



Golden Lane Housing

working in partnership with **men**cap



Easy-read

Annual report 2019



Welcome



Golden Lane Housing provides homes to about 2,000 people with a learning disability in over 950 properties across England, Wales and Northern Ireland.



Every year we give housing advice to hundreds of people with a learning disability and their families and carers.

New homes



We provided homes for 234 people. This is the highest number of people we have housed in one year.

Tenants living in their homes



- Our housing officers talk to tenants about being happy and safe in their home. We undertook 1,151 visits making sure we visited every home.



- We try to keep all tenants safe from abuse. Concerns were raised with 58 tenants. We worked with the tenants, 34 local authorities and other people important in their lives.



- Our housing income team has worked with tenants to make sure they are claiming the right benefits and produced easy-read documents to help them understand their rent.

Repairs and maintenance



- We spent over £3 million on repairs and planned maintenance work to our tenant's homes during the year.



- We have spent a lot of money on our properties, including nearly £800,000 on things like fire standards work to make sure our tenants are safe in their homes.



- Our in-house team carried out a general repairs service to more tenant's homes across England and Wales. 98% of work was done within the deadline.

Getting involved

Our tenants continued to help us with our work:



- Tenants attended and co-hosted our 20th birthday celebrations at Old Trafford Cricket Club.



- Tenants attended meetings run by our housing income team to produce our service charge standards.



- Tenants have helped us to recruit new staff including; director of development, in-house repairs team staff and our first volunteer.



- We worked with tenants and their support staff in Nottingham to improve their garden and put new plants in.

- We have supported tenants across the country to get involved in Mencap's Treat me well campaign.

Helping to keep tenants safe



We launched a campaign called **It matters**. This tells people how we help to keep our tenants safe from abuse.

We worked with our tenants in lots of ways.



- We held meetings and visited tenants in their home to help them understand what abuse is. We also agreed how we can help to keep them safe from abuse.



- We worked with tenants to produce the easy-read booklet, **How we help to keep you safe**.



- A tenant told her story about Golden Lane Housing helping to stop her bullying neighbour. The story was used to tell people how we can help our tenants.

What tenants think



93% of tenants are happy with their neighbourhood.



89% of people are happy with the quality of their home.



84% of tenants are happy with the repair work done at their home.



75% of tenants agree that their rent gives good value for money.

74% of tenants are happy that we listen to their views and act on them.

74% of tenants are happy with the way we deal with repairs.

Awards



- Best Companies awarded us a 3-star rating. We were also listed number 12 in The Sunday Times Top 100 Best Not-For-Profit Organisations to Work For in the UK.

The future



We have a new 5 year plan to support our work. The 3 main areas are:



- **Quality services.** We want to provide a high quality, caring and efficient service to our tenants and other customers.



- **Healthy business.** We want to continue supporting the work we do now and in the future.
- **New homes.** We will provide more homes for people with a learning disability.

Thank you



Golden Lane Housing would like to thank our tenants, our trustees, staff and our many partners and supporters for helping us to deliver and improve our services.

All the best for 2020.



Neil Hadden
Chair



John Verge
Chief executive

Contact Golden Lane Housing



Call us

0300 003 7007



Write to

Golden Lane Housing
Parkway 4
Parkway Business Centre
Princess Park Road
Manchester
M14 7HR



Email

enquiries@glh.org.uk

Go to

www.glh.org.uk

Follow us on Twitter - @GoldenLaneHouse