



Golden Lane Housing

working in partnership with 

DESIGNED BY TENANTS FOR TENANTS



ANNUAL REPORT

CALENDAR 2021

**'Hello!'**



**from Neil Hadden**

Welcome to the fresh and new look of our Annual report calendar. We have developed the report with the help of our tenants to provide information in a more engaging way.

As you go through the calendar you will find out about our work during 2019/20 and can take part in the activities across the report.

Golden Lane Housing has provided homes to nearly 2,200 people with a learning disability in 1,106 properties across England, Wales and Northern Ireland.

Our Corporate plan has helped us to improve services and we have housed the largest number of people in one year.

Our tenant's safety, well-being and involvement are at the centre of our work. At the start of the coronavirus outbreak we contacted our tenants who might be most at risk using phone and video calls. The following few months we contacted all of our tenants who we didn't speak to the first time round.

We would like to thank our tenants, family members and support staff who have worked with us on this report.

Neil Hadden, chair  
Board of trustees



**Michele Doyle**

**More Voices, More Choices Committee**

"Hi, I am Michele Doyle and I have been a tenant at Golden Lane Housing for 20 years. I really enjoyed working on this with all the other tenants too.

We all spent a lot of time looking at how we could improve the calendar and what we like to change. I am very proud to have been involved and we really hope you enjoy using it."

## MEET THE TRUSTEES AND EXECUTIVE TEAM

### Our board of trustees

The board of trustees are a group of people who make big decisions about Golden Lane Housing. The trustees are responsible for helping us to plan, agree policies and make sure everything we do is within the law.



Neil Hadden, chair



Chris Barrett



Stephen Jack



Ralph Middlemore



Charles Cleal



Brendan Whitworth



Lorraine Ford



Philip Middlewood



Anne Rowlands



Nikki Bowker

### Our executive team

Our executive team works closely with the board of trustees. They provide leadership and are responsible for the day-to-day running of Golden Lane Housing. Our tenants have asked to learn more about the executive team.

**John Verge, chief executive**



"We have always baked as a family and my son is the chief taster of our sourdough bread!"

**Abdul Latif, director of development**



"My family are my world. There is never a dull moment in our house with 2 children!"

**Rod Dugher, director of housing**



"Cycling is one of my passions. I help run a cycling club for kids."

**Warren Bradley, director of legal and governance**



"I enjoy renovating houses and have just moved into a new house."

**Marilyne Davis, director of finance**



"I enjoy learning new things and I find reading to be very relaxing."

**Melissa O'Donnell, director of operations**



"I've got three dogs, they're super cute and we go on great walks."

**Adele Currie, head of people and culture**



"I'm a fan of superheroes, Sherlock Holmes and old films."

## Housing people with a learning disability

Golden Lane Housing provides housing for people with a learning disability. People have a choice about where they live and who they live with. We want our tenants to live in a home that is right for them. We want people to be happy, safe, and part of their community.



Photo sent in by Daniel Lake, London Golden Lane Housing tenant



Which house has this tenant chosen to live in?  
Follow the path

## Making a difference

We work hard to make a difference to the lives of people with a learning disability. Our staff offer help and advice to hundreds of people every year. We work with the government and other organisations to help change policies on housing matters.

## Awards

In 2019/20 Golden Lane Housing received 3 awards:

- Best Companies awarded us a 3-star rating. This is the best rating an organisation can receive.
- We were listed number 4 in The Sunday Times Top 100 Best Not-For-Profit Organisations to Work For in the UK.
- We won an award for The Supported Housing Award in the National Learning Disabilities and Autism Awards 2019.

We were also a finalist in 4 other awards.



## Word search

Can you find any of the words listed below?

### About us    About you

- |        |         |
|--------|---------|
| People | Choice  |
| Home   | Respect |
| Advice | Happy   |
| Repair | Safe    |
|        | Fun     |

Once you have finished it, check your answers on the back page.

s	a	f	e	y	c	t
f	o	v	h	p	t	r
u	p	e	o	p	l	e
n	i	t	m	a	r	s
c	r	h	e	h	o	p
c	h	o	i	c	e	e
r	e	p	a	i	r	c
a	d	v	i	c	e	t

## Take part in our calendar

Tenants have asked us to put activities across our calendar. There are plenty of opportunities for you to get involved.



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				1 New Years Day	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Want to speak to us?

Call 0300 003 7007

## Talking to you

Our customer services team answer your calls organise our post and deal with any complaints or compliments we receive from tenants.

## Meet our receptionists

Our receptionists answer the phone when you call our office.



### Gauri Dhawan

Gauri has a 1 year old daughter and loves to cook for her family and friends.



### Rebecca Allen

Rebecca is learning to drive and spends her free time in the gym or with her family.



Photo sent in by Katie Severs, North Yorkshire, Golden Lane Housing tenant



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### Nicholas Finch

Nicholas passed his apprenticeship in March 2020 and has won our Personality of The Year Award 2019.

## Listening to you

We received 22 complaints about repairs, keeping your home safe, development, housing management and home improvements.

The year before we received 14 complaints. This was an increase of 8.

All complaints were dealt with quickly and resolved.

## “Hello, how can we help?”



We made and received lots of calls last year. Our target is to answer calls within 7 seconds.



received 7,259 calls. They made 2,520 calls.



received 17,165 calls. They made 18,751 calls.



received 2,597 calls. They made 2,200 calls.



received 2,643 calls. They made 4,195 calls.

## Tenant satisfaction

Each year Golden Lane Housing send our tenants a satisfaction survey. We sent out 1021 surveys and 295 surveys were returned.

## Overall satisfaction results

**This year**  
2019/20 82%

Our target was 86%

**Last year**  
2018/19 86%



## Improving what we do

Tenant satisfaction is very important to us. Some of our tenants said they would like to be better kept informed about repairs reported and completion times. We have improved our repairs guidance and have a new arrangement with a contractor to improve response times for white goods.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14 Valentines Day
15	16 Pancake Day	17	18	19	20	21
22	23	24	25	26	27	28

Want to speak to us?

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## It matters - Safeguarding

Safeguarding means helping to keep you safe from abuse. We help you to keep safe by working with you and other people involved in your life.

**Becky Arrowsmith**, Housing Manager and safeguarding deputy.



## How we did

- 41% tenants were involved in the safeguarding alerts.
- All Golden Lane Housing staff have had safeguarding training.

## Improving safeguarding

We are continuing to share and develop our good safeguarding work.

## Safeguarding alerts

We raised 50 safeguarding alerts to 22 local authorities about people's safety - see below.



**"It was great to meet my housing officer and talk about my house. I love my home,"**

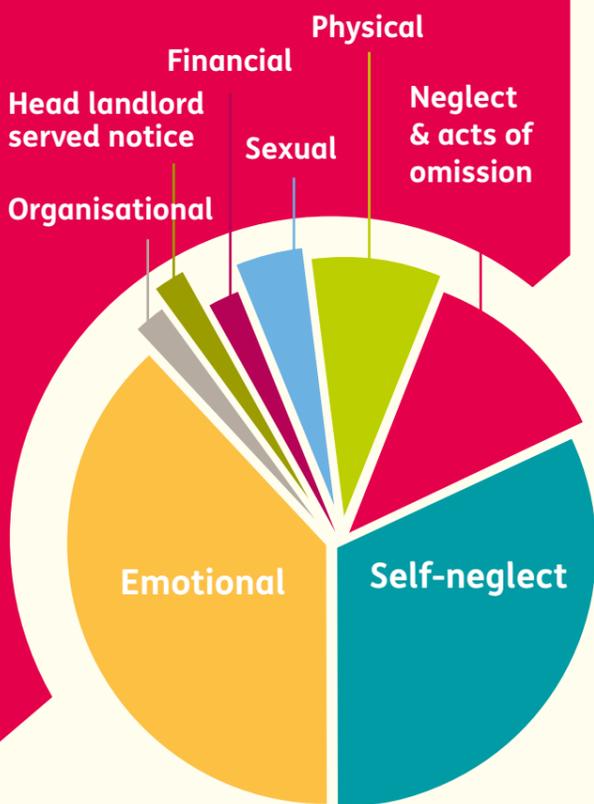
Amanda, a tenant from Northern Ireland.



Photo sent in by Suzanne Brown and Della Jones, Doncaster, Golden Lane Housing tenants



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## Your housing officers

We have a team of 9 housing officers and 3 housing managers who work across the country to help tenants to manage and maintain their tenancies.



Derek Brown



Angela Kirkup



Josephine Kurangwa

## Improving what we do

We are improving how we record information. This will help us meet our tenants needs and personalise the service we offer.

**IMPORTANT!** We are here for you

If you think you have been abused or you are being abused, you should tell someone you trust. If you are worried or need help

**CALL US ON 0300 003 7007**

COLOUR ME IN

## How we helped tenants

Advice	<input type="checkbox"/>	<input type="checkbox"/>
Neighbours	<input type="checkbox"/>	<input type="checkbox"/>
Housemates	<input type="checkbox"/>	<input type="checkbox"/>
Tenancy matters	<input type="checkbox"/>	<input type="checkbox"/>
Moving home	<input type="checkbox"/>	<input type="checkbox"/>
Adaptations	<input type="checkbox"/>	<input type="checkbox"/>
Meetings	<input type="checkbox"/>	<input type="checkbox"/>

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28 Daylight saving ends
29	30	31				

**Want to speak to us?**

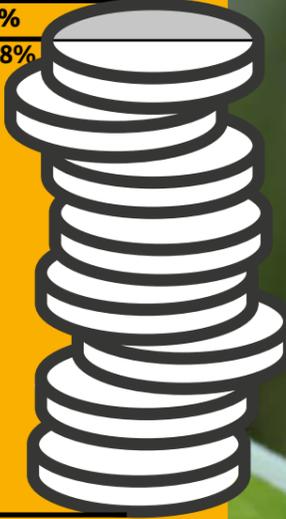
**Call 0300 003 7007**

## Your rent HIGHLIGHTS

**98.98%**

of rent was collected by the housing income team

100%  
98.98%



**COLOUR ME IN**

up to the line!

**77%**

of tenants were satisfied that their rent provided good value for money.

0%

Last year this was

**75%**



## More highlights

- Less rent was owed to us this year. This was 4.05%
- £657,735 was spent on service charges. We completed a review of how we spend our service charges.
- 279 tenants got help from us to claim their council tax discount.
- 78% of tenants were satisfied that their service charge provides good value. Last year this was 70%.
- 100% of tenants received information from us about their rent.

Photo sent in by Peter Jones, Flintshire, Golden Lane Housing tenant



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## Empty homes

GLH have some homes that are empty or some shared houses that have empty rooms.

We want our tenants to move into our empty homes quickly. We work with others to find a person who is looking for a home, prepare their tenancy and make sure the home is ready and safe for them to move into.



**4.96%** of our money was lost from empty homes because we could not collect any rent. Our aim is to keep this under **5%** so we are doing well.



**8.5%** of our homes were empty. Our aim is to keep empty homes under **7.5%**. We want to do better.

## Making improvements

We created a new team of 3 housing coordinators. They are helping us improve our performance with filling empty homes by working with other organisations, checking housing applications and matching people to empty homes.



**“Last year we helped 128 people move into our empty homes,”**

Siobhan Boyd, Vicky Stent, and Yasmin Stafford housing coordinators.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2 Good Friday	3	4 Easter Sunday
5 Easter Monday	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

**Want to speak to us?**

**Call 0300 003 7007**

## Repairs matter

We understand how important repairs are to our tenants. We work really hard to get it right.

Photo sent in by David Kingsley, Nottingham, Golden Lane Housing tenant



## How we spent our money

Our maintenance budget for the year was £3,563,902 and we spent £3,581,122.



"We worked really hard last year taking 1,400 repair calls each month,"  
 Sherrie Roach, repairs advisor.



## Number of repairs

We completed 7918 repairs.



## Your feedback matters to us

In September we held an event where our tenants met the repairs team and some of our contractors. We had a fun day and gathered lots of ideas from our tenants on how we can shape and improve the service in future.

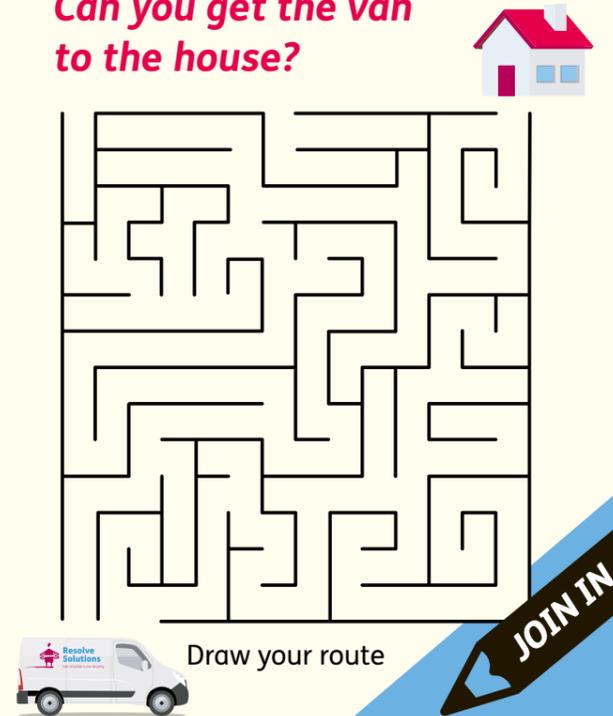
## Annual tenant satisfaction survey

- **80%** of tenants were happy with the quality of our work. This was 84% last year.
- **70%** of tenants were happy with the way we deal with repairs. This was 74% last year.

## Improving what we do

Our tenants have told us they were much happier with their repairs when they are completed by our in-house repairs team, Resolve Solutions. We are increasing our team. Head over to June to learn more!

## Can you get the van to the house?



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1	2
3 Bank Holiday	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31 Bank Holiday						

Want to speak to us?

Call 0300 003 7007

Our in-house repairs team has been developed and improved with our tenants

## Who are we?

We have our own repairs team. Our new name is Resolve Solutions. Our tenants helped design our logo, you may have seen this on our vans.



The team have their own mascot called Dixie the dog. Sometimes Dixie visits our tenants in their homes. Have you met Dixie?

**He's got some tips for you.**

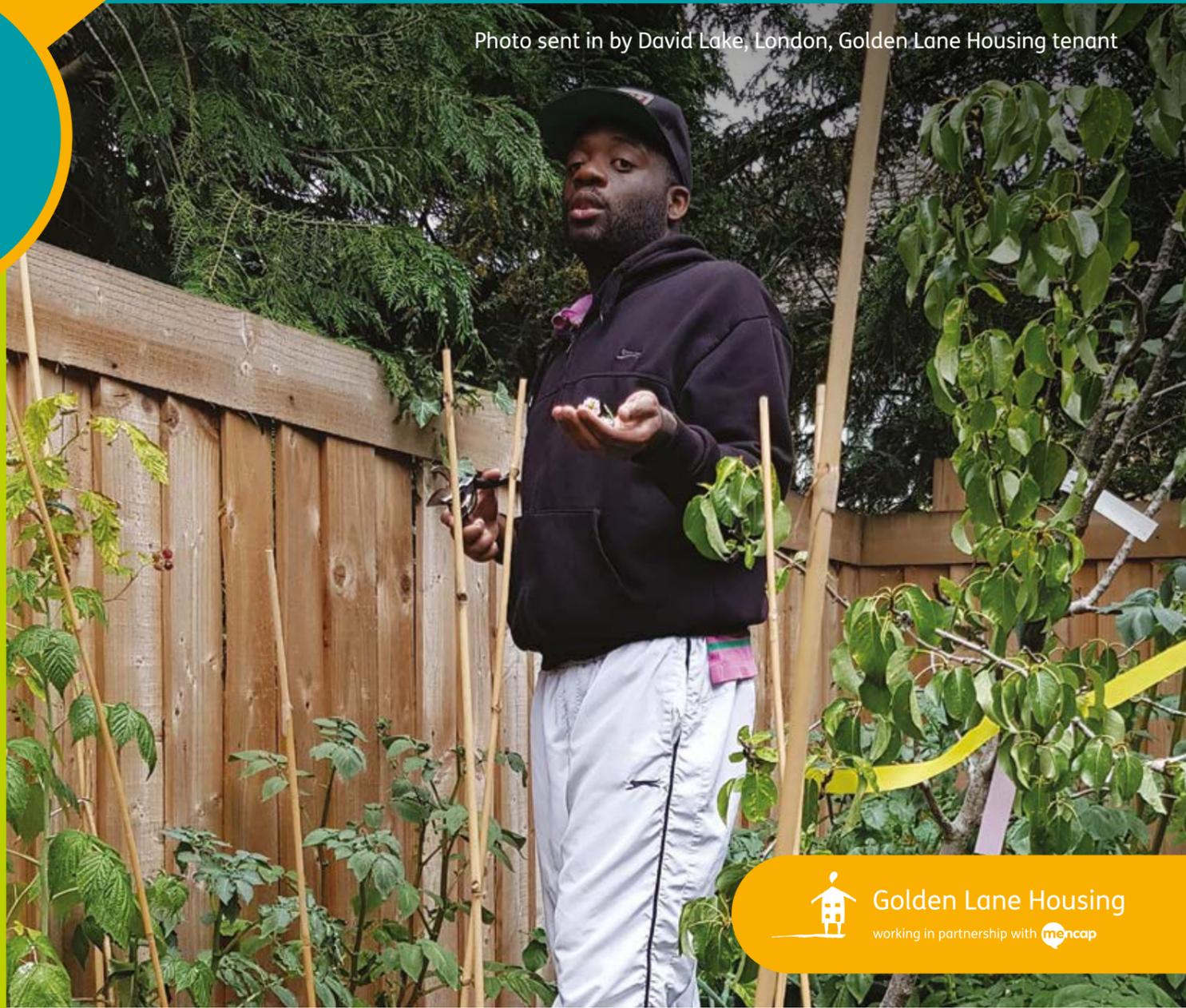


Photo sent in by David Lake, London, Golden Lane Housing tenant



**TOP TIP 1**  
Please let us know about repairs as soon as you notice them by phoning 0300 003 7007, option 1

**TOP TIP 2**  
If you smell gas leave the house and call 0800 111 999 immediately

**TOP TIP 3**  
Please make sure someone is at home when we visit to do your repair

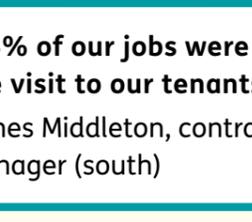
COLOUR ME IN

## Meet some members of the team



**“By Resolve Solutions doing the repairs we have saved £43,362.”**

Barry Sully, national contracts manager



**“94% of our jobs were finished in one visit to our tenants’ homes.”**

James Middleton, contracts manager (south)



**“We are thrilled that 99% of tenants said they were happy with the work Resolve Solutions completed.”**

Alan Andrews, contracts manager (north)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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21	22	23	24	25	26	27
28	29	30				

**Want to speak to us?**

**Call 0300 003 7007**

## Home improvements

Every year we carry out work on the inside and outside of tenant's homes and make them accessible for people.



### Making homes just right

- **£610,466** was spent on improving our tenant's homes, such as new kitchens, bathrooms, heating and decorating shared areas.
- **£94,471** was spent on environmental works and aids and adaptations, such as making homes accessible, garden projects and electrical work.

### Improving what we do

In 2019/20 we surveyed all our homes so we could understand what improvements were needed in our homes and we could budget for these from 2021 onwards.

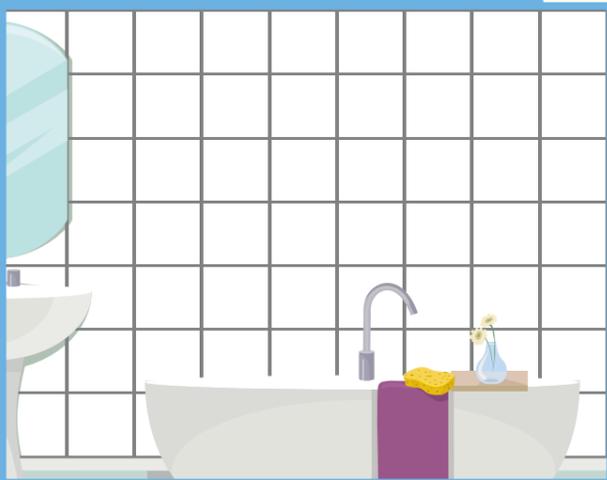


Photo sent in by Scott Dickens, Nottingham, Golden Lane Housing tenant



### Design your own bathroom tiles

Use the picture below to get creative and design your own bathroom tiles or just make them colourful.



## Making your home safe

Our compliance team have done lots of work to keep tenant's homes safe.

### 6 areas of safety



- **Gas Safety Certificate:** we have got gas safety certificates for all our homes that have a gas supply.



- **Electrical safety:** we have got electrical safety certificates for all our homes.



- **Asbestos surveys:** we have got 516 homes on our asbestos list and carried out an annual inspection on 218 homes.



- **Water safety:** we have carried out 162 legionella risk assessments.



- **Fire safety:**
  - 1038 properties have had a fire risk assessment completed.
  - we worked with local fire services to make sure tenants have the right fire protection in their homes to keep them safe.
  - £1,310,745 was spent on keeping tenant's homes safe.



- **Specialist equipment:** some of our properties have equipment such as accessible baths we have been working hard to find out which homes use this equipment.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Want to speak to us?

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Tenants are helping us to deliver better services and homes

“Hi, I am Gemma, the involvement officer. It is important for our tenants to be heard. That is why we are improving the involvement of the people we house in a range of different ways.”



Photo sent in by Ben Stafford, Hexham, Golden Lane Housing tenant



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## NEW JOB ROLE:

We created a role to improve the ways we involve our tenants in everything we do.

COLOUR ME IN

“Being involved helps us understand information and it is fun!”

Karen, Anna, Amy and Katie, Golden Lane Housing tenants.



## INVOLVEMENT:

This year 65 people got involved in activities such as: tenant committees, competitions, feedback days, staff day, events, awards and reviews of our surveys.

“It is amazing. It makes me so happy and excited being involved. It’s great to try new things and get a chance to share,”

Kashaf Hussain, More Voices, More Choices Committee.



## TENANT MEETINGS:

We set up our tenant group which is now called More Voices, More Choices Committee. Over 40 tenants were interested in taking part.

## Tenant satisfaction survey results

2019/20 73% of tenants were satisfied we listened to their views. This was the same outcome in 2018/19, our target is 75%

## Improving what we do

We want to do better, more tenants from across the country will have a strong voice and be involved in lots of ways such as, working with our staff from across the teams, developing the Tenant involvement strategy and working closely with our trustees.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30 Bank Holiday	31					

Want to speak to us?

Call 0300 003 7007

# SEPTEMBER

# MORE VOICES, MORE CHOICES

This committee gives tenants a direct voice to the board of trustees

“I think the committee is fantastic and people can see what we do. I live in Northern Ireland and join the meetings using Skype; it helps me to get involved. I have met a lot of people and also made new friends.”

Brian McGee, committee member



Photo sent in by Wayne, Rachel, Macey and Cheni from Grimsby, Golden Lane Housing tenant



## Involving tenants

The More Voices, More Choices Committee first met in February 2020. The group allows tenants to be heard by executive team and the board of trustees. They have been sharing their views, advice and experience to help us improve and change the services we provided to tenants.

## 12 tenants from across England, Northern Ireland and Wales

Tessa Bolt, vice chair. Northumberland

“We are helping to develop a tenant involvement strategy,”



Stewart Appleby, South Yorkshire



Sam Dean, West Yorkshire



Gareth Goldthorpe, North Yorkshire



Brian McGee, Northern Ireland



Connor O'Hare, Northern Ireland



Stephen Smith, Lancashire



Mark Johnson, chair. South Yorkshire

“I am very happy to be voted as the chair. It is very important to me for tenants to be involved and heard. I am looking forward to making a difference,”



Kashaf Hussain, Greater Manchester



“We are looking at how tenants and trustees can work together.”

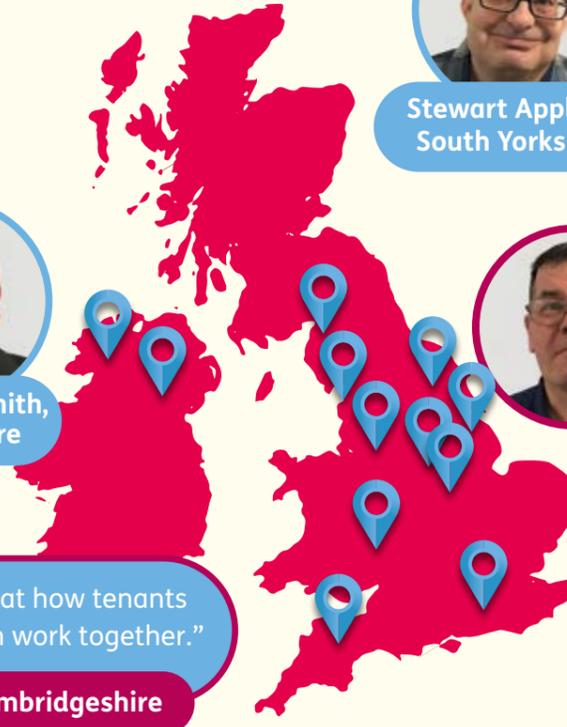
Kelly-Marie Sutton, Cambridgeshire



Michele Doyle, Somerset



Christopher Love, Surrey



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Want to speak to us?

Call 0300 003 7007

## Managing money

We want to manage our money well so we can do more and help more people.

How we have spent each £1



COLOUR ME IN

Photo sent in by Fiona Goodlad and Steven Hardy County Durham Golden Lane Housing tenant

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working in partnership with mencap

## Here is a summary of our income and spends

Actual (£)	2019/20	2018/19
How much money was received	21,112,156	17,619,080
How much money was spent	18,736,481	15,198,294
Social housing cost per tenancy	7,200	6,490
Money left over	2,375,675	2,420,786

**The money left over is a good thing!...**

because we use this to finance, adapt and undertake work on more homes for people with a learning disability.

## LOOK! We're getting Value for money

Everyone wants to get value for their money! Golden Lane Housing needs to show how we are providing good value for money. We do that in several different ways for example:

- A) On April's calendar, you will be able to see that \_\_\_\_\_% of the total rent was collected by the housing income team.
- B) On the same calendar month, you will be able to see that our aim is to keep empty homes under \_\_\_\_\_%.
- C) Head over to June's calendar. You will be able to see that \_\_\_\_\_% of our jobs were finished in one visit to our tenants' homes.

Once you have finished, check your answers on the back page.



"Hi! My name is Shehzad, I work in finance. I loved being involved in tenant involvement last year. I've passed my final 3 accounting exams and have almost completed my finance qualification. We are really proud we achieved a clean financial audit for March 2019 and 2020."

Shehzad Hussain, financial analyst.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31 Daylight saving begins

Want to speak to us?

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## Providing new homes

We would like to show you some of the things we have been doing in the last year.



**Record year:** 2019/20 290 people have got a new tenancy. This is the highest number of people we have housed in a year.



**New homes:** we bought new properties for 44 people. We spent £9,615,468 buying and adapting these properties.



**Working with the NHS:** we purchased homes for 8 people using NHS England grants. We spent £1,804,911.



**Great Tenants:** we leased properties from landlords for 108 people. We spent £176,784 to make sure these were fire safe.



Photo sent in by Darren, Lennie and Mechelle Oldham  
Golden Lane Housing tenant



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### How we did

- We worked with 40 different support providers on new homes.
- 91% of tenants were happy with the quality of their homes. This was 89% in 2018/19.
- 95% of tenants are satisfied with their neighbourhood as a good place to live. This was 93% in 2018/19.

### Improving what we do

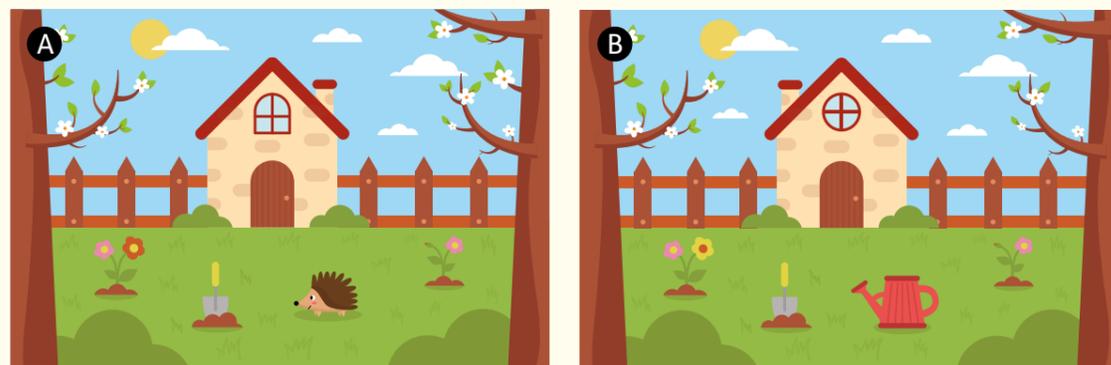
The need for housing is greater than ever. We want to play a key part in providing more homes to people.

“Carol and Lindsie love their new home! There were a lot of ‘wows’ as they walked around!”  
Rebecca Mozley, Mencap.



### Spot the difference

Can you spot the 6 differences between the two houses?



Once you have finished, check your answers on the back page

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Want to speak to us?

Call 0300 003 7007

Photo sent in by Charlotte Storey, Hexham, Golden Lane Housing tenant



## Looking ahead

We are incredibly proud of the work we are doing to house people with a learning disability. Over the last year I have met many tenants in their homes and more recently on video calls. It has been fabulous to find out about their lives.

We want more people with a learning disability to have opportunities to live in a home that is right for them.

In 2019, we co-founded the Learning Disability and Autism Housing Network and work with national groups. Together we are working with the government to make positive changes on housing matters.

During the coronavirus outbreak our in-house repairs team completed all repair work within the government guidelines. This has meant that there have been times where we could not visit tenants in their homes and had to keep in touch by phone or using video calls.

We are developing a plan of how we can involve more tenants and continue to improve our services and grow. If you would like to get involved, please contact us.

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

John Verge  
Chief executive



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## Last year's festive fun!

Here are a few snaps of tenants getting involved in our 'Vandeer' selfie competition and 12 days of Christmas last year.



## The Golden Lane Housing festive bake off



Share your festive bakes with us throughout December to be in for a chance to win a £150 hamper! We will share your bakes and our lucky winner will be chosen on 3 January 2022. Email your pictures to [tenant.competition@glh.org.uk](mailto:tenant.competition@glh.org.uk)  
Good luck!

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Christmas Eve	25 Christmas Day	26 Boxing Day
27	28	29	30	31 New Year's Eve		

Want to speak to us?

Call 0300 003 7007

# 'Me and my home' photography competition



Golden Lane Housing  
working in partnership with 

Thank you to everyone who sent in their lovely pictures for our **Me and my home** photography competition. Can you find your picture?



If you would like more information about Golden Lane Housing please get in touch.

**Call 0300 003 7007**

Email: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)

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

Follow us on twitter  
[@GoldenLaneHouse](https://twitter.com/GoldenLaneHouse)

Find us on Facebook  
[facebook.com/GoldenLaneHouse](https://facebook.com/GoldenLaneHouse)

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

## Here are the answers to the activities

### January's house maze

The tenant chooses house A



### October's value for money

A) 98.98%% B) 7.5% C) 94%

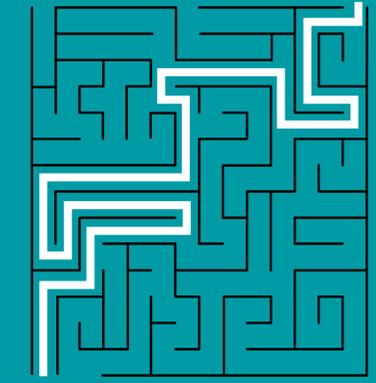
### November's spot the difference



### January's word search

s	a	f	e	y	c	t
f	o	v	h	p	t	r
u	p	e	o	p	p	e
n	i	t	m	a	r	s
c	r	h	e	h	o	p
c	h	o	i	c	e	e
r	e	p	a	i	r	c
a	d	v	i	c	e	t

### May's maze



**A BIG THANK YOU!**

We would like to thank all our

tenants and everyone who contributed to this annual report calendar