicken coup. Read more about their story at [www.glh.org.uk/daniel-david](http://www.glh.org.uk/daniel-david)

**"I can't thank Golden Lane Housing enough – my sons have the perfect home and environment. It's a place where they are building their lives."**

– Glenice Lake, Daniel and David's Mother.



# Happy and safe at Golden Lane Housing

Everyone should feel happy and safe in their homes. Some people want to live alone, while others prefer to share, and some people need specialist adaptations. We work with people to find the home that is right for them.

We also help people to maintain their tenancy through our supported landlord services. Throughout the year we have been involving our tenants to improve services and make decisions.

## About us

Golden Lane Housing has a Board of nine trustees who come from a range of backgrounds, giving us the benefit of a broad range of experience and expertise.

### Our Board of Trustees are:



Neil McCall – Chair



Janine Trelleges – Company Secretary



Manny Lewis



Stuart Kelly



Rohan Jenson



Louise Li



Simon Beddow



Chris Barrett



Janet Brown

## Meeting needs

Golden Lane Housing was established by Mencap in 1998 to help tackle the challenges many people with a learning disability face when finding a home.

We know people with a learning disability make great tenants. By working with property developers and private landlords we can help more people find homes to meet their needs in a location of their choice.

## Joint approach

Partnerships are central to everything we do. Golden Lane Housing works with Mencap and more than 100 support providers to make sure tenants can make sure tenants can access the personal support they need to flourish in their home and community.



### Leah's story

Team work, patience and support helped Leah to take the step to independent living.

"I met with Rosanne who already lives at the bungalow. Being a similar age, I quickly formed a friendship, and this made me feel more confident and that I could move." Read more about her story at [www.glh.org.uk/leah](http://www.glh.org.uk/leah)

**"Now I am settled in my new home and enjoy the freedom that comes with living in supported living."**

- Leah, GLH Tenant



# We're celebrating

During 2015/16 225 people with a learning disability moved into new homes with GLH, while 111 people found the right home by filling vacancies in our existing properties.

The £11 million Bond monies which GLH raised in 2014 has been spent or committed to buy and specially adapt 30 fantastic houses and bungalows for over 120 people with a learning disability in their communities supported by Mencap.



## Highlights of the year

- 2014 Retail Charity Bond put us at the forefront of impact investing in the UK and we produced our second Impact Report
- By undertaking demolition works we are making way for a purpose built home for five people using 2014 Bond capital
- 2015/16 was our first full year as a Registered Provider of social housing in England, being regulated by the Homes and Communities Agency (HCA)
- Every year we carry out a Tenancy Review to make sure tenants are happy in their home and with the things we do or support them with. 97% of our services received a Tenancy Review at their home by our Housing Officers
- £2,135,436 was spent on maintenance work and £1,254,294 was invested in repair work to tenants' homes
- Golden Lane Housing retained the Customer Service Excellence Standard with an additional area achieving compliance plus. The Standards were developed to offer a practical tool for driving customer-focused change within an organisation
- We expanded our In-house Repairs Service providing a service to 249 properties in the North of England. Three tenants, Rachael, Maria and Alex helped us recruit and select the two new operatives
- Tenants across the country and supported by different care providers took part in Mencap's Hear My Voice campaign to increase participation in elections by people with a learning disability. Housing Officers discussed how tenants could join the online campaign against benefit cuts and a focus group was held
- We supported a tenant, Tessa to attend a Mencap event at the Houses of Parliament where she met her MP to voice her concerns about benefit cuts
- Golden Lane Housing and Mencap staff based at the Centre of Engagement in the North raised £1,487 for Mencap to support their fantastic work with people with a learning disability.

### GLH's In-house Repairs team has expanded

By listening to our tenants we expanded our In-house Repairs team. Irene, Andrew, Karen and Victoria from North Yorkshire were the first tenants to receive a general repairs service from our new operatives. Read more about this story at [www.glh.org.uk/repairs-team](http://www.glh.org.uk/repairs-team)

# Golden Lane Housing bond

Golden Lane Housing is at the forefront of raising capital from social investors. Over the last few years we have raised over £21 million to buy and specially adapt properties for people with a learning disability across the country.

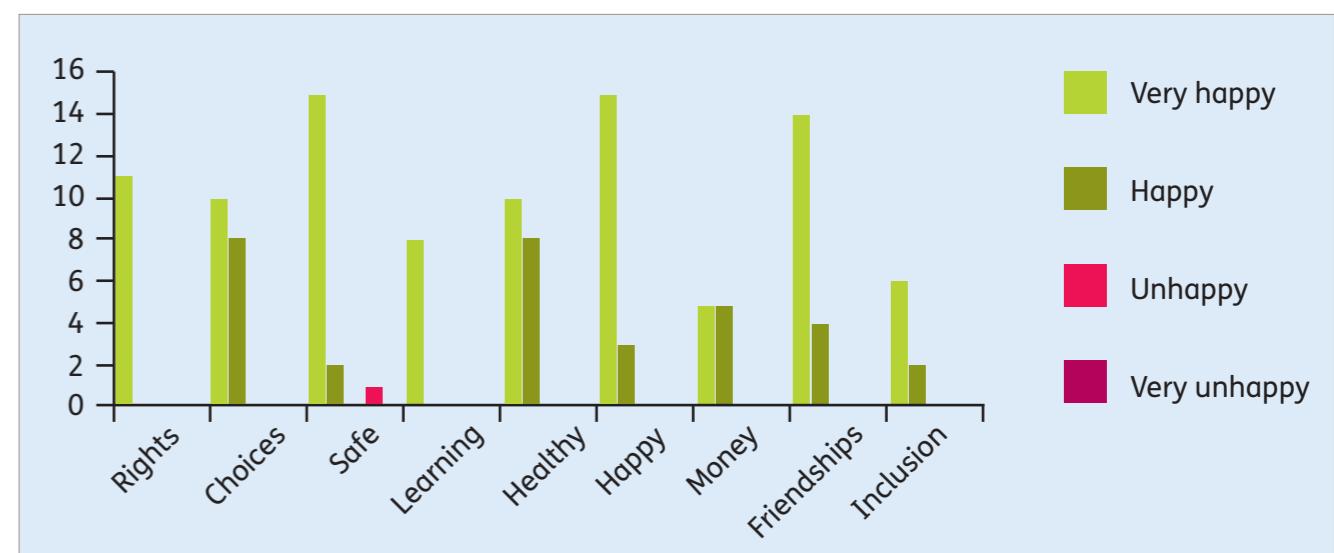
In 2014 GLH's Retail Charity Bond raised £11 million through the Retail Charity Bond platform in less than two weeks. We have used this capital to buy 30 houses and bungalows for over 120 people. This was the first ever charity bond to be listed on the London Stock Exchange.

## Impact on quality of life for Bond tenants

Each tenant is provided with personalised specialist support by Mencap enabling them to have greater independence and control over their lives. Using Mencap's What Matters Most framework, a self-reporting tool, bond tenants are measured by the quality of service they are receiving and quality of life they experience against their own personal outcomes.

Last year we reported the 2014 bond had showed real improvements from pre move to post move in terms of things like increased confidence, greater involvement in the community, learning new skills, and better physical and mental health.

This year our assessment has focussed on whether the outcome had been reviewed, and the satisfaction that people had with their progression and support to meet this outcome. The latest results for people housed through 2014 Bond funding presented on the opposite page show that most people were very satisfied with their progress towards their outcomes with only one person being very unhappy about one of their outcomes relating to security. Additional security measures were subsequently implemented by GLH.

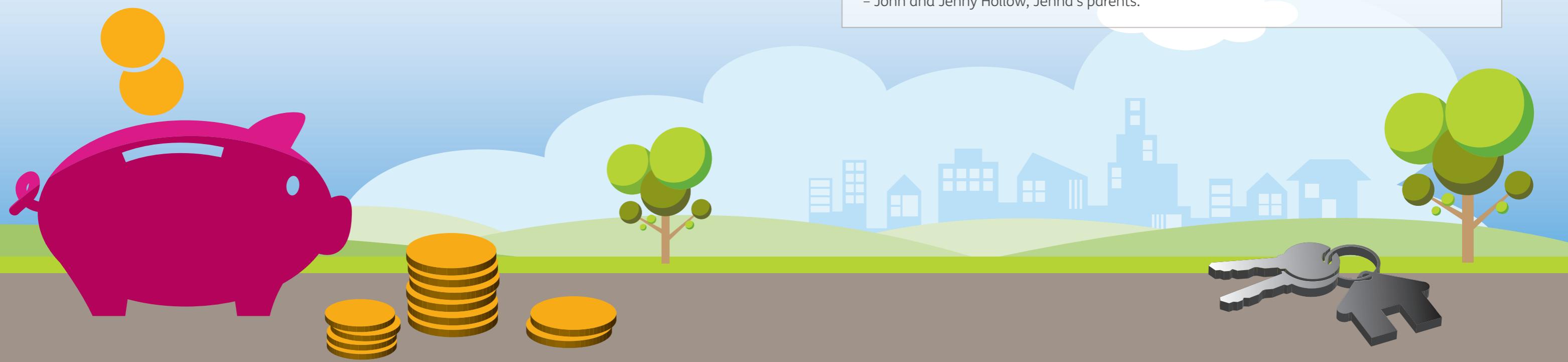


### Jenna's story

"Through Mencap's advice Golden Lane Housing were approached. With Jenna's inability with speech her need for advocacy has used technology to aid communication and source her choices to move into her new home which was eventually bought using 2014 Retail Charity Bond money." Read more about her story at [www.glh.org.uk/jenna](http://www.glh.org.uk/jenna)

**"Jenna actually signed her tenancy agreement on her birthday so it was a double celebration!"**

– John and Jenny Hollow, Jenna's parents.



# Golden Lane Housing bond (cont.)



With the support of Qa Research we are capturing the impact on parents of their son or daughter moving into a property purchased using 2014 Retail Charity Bond money.

## Impact on families of Bond tenants

Over the past year Qa Research has conducted telephone calls with family members to measure change and impact over the six-month period following their move. The following table illustrates some of the changes from the point that their relative was due to move (baseline) and six months after the move (follow up).

	Baseline	Follow up
Agree that their relative has the support they need	85%	100%
Agreed that their relative has sufficient space in their property	68%	91%
Agreed that they “have enough time for myself after spending time with my relative”	55%	95%
Agreed “I have an active social life and can visit friends regularly	48%	77%
Agreed “caring for my relative has meant my family’s social life has suffered”	38%	23%



### Gary's story

Gary and his seven friends gained more control over their lives when they moved into supported living in London.

“The freedom that Gary is experiencing has made a positive change. It feels like a different life altogether. He likes planning what he is going to do, whether it's shopping to going out for dinner.” – Catalina Ignat, Brandon Trust. Read more about his story at [www.glh.org.uk/gary](http://www.glh.org.uk/gary)

““I like the kitchen best in my flat.”

– Gary, GLH tenant



# Getting involved

By listening to our tenants and with their help we are making the right changes. The GLH teams have been getting people involved in different ways.

## With the help of our tenants

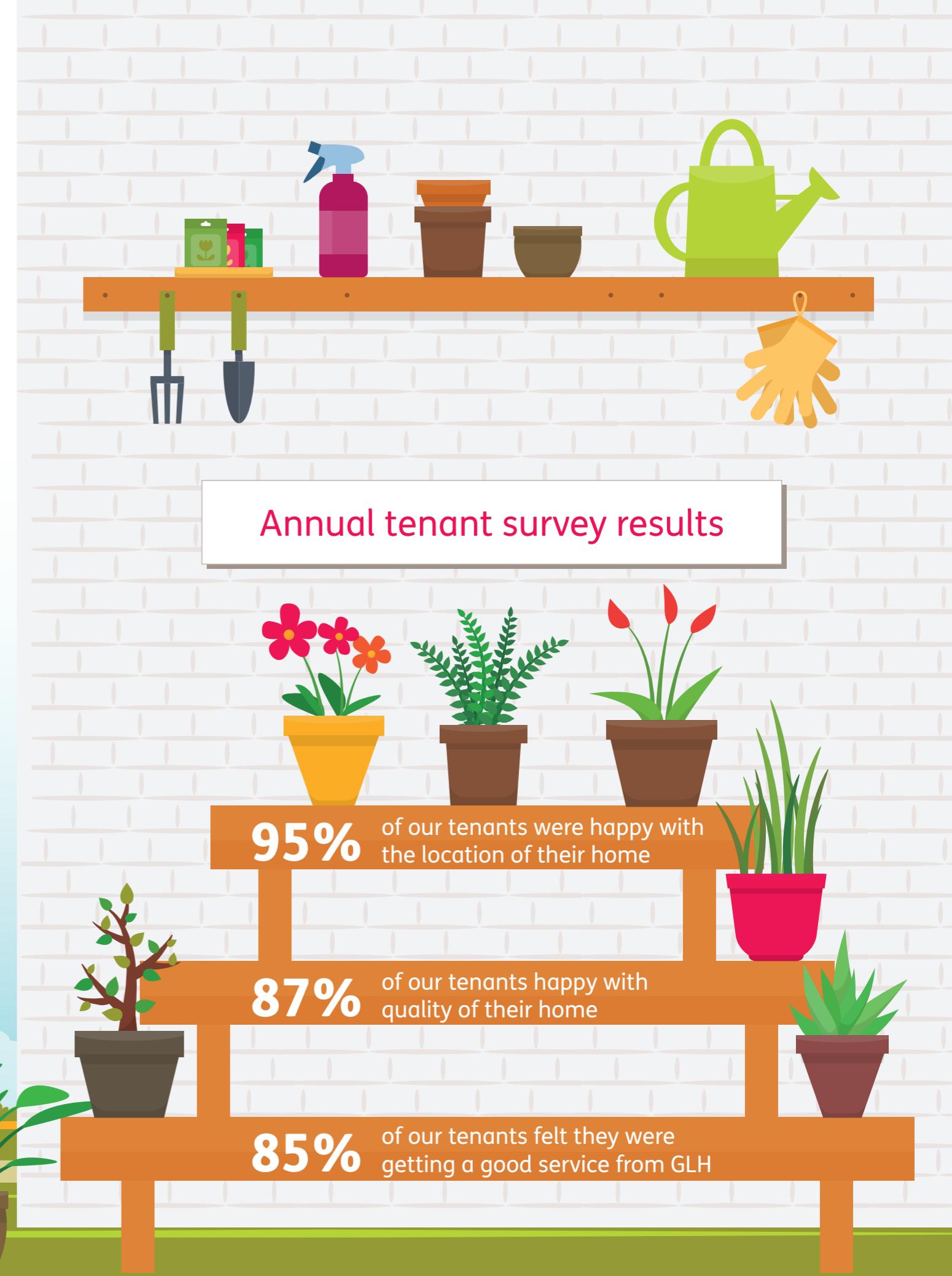
- 238 tenants completed our annual easy read Tenant Survey with the help of support staff and families
- At our staff days, Alex, a tenant gave an inspiring talk about living in his home. GLH tenants Dan and James were part of Mencap's Young Ambassador team delivering the icebreaker
- 86% of tenants thought GLH listens to views and acts upon them
- Dan, a tenant and Mencap Young Ambassador, and our Head of Development co-facilitated the launch of Our Leadership Way to middle managers
- Over 40 tenants from across the country, their families or people who are important to them took part in telling us their story. Some of these featured in the national press which has helped to raise the profile of people with a learning disability living independently in their community
- 96 people entered a competition sharing ideas to make improvements to their home. The three winners were given vouchers to help make their ideas a reality
- GLH tenants and parents took part in an event at the Centre of Engagement in the North on Housing Day to gain more knowledge about our work and help improve our services. Alex, Maria, Christina and Rachael got involved in activities while Amy, Sean and Amy's parents took part in a Development meeting. One of the positive outcomes included tenants reporting their own repairs
- The recruitment of 94% new staff has included at least one person with a learning disability in the selection process. We aim to increase this to 100%

## Making friends

Social isolation is a huge issue for people with a learning disability. Many tenants came to our Housing team event in Bristol to talk about ways to safely make friends in the local community, at home and online. Read more about this story at [www.glh.org.uk/friends](http://www.glh.org.uk/friends)

**"I really enjoyed meeting up with new friends."**

- Tom, GLH tenant



# Making the most out of money

We are committed to managing our resources to provide cost effective, quality services to tenants and to invest in new homes and services for future tenants.

## Money

We aim to pay the right price for the goods and services we buy whilst understanding that the right price is not always the cheapest. This focus on delivering Value for Money and continuous improvement has enabled us to invest in keeping Golden Lane Housing strong.

We also aim to get the best financial returns from the homes we own by planning and reviewing how much we spend on those homes and what we spend that money on.

The Value for Money standard says that we should:

- Provide value for money in everything we do, via effective, efficient, high quality services and homes that meet your needs.

We published our first Value for Money report in September 2016. This describes what we have achieved last year and our plans for the coming year to ensure we continue to be an efficient organisation. Last year we made total savings of £263,874.

## Repairs and maintenance

We continue to monitor costs to provide good value for money without affecting the standard of work, including the average reactive repair cost. By investing in our properties we are able to reduce the demand for reactive repairs, along with improving the quality of our homes. We have improved some of our product lists for planned maintenance to use modern and longer lasting products.

## Energy saving

Our aim is for all of our properties to have a minimum Energy Performance Certificate rating of Level D. We support tenants to claim for grants to make improvements which reduce the cost of energy bills and minimises impact on the environment. So far, we have secured funding for cavity wall insulation and loft insulation upgrades in a number of our properties. As part of GLH planned works we have a programme of investment that improves our tenants' lives as well as maintaining our assets. Some examples of these works include: fitting high performance double glazed window units to reduce heat loss and replacing boilers with 'A rated' energy efficient appliances.

## Income and expenditure

All financial surpluses are used to buy adapt and undertake work on more homes for people with a learning disability.

Actual (£)	2015/16	2014/15
Total income	13,314,622	12,242,380
Expenditure	11,565,608	10,528,958
Net surplus	1,749,015	1,713,422

## How we spent each £1 we received in rent

- £0.26 Rent to other landlords for leased properties
- £0.22 Property maintenance including major repairs and compliance work
- £0.20 Staffing costs
- £0.15 Interest charges on mortgages
- £0.09 Services costs, such as office costs, IT, insurance

- £0.07 Depreciation on the property costs
- £0.01 Bad debt/rent owed

We have calculated our headline social housing cost per unit based on our costs defined in the same way as used by the HCA. It gives a headline social housing cost per unit for GLH of £5,510. This relates to the 2014/15 year in order to be consistent with the HCA research.

We have also calculated our costs for 2015/16 based on returns made to the HCA for that year. Our housing cost per unit for that year falls to £5,420 per unit.

These figures are represented in the table below:

## Headline social housing costs per unit based on HCA research

Baseline 2014/15 (including 100% supported housing)	14,100
GLH 2014/15	5,510
GLH 2015/16	5,420



### Alaine's story

Alaine and her friends Kelly, Jane and Molly live in Somerset. They were delighted to find out their tired and dated kitchen was due to be replaced with a shiny new one, designed for Alaine to use in her wheelchair. Read more about this story at [www.glh.org.uk/alaine](http://www.glh.org.uk/alaine)

**"What a difference! It's now the hub of the house!"**

– Shirley Burton, Mencap

# Repairs and maintenance in people's homes

Our Repairs and Planned Maintenance teams have continued to invest in our tenants' homes, improved services and ways of working to deliver our promises.

## Planned maintenance

- £2,135,436 was the total spent on maintenance work to tenants' homes.
- £737,677 was spent on planned maintenance works in 91 homes, such as internal decorations in 22 properties and 23 external decorations, 16 new heating systems, 11 new kitchens and 10 new bathrooms
- £36,864 was spent on environmental works in 21 homes
- £49,018 on aids and adaptations in 39 homes
- £1,254,294 was invested in repair work, including £737,534 on reactive repairs, £335,692 to make homes safe and meet statutory or legal requirements and £181,068 spent on 126 vacant properties or vacant rooms
- By continually monitoring and recording the condition of our properties we effectively plan work for the future, such as new kitchens and bathrooms, doors and windows, roofing, decorating internally and externally, allowing us to deliver works that achieves value for money, at the time they are required, and deliver in a way that reduces the upheaval and stress caused by undertaking major works in our homes

## Property services

- We made a saving of £27,471 from our reactive repairs budget by developing a 'Repairs Day' programme. We identify properties that regularly request repairs and schedule works to be carried out in one day which has reduced the number of calls and travelling for the operatives. These savings were reinvested bringing planned maintenance work forward including new boilers, a roof and major flooring work

- Making sure our homes remain safe is important to us. We want to exceed our legal or statutory requirements so our properties are maintained to the highest standard. Every year we undertake a desk top review of properties on four key compliance areas: fire, gas, electrics and asbestos. This review is an audit of our legal obligations along with the information held on our system. We carry out a further audit of 10% of our properties each quarter
- 684 properties received gas certification, 135 properties had electrical tests, 30 had a fire risk assessment and 125 homes had an asbestos survey and were re-inspected
- 5,715 reactive repairs jobs were raised to contractors. 25% were emergency repairs with a response time of 24 hours, 36% were urgent repairs to be completed within 7 days, and 39% were routine repairs to be completed in 28 days
- We aim to get the repairs work completed on the first visit. We achieved 96.54% for emergency repairs, 92.91% for urgent repairs and 96.49% for routine repairs
- We achieved 11.6% post inspection work which exceeded our 10% target. We visited 481 properties to make sure tenants were happy with the work and check the quality
- 98% people were satisfied with the planned maintenance work
- We have recruited more repairs staff to make sure we answer and deal with enquiries at the first point of contact 80% of the time
- 95% of tenants are satisfied with the service they receive from the In-house Repairs team



### Nathan's Story

Maureen, Nathan's Mother explains, "Over the years GLH's Repairs team has really improved. Having the In-house team means it's become more personalised. The team are understanding, flexible and there's empathy towards Nathan's needs. It's a two way working relationship with the right values and ethics" Read more about his story at [www.glh.org.uk/nathan](http://www.glh.org.uk/nathan)

**"The GLH team are the type of people that Nathan wants coming through his front door."**

– Maureen, Nathan's Mother

# Helping customers

Our Customer Services team is based at the Centre of Engagement in the North in Manchester.

Customer Service Excellence Standard was retained. Three areas of strength were added to the six given in 2014 including another area of Compliance Plus for 'Demonstrating our commitment to developing and delivering customer focussed services through our recruitment, training and development policies for staff'.

## About our customer services

- Our main phone system was upgraded to offer customers the option to speak direct to each GLH team
- The Repairs team received 16,013 calls and made 15,379 calls. 98% were answered within 7 seconds
- The Customer Services team received 8,128 calls and made 5,581 calls. 96.5% were answered within 7 seconds
- The Housing team received 3,775 calls and made 3,820 calls. 90% were answered within 7 seconds
- 76% of tenants were aware of the new Complaints Procedure introduced in October 2015
- We provide specialist landlord services such as support to keep safe, benefits advice and a 24 hour helpline

## Making changes

We have focussed on increasing the feedback we get from our tenants and other people involved in their life and give clear guidance to staff, including:

- Introducing a complaints policy and procedure including producing easy read documents
- Reduced the reliance of using other contractors by expanding our In-house Repairs team
- A new telephone system which gives the caller an option to speak directly to each team
- Training staff to deal with complaints quickly and efficiently

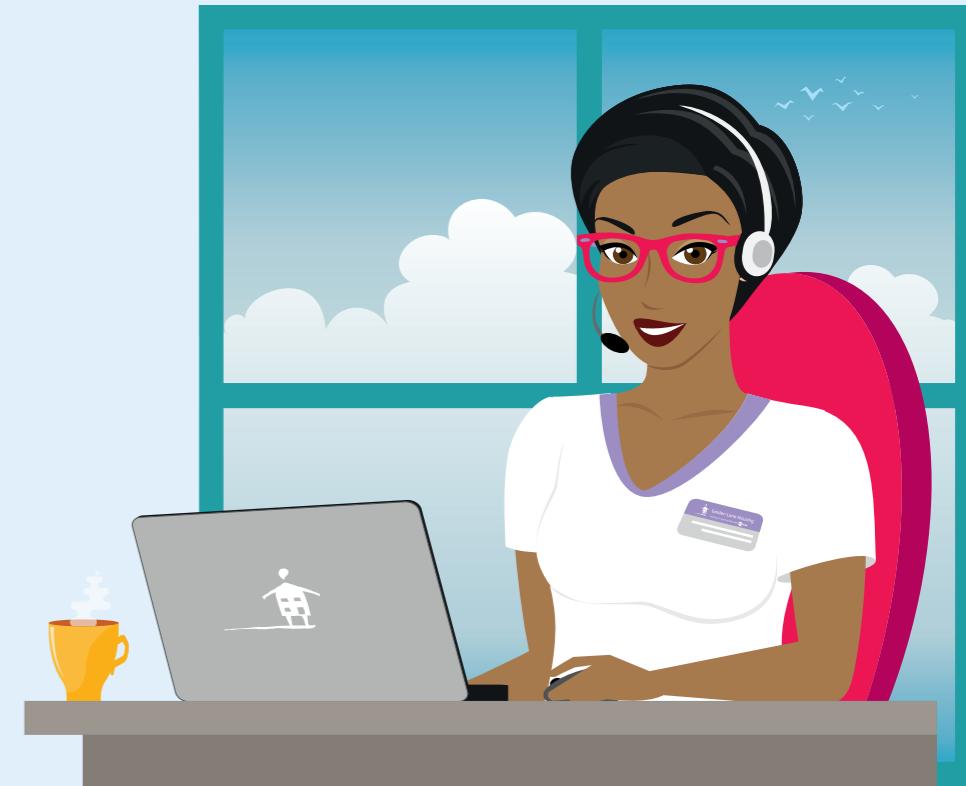


### Gemma's story

Gemma was living with friends in Chippenham supported by Mencap. Wanting security for their daughter her parents decided to buy a home which they lease to GLH through the Great Tenants approach. Shortly after, they decided to buy a home for their nephew through the same arrangement. Read about the story at [www.glh.org.uk/gemma](http://www.glh.org.uk/gemma)

**"We wanted somewhere nice for Gemma and her friends to live, where you would want to live yourself."**

– Allan and Abby, Gemma's family members



# Cosy in the community

Our Housing Officers talk to tenants about matters that affect them. We have discussed Mencap's Hear My Voice campaign and ways they can get involved online.

## Where people live

Most Golden Lane Housing tenants get on well with their neighbours and are involved in their communities. There are times when things go wrong and we are here to help people through such times.

- 95% of our tenants are happy with their neighbourhood
- Tenants can use our updated Tenancy DVD to get advice about ways of being a good neighbour

## Having the right environment helps people to live the life they choose

- Together with a team of volunteers including a family member and contractor, we created a low maintenance garden in Somerset. The four friends can easily access their garden, enjoy the feature pond, grow vegetables in their raised bed and the new planted area has different scents to help them relax
- Working together with Mencap's fundraising team, volunteers from Irwin Mitchell Solicitors joined us to do a garden make over for three tenants in Leeds. Areas were cleared and flattened ready for being flagged, borders weeded and fences painted
- With the support from Mencap's Fundraising team we bought and installed a specialist bath for a property in Plymouth
- We installed a flashing strobe linked to the doorbell to help a tenant with poor hearing

- A large number of grab rails have been provided and installed to help people get around their homes
- We've helped many tenants to obtain Disabled Facilities Grants to adapt their properties, and installed level access shower rooms and ramps, and widened door frames for people using wheelchairs



### Maria and Rachael's story

Best friends Maria and Rachael wanted to create a garden they could relax in and enjoy. It was successful in the selection process of GLH's annual tenant garden makeover, and with the help of generous donations we were able to carry out to work. Read more about the event at [www.glh.org.uk/maria-and-rachael](http://www.glh.org.uk/maria-and-rachael)

**"We helped to design our garden with Golden Lane Housing. Now we can relax and really enjoy spending time in the garden we've always wanted."**

– Maria and Rachael, GLH tenants



# A place to call home

We start with the person - finding out what their needs are, where they want to live and if they want to share with others.

## The right home

- Focussing on a person's needs we specially adapt homes we own, such as widening doorways, hoists and tracks, building wet rooms, providing level access showers and grab rails. There are some opportunities to make alterations in homes with leasehold properties, finding accessible and adapted properties can be more challenging. However, we have been successful at sourcing a number of adapted properties and negotiating with landlords to enable us to make adaptations to others
- We use our Minimum Homes Standards when buying or leasing quality homes for people, such as good sized bedrooms of 100 square feet and plenty of communal space
- Additional security lights and triple-locks on doors are fitted to some of the properties we own giving people peace of mind
- Before a person moves into their home we make it safe by carrying out gas and electric tests and complete any improvement works
- 85 tenants gave us feedback on their new homes via a survey carried out by our Development team. This showed 96% gave the area they live in an excellent or very good rating, 95% are happy with the size and layout of their new home, 98% of people feel safe and secure in their home and 96% gave an overall rating as excellent or very good
- The Development team carefully considers the individual feedback we receive from our tenants each year. Where possible we will amend our Modern Home Standards so that tenants can have even greater satisfaction with the new homes we provide in future years. We have improved our security standards and this has increased this satisfaction rating from 96% to 98% over the past year
- We provide specialist accommodation and do not have a waiting list or take part in choice base lettings like other social landlords. We are reliant on the local authority providing the support package and with pressures on their budgets we are finding that sometimes only those with higher levels of need are being funded
- 225 people moved into our properties and 111 housing vacancies were filled. We work closely with local authorities and support providers to find a person to move into a vacancy. Often it takes a while, as a lot of work goes into ensuring it is right for everyone, and their support is in place

- The money we lost from rent not collected because property is empty represented an average over the year 5% of our rental income. This means we met our target
- We work with a range of people to help us provide new homes. The majority of our new homes are provided in partnership with private landlords - a private sector leasing solution. However, in recent years private and corporate investors have also provided Bond funding which has enabled us to purchase and adapt additional properties. We continue to work with families and Trusts, the NHS, private developers and other organisations who have available capital to purchase properties that GLH can use for people with a learning disability. We also hope to secure grant funding for new homes from the Homes and Communities Agency in the future

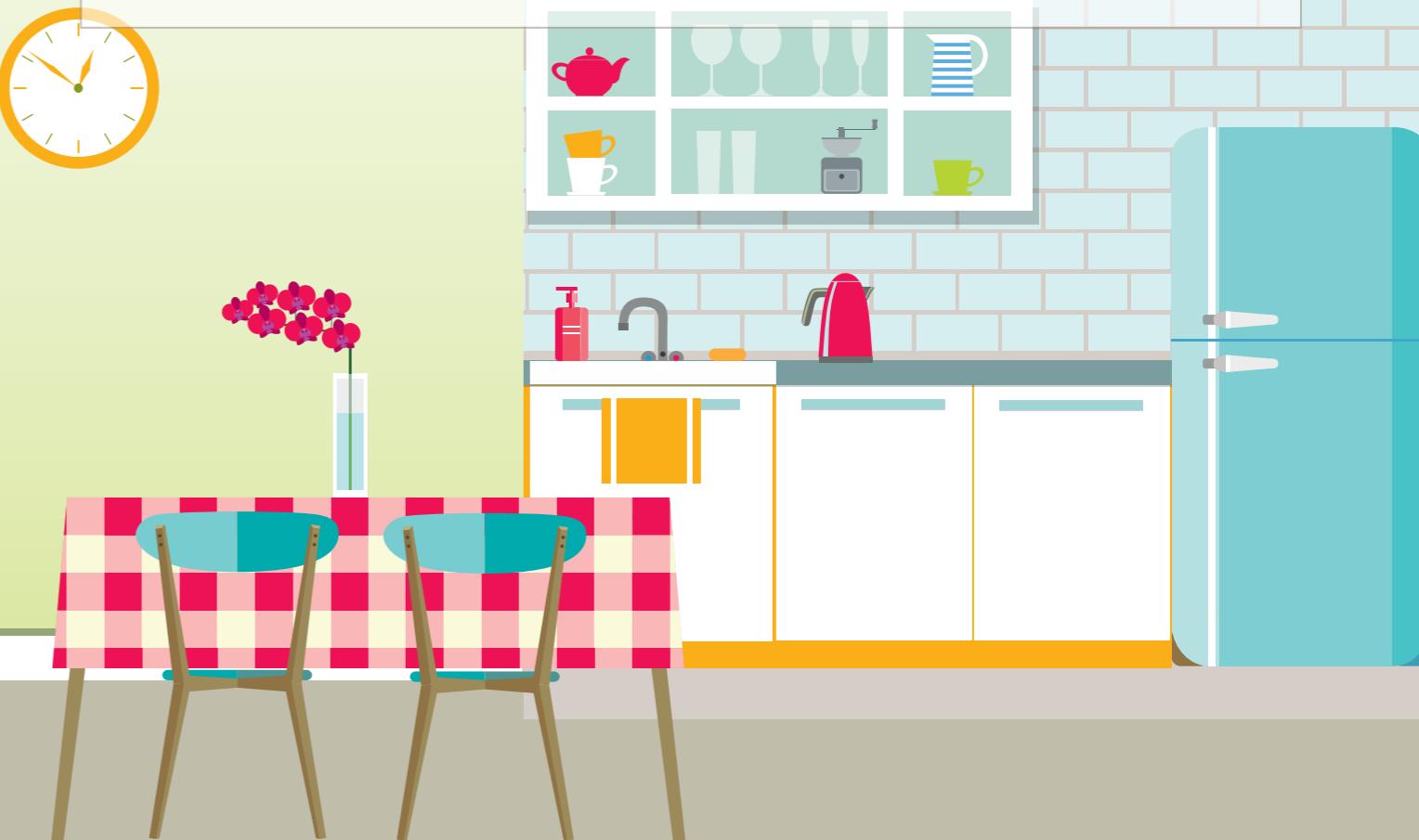
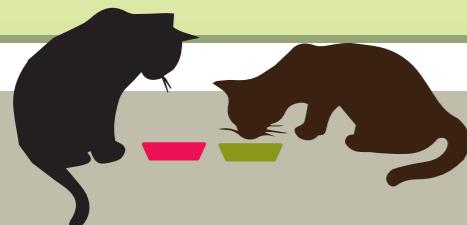


## Thomas, Sebastian and Archie's story

Good friends Thomas, Sebastian and Archie told us, "We want to be healthy, hard working, independent team to share good times and the bad. Living our lives within the community in which we live. We want to look back on our time here with pride and a mountain of happy memories." Read more about their story at [www.glh.org.uk/tom-seb-archie](http://www.glh.org.uk/tom-seb-archie)

**"We're having a great time. We really like this house, we have fun and get on great with the staff."**

– Thomas, Sebastian and Archie, GLH tenants



# People living in their homes

As a specialist landlord Golden Lane Housing provides additional housing services to help our tenants to manage, sustain and thrive in their tenancies.

## Helping tenants

- Housing officers spend time with people to help them understand their tenancy using the easy read documents. The Tenancy DVD has been designed to help people understand their rights and responsibilities, living in their community and around their wellbeing
- Every year GLH tenants are visited by a member of staff
- 97% of Tenancy Reviews were carried out by housing officers including at least one visit to all properties. The remaining 3% of people were unavailable at the time of booking their appointments and were carried out in April 2016
- 97% of people met or exceeded our wellbeing standard
- 92% reported the property continued to meet their needs
- We dealt with 35 safeguarding alerts and concerns by working with social care and support providers to achieve positive outcomes
- The Housing Income team recruited an additional member of staff to support with collecting income and dealing with Housing Benefit and council tax issues. The additional staff meant that we obtained £112,000 in exemptions or reductions in council tax for our tenants
- The review of GLH's tenancy agreement was completed and updated which comply with legal and other regulatory requirements



### June's story

June felt very sad because the tenant who lived in the flat below kept calling her names and making her feel scared and frightened to go out. June met with her Housing Officer Joanna who helped her to understand what was going on and how she could help. Read more about her story at [www.glh.org.uk/june](http://www.glh.org.uk/june)

**"I am so pleased – Joanna really supported me to keep my home and not give in to the bullying neighbour. I can get on with my life now."**

– June, GLH tenant



# Campaigning for change

There are other ways Golden Lane Housing helps people with a learning disability to live their lives with choice and opportunity.

## Helping to make a difference

- We work with Mencap campaigning to influence policy and practice to improve the lives of all people with a learning disability
- GLH and Mencap campaigned successfully with others for an exemption to the 1% per year rent reductions imposed on most other housing associations which is allowing us to continue to provide high quality services to our tenants. Our Director gave evidence in person at the Committee stage of the Welfare Reform and Work Bill and met with a number of Ministers on this issue
- However, at the time of writing there continues to be uncertainty in relation to the cap which the Government will impose on housing benefit for social rents, which has forced GLH to put its plans for a major new capital raise on hold. We will continue to campaign with Mencap for a fair deal for people with a learning disability, and for their legal right to have their reasonable housing costs met
- We are committed to campaigning to ensure that the full cost of housing is met through Housing Benefit entitlement. We continue to support tenants who have had their rent restricted by evidencing the difference our specialist services make
- We can't provide housing for everyone, so we need to make sure that the housing system works better for everyone
- Tenants across the country have taken part in Mencap's Hear My Voice campaign to tell the Government about issues that are important to people with a learning disability and their carers



### Stephen's story

Moving from a hospital environment to supported living has helped Stephen to live a full and active life. Stephen, GLH tenant explains, "The main thing between being in hospital and my new home is the outlook, it's positive. I have choice now – with meals, what I do and when and buy what I want." Read more about his story at [www.glh.org.uk/stephen](http://www.glh.org.uk/stephen)

**"There's a pub down the road where I play snooker. They've asked me to join their snooker team."**

– Stephen, GLH tenant



# Looking ahead

## We have big plans for 2017!

Our aim to create even more new tenancies will mainly be through our private sector leasing scheme. By working with other landlords through management agreements or leases we can gain a wider reach to provide new housing opportunities for people with a learning disability. We will be looking to extend our successful In-house Repairs service which has a 95% tenant satisfaction rate. We are disposing of our few empty properties and the proceeds are being invested in buying and adapting housing where it is most needed. We will continue to develop innovative funding options to provide additional capital for us to buy and adapt the housing that is so desperately needed.

We can only do this with the help and support of a wide range of partners. If anything in this report touches you, if you think you can work with us to make the world a better place for people with a learning disability and their families, please get in touch.

Wishing you all the best.



Alastair Graham  
Director, GLH

### Get in touch

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**[www.glh.org.uk](http://www.glh.org.uk)**



**Golden Lane Housing**

working in partnership with 