



Christmas 2019



Voices together

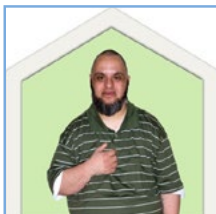
We need you!



Hi, I am Gemma the new **engagement officer** at Golden Lane Housing. I have an exciting opportunity for you



We are looking for people to become **tenant representatives** and be part of a panel to help and advise GLH to make important decisions



Speak up about your experience of Golden Lane Housing and help us improve our services



Meet new people, make new friends and share what matters most to you about your home. Delicious lunch provided and expenses covered too



I'd love to hear from you. If you are interested just send back the reply card that was attached to your letter from me **OR** you can text, call or email me directly. Speak soon!

Mobile: **07814302108**

Phone: **0300 003 7007**

Email: **gemma.richmond@glh.org.uk**

@GoldenLaneHouse



Golden Lane Housing
working in partnership with menCAP

“I would love to be part of the panels. It is important to get involved and meet new people. It would have an impact on my life and others too. I would recommend for all tenants to come and take part and get your message across”

Stephen Smith,
GLH tenant.





Christmas competition time!

Only open to our tenants



Resolve Solutions 'reindeer' vans are out and about during December.



Have a selfie taken with our operative and the reindeer van. There is a special treat for the winning selfie!



12 Days of Christmas!

Our staff have nominated 12 tenants they would like to give a Christmas gift to, as a special thanks for their engagement throughout the year



If you have been chosen we will contact you soon to arrange delivery.



#12DaysofChristmas

Tenant satisfaction survey results 2018-2019



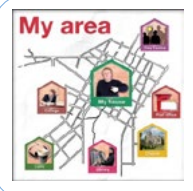
260 Tenants filled in and returned our survey. **Thank you to everyone for taking part. Here are the results...**



74% (187) of tenants felt that GLH listened to their views, but we want to do more. So we are starting tenant panels in 2020



86% (222) of tenants were satisfied or very satisfied with our work. But we want to do more and improve our services



93% (237) people said they were satisfied or very satisfied with the neighbourhood they live in



89% (228) people said that overall they were satisfied or very satisfied with the quality of their home



75% (192) tenants said they were satisfied or very satisfied with the value of their rent



84% (216) of tenants said they were satisfied or very satisfied with the way GLH deals with repairs and maintenance



70% (152) tenants said they were satisfied or very satisfied that the service charge provides good value for money