



Golden Lane Housing

working in partnership with menCap

Housing services during coronavirus (COVID-19)

Date last reviewed: 5 January 2021



About this guide

Stay home. Protect the NHS. Save lives.

This guide gives advice on:

- current government guidance
- making a housing application
- housing management and tenancy support
- your rent, housing benefit and council tax.

National lockdown: stay at home

Stay home. Protect the NHS. Save lives.

You must stay at home. This is the single most important action we can all take to protect the NHS and save lives.

You must not leave your home unless necessary. Stay two metres apart from anyone not in your household or support bubble.

The latest government guidance can be found on their [website](#).

Making an application for housing

We are open to accept all referrals and applications for housing. If you have any enquiries a member of our team will be there to answer your questions and help you:

email: applications@glh.org.uk

call: **0300 003 7007 and follow option 3** for the housing team.

We are working hard to make sure that we can still offer you a home if your application is approved. Current government guidance and COVID-19 restrictions means we can still do this, but we may need to ask more questions about your health and if offering you a new home could put you or someone else at risk. Golden Lane Housing will aim to understand this before offering you a tenancy and check with you again before your tenancy starts.

Housing management and tenancy support

Your housing officers are following government guidance to help keep you safe.

We are all working really hard to continue to provide our housing management services to you and we will continue to do this in lots of different ways. For example, by phone calls, video calls using apps, e-mails and letters. These are the best ways of communicating with you and helping you with any issues that you may have in the safest possible way. Please let your housing officer know what works best for you:

call: **0300 003 7007 and follow option 3** for the housing team.

We have had to stop face-to-face visits to help reduce the risk of spreading the virus. Face-to-face visits can now only be carried out where absolutely necessary in emergency circumstances.

Your rent, housing benefit, and council tax

The timely collection of our rental income is important to us in order to ensure we deliver the services we provide to all our tenants. The impact of COVID-19 pandemic has made it more challenging but our team are here to help you with any questions you may have, when difficulties with payments arise or you need support with your housing and council tax benefit claim. To reach us you can:

email: accounts@glh.org.uk

call: **0300 003 7007** and follow **option 2** for the rents team.

Get in touch

For more information, contact Golden Lane Housing:

0300 003 7007

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

Email: enquiries@glh.org.uk

Website: www.glh.org.uk

Follow us on Twitter - @GoldenLaneHouse