



Golden Lane Housing

working in partnership with 

ANNUAL REPORT CALENDAR 2022



All photographs featured throughout the calendar are entries from our 'Corona Creations' and 'Me and My Home' photography competition last year. Thank you to everyone who took part and shared their lovely pictures.

WELCOME



Golden Lane Housing

working in partnership with 

Welcome to the latest Annual report calendar.

It was a very difficult time for everyone over the last year with the pandemic. The safety and wellbeing of our tenants, customers, contractors and staff is very important to us. As you go through the calendar you will find out how we have helped and supported everyone and worked within the government's guidelines.

During the year we worked closely with other organisations and housed 191 people with a learning disability. We now provide quality homes to over 2,370 people with a learning disability in over 1,200 properties.

With the help of our tenants we have improved and launched a new Tenant Involvement Strategy; chose 5 new values, and set up a tenant and board members committee - the Inclusion Advisory Committee.

We want a world that is equal for everyone. We have got a new Equality, Diversity and Inclusion group and strategy so we can improve what we do. We are having regular training, updating all our documents, and reviewing how we recruit new members of the team including members of our board.

Golden Lane Housing was proud to receive an outstanding rating from Best Companies; taking 8th place in Housing's Top 25 Associations To Work For.



We know that there is still a great need to house more people with a learning disability. We are part of the Learning Disability and Autism Housing Network; a group of housing associations working together. In March 2021 members launched a new Charter. It asked government to provide more money and support plans for new housing.

We would like to thank everyone who has worked with us to improve this Annual report calendar and helped us in our work during the year.

John Verge
Chief Executive

Our executive team



Rod Dugher
director of housing



Melissa O'Donnell
director of operations



Abdul Latif
director of development



Warren Bradley
director of legal and governance



Adele Currie
head of people and culture



Marilynne Davis
director of finance

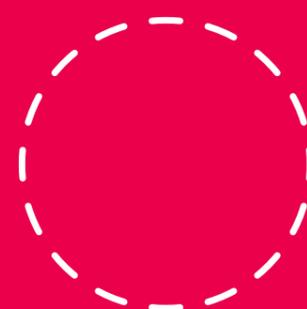
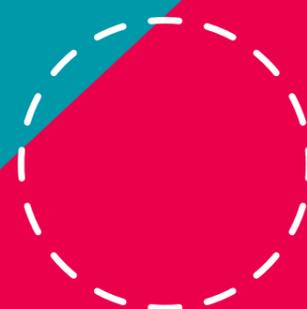
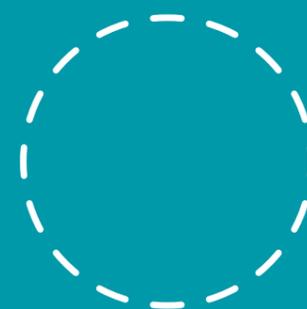
"It has been a tricky year for everyone. I am usually always out doing things but I have not been able to go out or see anyone. Getting involved has helped me stay in touch with others, speak to new people and feel more like me. I want to do more and more. I celebrated my 21st year as a tenant this year. We are really happy that tenants thought last year's calendar was great. We have made a few changes this year to make the calendar easier to use and have made the information easier to understand. Thank you to all the tenants who gave feedback. We hope you enjoy using the calendar and the added stickers this year."

Michele Doyle, tenant and More Voices, More Choices Annual report representative.



Our 5 new values

Stick your 5 new value stickers here!



Activity

Lots of people make plans for the year ahead. Create 2 new goals that you would like to achieve this year. When you have achieved your goal award yourself with the medal sticker here.

1.

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.....
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2.

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.....
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Our board

Our board of trustees are now known as board members. The board are a group of people who make big decisions about Golden Lane Housing. They are responsible for helping us make and agree plans and make sure everything we do is within the law. Our tenants have asked to learn more about them.

Neil Hadden, chair

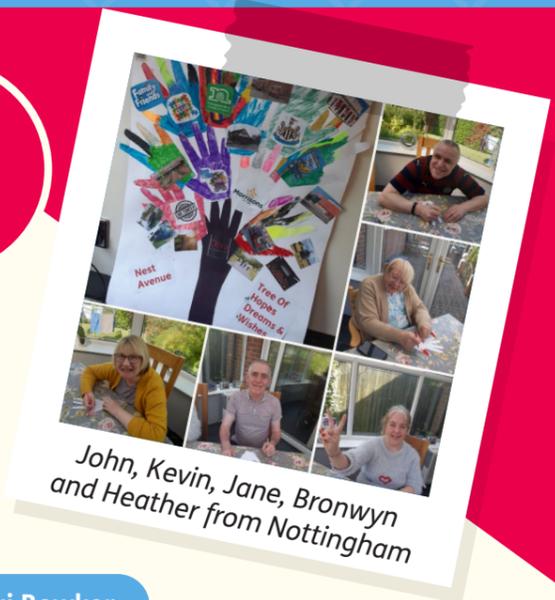


"I have been a board member and chair since 2018. I like gardening, watching football (I support Coventry City) and reading."

Ralph Middlemore, vice-chair



"I've been a board member for nearly 3 years and have enjoyed every minute of it. I am a keen hill walker."



John, Kevin, Jane, Bronwyn and Heather from Nottingham

Nikki Bowker



"I was born in Italy and we have about 10 different shapes of pasta in our kitchen cupboards. I am a lawyer and have been a board member for over a year."

Stephen Jack



"I like making a difference, climbing mountains, and singing. I became a board member in 2016."

What we did

Here are some of the decisions and checks that were made in 2020/21:

1 Golden Lane Housing is now a Community Benefit Society

We will be using and reinvesting money to help more people with a learning disability.

2 Health and safety of homes

Checking the yearly plan is being delivered for the health and safety of tenants' homes. These include

annual checks for gas, electrical, fire safety, legionella, and lifts.

3 Quality homes

Making sure that tenants' homes are of a good standard and that repairs and home improvement works are done on time and to a great standard.

4 Buying more homes

The board approved plans to raise more money so we can buy more homes for people with a learning disability.

Brendan Whitworth



"I like family get togethers. I have been a board member with Golden Lane Housing for 3 years. I think Golden Lane Housing does great work and I am proud to be a board member."

Anne Rowlands



"I like baking and running although not at the same time! My current job is chief executive of Railway Housing Association and have been a board member since March 2020."

Charles Cleal



"I like walking in the countryside with my wife and our slow old dog. I have been a board member for over 3 years. I am also a property consultant at a firm called JLL."

Phil Middlewood



"I like spending lots of time with my family and going out running. I am the chief executive of a social care charity and have been a board member for nearly 2 years."

Anneka Gill



"I am a new trainee member of the board. I have 10 years experience working in housing. I am really looking forward to working with Golden Lane Housing."

Lorraine Ford



"I am very pleased to be a board member and a co-chair of Golden Lane Housing's Inclusion Advisory Committee and I am very much looking forward to working in partnership with our tenants."

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1 New Years Day	2
3 New Years Day 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						

Introduction

We have been looking at how we deliver our services to our tenants, their families and support. We have made some changes to make it better.

In March 2020 we had to close the office due to the COVID-19 pandemic. We had to change lots of things. Our staff worked from home and we set up equipment so we could still help you in lots of ways.



Mair, Helen, David and Gerard from Cheshire

Highlights

Nicola Briggs has been appointed our new customer services manager. She will be looking at how we can improve our customer service.

“Hi, I am Nicola. I have worked for Golden Lane Housing for 11 years. I have a daughter and 2 cheeky dogs.”



Activity

Bob, one of our tenants is unhappy with his home. He wants to make a complaint, what should he do? Please tick your answers.

- Do nothing
- Speak to his support staff or a family member
- Call Golden Lane Housing



Tenant satisfaction

- **69%** of tenants said they were satisfied with the service we provided. This was lower than last year's score of **81%**.
- **63%** of tenants said they were satisfied that we are easy to deal with. This was a new question this year and we would like to do better.
- **61%** of tenants said they were satisfied that we listen to your views and act upon them. This was lower than last year's score of **72%**.

Improving what we do

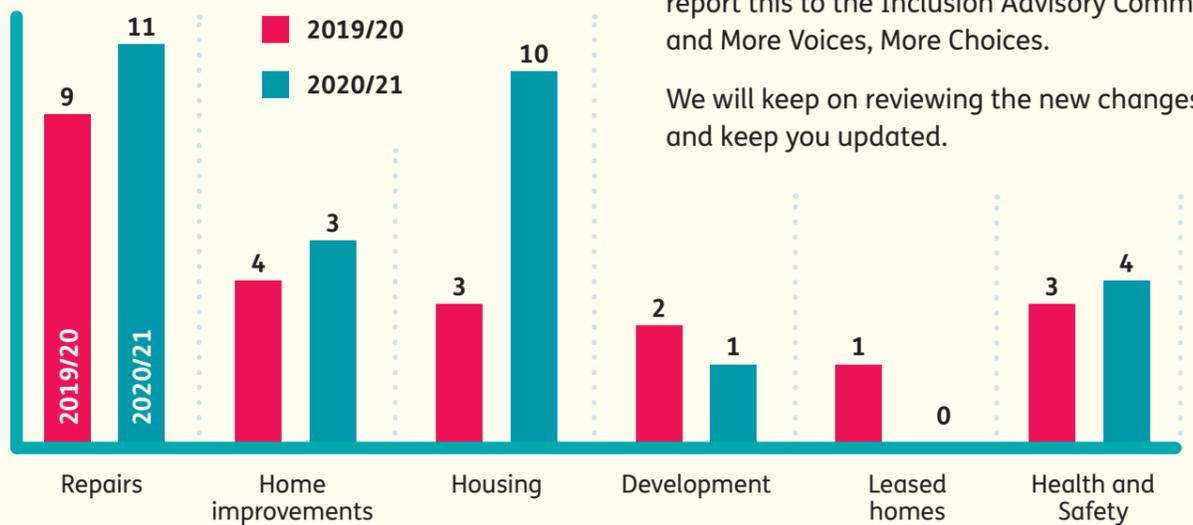


We have a new Complaints policy. This is to make sure our tenants know how they can make a complaint about our services.



We have made a promise to deal with all complaints quickly, politely, and fairly. We do this to make sure we follow the Housing Ombudsman Complaint Handling Code.

Complaints



We record and review complaints so we can see where things have gone wrong. We then report this to the Inclusion Advisory Committee and More Voices, More Choices.

We will keep on reviewing the new changes and keep you updated.

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	17	18	19	20
21	22	23	24	25	26	27
28						

Introduction

The income team arrange collection of all rent due and are here to help tenants with their payments and housing benefit claims.

Your rent HIGHLIGHTS

98.76%

of rent was collected by the housing income team.



COLOUR ME IN

£1,296,578

was spent on service charges. We have improved how we record and report information, which will help us save money.

4.32%

of rent was owed to Golden Lane Housing, we are waiting for this rent to be paid by housing benefit. We want to improve this.

235

tenants got help from us to claim their council tax discount.

All our tenants

received information from us about their rent.



Empty homes

Golden Lane Housing have some homes that are empty and some shared houses that have empty rooms.

How we did



Last year **109** people moved into our empty homes.



During the year we had **163** new empty homes. We want to fill more empty homes, quicker.



4.6% of our money was lost from empty homes because we could not collect rent. We want to keep this under **6%** so we are doing well.



11.8% of our homes were empty. We want to keep this under **8.5%**. We want to do better than this.

"We are introducing a new finance system to improve the time it takes to process payments. This means we can provide better services to our tenants."

- Anthony Ekhuemelo, housing income manager.



David Lake, London

Making improvements

- By involving our tenants in a review about the way they pay their rent to provide more choice of rent payment methods.
- We have created a new housing vacancies page on our website with the help from our tenants.
- To make our services better and easier we now have a new application form that can be filled in online.



Did you know...

You can now take a look at our housing vacancies online? Go to:

www.glh.org.uk/housing-vacancies



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1 Pancake 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			

Introduction

It has been a difficult year for everyone, and our housing team have gone above and beyond to support our tenants during the pandemic.

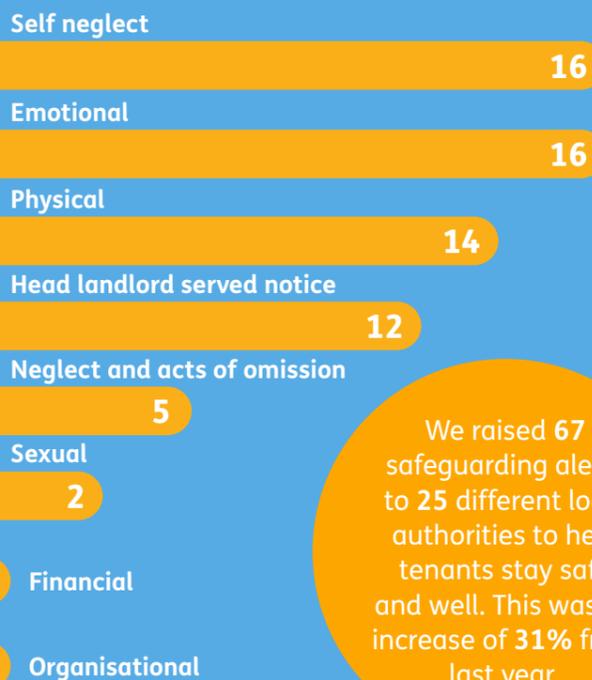
It matters - Safeguarding



How we did

- We helped tenants with **117** safeguarding concerns.
- We asked tenants and families about how we help people with a safeguarding concern.
- We contacted our tenants by phone or using video calls to talk about their safety and well-being during the pandemic.
- **81%** of tenants said they were satisfied that Golden Lane Housing provides a home that is safe and secure.

What we did



We raised **67** safeguarding alerts to **25** different local authorities to help tenants stay safe and well. This was an increase of **31%** from last year.

Helping our tenants

“Our housing team contacted all our tenants during lockdown to make sure they were safe and well supported.”

- Anne-Marie Clayton, housing manager.



“We held a fantastic Corona Creations competition where tenants shared their creations during lockdown. We received all sorts of pictures and videos of people doing different activities and their hobbies such as, gardening, arts and crafts and even Tik Toks!”

- Sue Kruze, housing manager.



“To keep everyone safe during the pandemic housing officers couldn’t visit tenants as often as they would have liked. They used other ways to catch up with tenants such as video calls to help stay in contact. A lot of our tenants really enjoyed talking to our housing officers in this way and want to continue this in the future.”

- Becky Arrowsmith, head of housing.



Improving what we do

- We have improved how we monitor and record the outcomes of the work our housing officers do. Housing officers now record their work under different areas of work shown in the Easter eggs.

We grade each case as either **red**, **amber** or **green** depending on how urgent it is.



This information shows us that our housing officers have helped tenants with 5,396 different housing matters.

365 of these cases were red. This means it was something urgent and needed to be dealt with quickly.

We help tenants with...



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

Introduction

“Hi I am Vanessa and I am the property service centre supervisor. We know repairs are important to everybody that is why we listened to you and made improvements.”



Highlights

Day to day repairs

£974,849

Work on empty properties

£105,288

- It took an average of **9.2** days to complete a repair.
- **96%** of repairs were completed in target.
- **64%** of tenants were satisfied with the repairs service they received in the last 12 months. This was a new question this year. We would like to do better.

Improving what we do

- We have created a new property services centre. This brings all the different types of work you get done in your homes into one team.
- Tenants helped us review our website and how to report repairs. You can now report repairs online to make it easier and quicker for you. Go to www.glh.org.uk/repairs



Meet Rebecca Ard, property service centre advisor

Rebecca joined our property services team from our compliance team.



What is the best and most challenging part of your role? I really enjoy helping people, and speaking to tenants, and their support about the repair work being done. Unfortunately, we cannot always fix everything because Golden Lane Housing are responsible for some repairs and tenants are responsible for others.

What hobbies do you enjoy in your spare time? I spend a lot of my spare time at home gardening and decorating my home. I have 24 house plants.



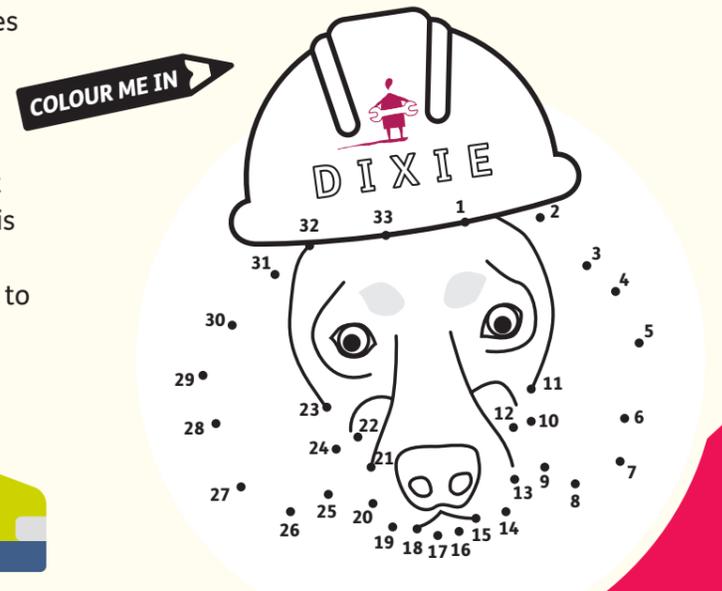
Scott Dickens, Nottingham

How we did

- **1791** non-urgent repairs were carried out by Resolve Solutions.
- **97%** of tenants were satisfied with their repairs, this is less than last year due to delayed work because of the pandemic.
- **94%** of repair work was completed within the first visit.
- We carried out a winter garden makeover for our tenants in Devon.

Activity

Dixie the dog is Resolve Solutions mascot. She is very popular with our tenants. Can you complete the dot to dot of Dixie?



Resolve Solutions

Our in-house team Resolve Solutions provides a general repairs services to tenant's homes across England.

Number of repairs

7836 repairs were completed. We dealt with less urgent and non-urgent repairs this year because we were only allowed to visit tenants' homes for emergency repairs due to the pandemic.



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1
2 Bank Holiday	3	4	5	6	7	8
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30	31					

“Hi, I am Keith Henderson, and I am the head of assets. My team make sure that the business invests money to improve the quality of homes. Every year we plan which properties will be decorated, have works completed inside and outside their homes, which properties need new kitchens or bathrooms and make sure tenants homes are made more accessible.”



Highlights

Last year, **131** properties had improvement works, such as internal decorations, external decorations, kitchens, bathrooms, heating, doors and windows, roofing, electrical, and external works.

Activity

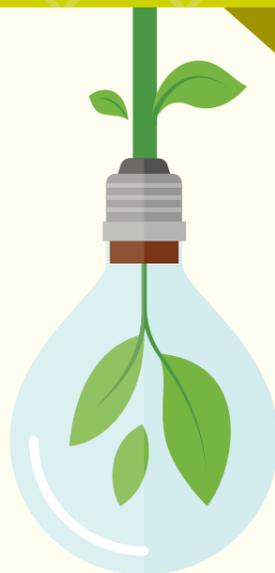
There are many things we can all do to help the environment.

Mark the sentences below with a tick for true and a cross for false.



We should try to:

- Recycle waste
- Walk or cycle more
- Use energy saving light bulbs
- Keep all the lights on
- Only drink from plastic bottles
- Use lots of weed killers
- Limit food waste and use more leftovers
- Leave the water running



Charlie Brick, Shropshire

How we did



£509,832 was spent on improving tenant's homes, such as new kitchens, bathrooms and decorating.



£31,218 was spent on 51 properties which made them more accessible.



£80,555 was spent on 69 properties for work completed outside tenants' homes.



We spent **£205,625** on empty Golden Lane Housing properties to make sure they were ready for new tenants to move into.

Improving what we do

We are improving our homes by looking at ways to improve energy efficiency and help to make the environment better.

We are going to do this by insulating homes and seeing if we can use energy from the wind and the sun such as solar panels. This is known as renewable energy.

By making homes more energy efficient it will help you to save money such as on heating.

We are going to look at our records and see which properties need improving. Some of the things that we are going to do are:

- insulating walls, lofts, and floors
- low energy lighting
- energy efficient boilers
- improving the way you can control your heating
- glazing windows
- using solar power for heating and electricity.

By doing these works we will be able to increase the Energy Performance rating set out by the government standards and improve tenants' homes.



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2 Bank Holiday	3 Platinum Jubilee 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			

Introduction

“Hi, I am Mark Chittenden, I work as a compliance officer in the north. During the pandemic we have worked hard to keep tenants safe in their homes.”



“Hi, I am Ben Steel and I work as a compliance officer. I look after all the tenants’ homes in the south.”



Edward Stoner, Wiltshire

Highlights

We spent
£1,463,397
on keeping tenants’ homes safe this year.

We worked with More Voices, More Choices to review new fire safety equipment for tenants’ homes. The feedback we received was great.

“I really enjoyed meeting the team. They made everything easy to understand. If there ever was a fire, I would know what to do.”

- Connor O’Hare, tenant



What have we done?

Asbestos:



We have got **406** homes on our asbestos list and carried out an annual inspection on each one. We agreed that **60** homes will have asbestos removed.

Electric:



1196 of our properties have electrical safety certificates.

Gas:



813 of our homes have gas supply and all of them have gas safety certificates.

Fire Safety:



1196 properties have had fire risk assessments completed.

£460,619 was spent on fire safety upgrades on **503** homes.

Specialist Equipment:



There are **149** items of specialist equipment in tenants’ homes. We have inspected and ensured the safety of all these items.

Water Safety:



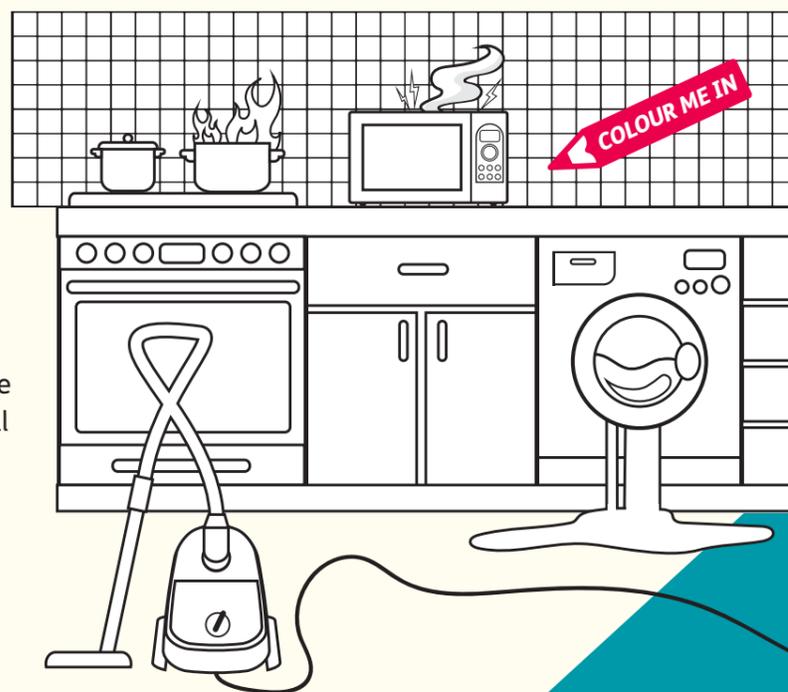
We have carried out **633** legionella risk assessments.

Working together

We now work with 5 new companies to help us keep tenants’ homes safe. This is to improve our service, the quality of work done in homes and improve value for money. They help us with lots of things such as electrical testing, asbestos, and water safety.

Activity

Can you spot the 4 hazards around the kitchen?



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

Introduction

We have created different ways for tenants to be involved and change the way we work.

"It has been a difficult year for everyone, but coronavirus hasn't stopped us involving our tenants. We are so proud to have had a big increase of the number of tenants that have been involved in our work."
- says Gemma, tenant involvement officer



Leyander, Jean, Stacey from Nottingham

Highlights



Governance

We have reviewed and relaunched our Tenant Involvement Strategy. This plan was co-written with tenants to include what matters most to them in our work.



Connecting

Tenants told us they wanted to increase the feeling of community. We developed 'Corona Creations' during the first lockdown to help our tenants to get creative, and be active.



Celebrating

We celebrated Black History Month in October. Two of our tenants Daniel and David and their mother shared a family recipe that celebrated their Caribbean heritage with a cookery competition.

"Golden Lane Housing has been responsive to my concerns about representation of people of colour and have actively sought the opinions of me and my sons which has been amazing. I have never seen 2 young men so happy seeing themselves."
- Glenice Lake, parent of Daniel and David, our tenants.



Daniel Lake

Our tenant involvement

This year we are really happy that we have had more tenants involved.

Tenants got involved with:

- a review of our development satisfaction survey ✓
- developing easy-read policies ✓
- co-designing our Tenant satisfaction survey and Annual report ✓
- competitions ✓
- setting up committees ✓
- More Voices, More Choices ✓
- helping review our new website ✓

Katie Whyatt



65 tenants were involved in 2019/20

Joseph Wolton, competition winner



121 tenants were involved 2020/21

Improving what we do

- Tenants have been working with us to get a better understanding and knowledge about Golden Lane Housing. This will help them to improve what we do.
- We have been working with tenants to find out how we can keep in touch with them better online.
- We set up a tenant Facebook page and created more videos to share news and updates.



Tell us what matters to you

What matters most to you about you and your home and why? We would love to hear from you!

Email us with your name and answer to:

getinvolved@glh.org.uk
or call us on 0300 003 7007



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

Tenants are having a direct voice to the board

Introduction

Our tenant group More Voices, More Choices has continued to develop and increase their skills, knowledge and understanding of our business. They have been getting involved across all areas of our work.

“It’s very exciting to be working directly alongside tenants to advise Golden Lane Housing’s board! Right now, we’re focusing on tenant satisfaction. One very important thing we’ve learned is to keep things simple, so that everyone can understand and contribute. I’m really looking forward to the coming year!”

said Lorraine Ford, board member.



Charlotte Storey, Hexham

Highlights

“The group has met online throughout the pandemic to stay connected and keep helping us make improvements.”

- Kashaf Hussain, interview representative



Our **involvement chart** shows you how tenants are involved and how they report to members of the board.

Inclusion Advisory Committee

The Inclusion Advisory Committee was set up in 2020. The committee is co-chaired by a board member and a tenant. It includes 3 tenant members from More Voices, More Choices and 3 members of the board, to give a direct tenant voice to the people who help us make decisions about how we work.

This really helps Golden Lane Housing provide services that tenants need and want. It also saves money because we avoid doing the wrong things.

Improving what we do

- We have agreed how to grow and improve the ways tenants are involved.
- We have discussed the way we measure how well we are doing and how to report this to tenants.



Lorraine Ford
co-chair and board member



Mark Johnson
co-chair and tenant



Philip Middlewood
board member



Tessa Bolt
tenant



Nikki Bowker
board member



Michele Doyle
tenant

More Voices, More Choices



Mark Johnson, chair,
South Yorkshire



Tessa Bolt, vice chair,
Northumberland



Brian McGee,
Northern Ireland



Stephen Smith,
Lancashire



Gareth Goldthorpe,
North Yorkshire



Michele Doyle,
Somerset



Kelly-Marie,
Cambridgeshire



Kashaf Hussain,
Greater Manchester



Sam Dean,
West Yorkshire



Connor O'Hare,
Northern Ireland



Christopher Love,
Surrey



Stewart Appleby,
South Yorkshire

Focus groups and online engagement

Improving what we do

We want to better represent Golden Lane Housing tenants. We are looking for new members to join our tenant group. If you are interested get in touch.

getinvolved@glh.org.uk

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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5	6	7	8	9	10	11
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26	27	28	29	30		

Introduction

“Hi, my name is Georgia and I work in the finance team. I joined Golden Lane Housing in July 2021 to work on our new finance system, Unit 4. This is an exciting project for us, as it will improve the way we record and monitor our finances. In future we will be able to give more detailed analysis to support the other departments.”



Here is a summary of our income and spends

Actual (£)	2020/21	2019/20
How much money was received	23,640,000	21,113,000
How much money was spent	20,128,000	18,737,000
Money left over	3,512,000	2,376,000



Ben Stafford, Hexham

How we have spent each £1

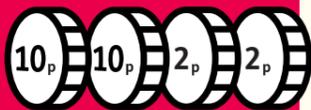
£0.35p

Rent to another landlord for leased properties



£0.24p

Property maintenance including major repairs and compliance work



£0.17p

Staffing costs



£0.10p

Interest charges on mortgages



£0.08p

Service costs, such as office costs, IT, insurance



£0.06p

Depreciation on the property costs



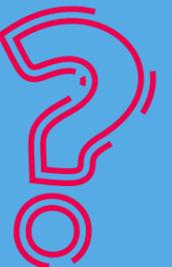
Making the most out of money

We are making sure we spend our money in the best possible way. This helps us improve our services and buy and adapt new homes.

Turn to November, how many new tenancies did we create in 2020/21?

This means each year our number of bedrooms available for tenants is increasing. Colour in these two beds to show how Golden Lane Housing is growing!

Look! We are getting value for money



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

A) Can you find in March how much rent was collected by the housing income team?

B) And on the same page, what was the total number of empty homes?

C) In May how many repairs did Resolve Solutions complete within their first visit?

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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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 Halloween						

Providing new homes

We would like to show you some of the things we have been doing in the last year. Due to COVID-19 we have been working differently. We are really pleased that we have been able to help lots of people move into new homes.

“We are delighted that 15 people with a learning disability are moving into these fantastic apartments within their community.”

says Emily Collinson, development manager at Golden Lane Housing.



Karen Hoyle, Hull

Highlights



191

new homes for people with a learning disability.



£6,357,116

invested in new properties including adaptation works.



£108,517

spent on fire safety and other remedial works in leased properties.



£2,092,596

of NHS England funding secured for Transforming Care Programme.

How we did

- **74%** of tenants said they were satisfied with the overall quality of their home. This was lower than last year's score of **91%**. We want to do better.
- Our tenants helped us to create our new development survey so we can find out how we are doing. This information will tell us what we are doing well and how we can improve.

Improving what we do

- We are working closely with NHS England to provide new homes for people moving out of long stay accommodation.
- We are looking at how the development team works so we can make sure our tenants are at the centre of what we do.
- We are looking at new ways to create more housing for people.

“Hi, I am Yasmin Begum, development assistant. Within my role, I help the team by searching for new homes for people and doing administration work.”



“Hi, I am Katie Adams I work in development as an assistant, I am also part of the tenant involvement committee which I love.”



Spot the difference

Can you spot the 8 differences between the two houses?



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				

Introduction

Golden Lane Housing was set up by Mencap to help people with a learning disability find a home in their community. This is our journey so far...

Golden Lane Housing's journey so far

1998
we were set up by Mencap.



2004
we held the first tenant forums across the country so tenants can have their say.

2003/2021
We have raised **£51.8** million in bonds

2015
we did our first tenant garden makeover.

2015
we launched our in-house repairs team.



2015
we started to provide new homes in Northern Ireland.



2017
Golden Lane Housing tenant, Tessa Bolt, made history by being the first known person with Down's Syndrome to speak at a Select Committee.

"Supported housing is something that I am really passionate about and I am really happy that the committee get to hear about it from someone who has a learning disability and uses supported housing," said Tessa.

2018
Golden Lane Housing celebrates its 20th birthday.



2019
we held our first event called Repairs Matter week.



2019
we launched our safeguarding approach called It matters.

2018
we hired our first apprentice, Nicholas Finch.



2018
John Verge became our first chief executive officer.



2020
tenant group More Voices, More Choices was set up.

2020
Inclusion Advisory Committee was founded with tenants and members of the board.

What is next? →

We became a Community Benefit Society, which is still a charity, in 2021. Mencap agreed that it was the right time for Golden Lane Housing to become fully independent from Mencap in 2022. We will continue to work very close with them. **Watch this space for our next steps of our journey...**



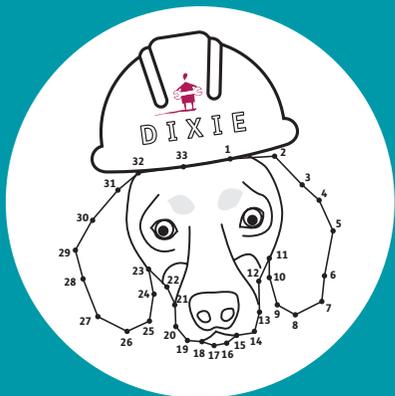
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Christmas Eve	25 Christmas Day
26 Boxing Day	27 Extra Bank Holiday for Christmas Day	28	29	30	31 New Year's Eve	

Here are the answers to the activities

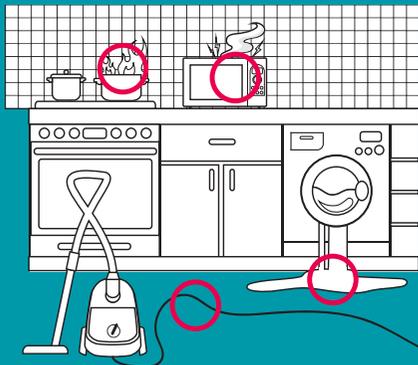
February's what should Bob do?

- ✓ Speak to his support staff or a family member
- ✓ Call Golden Lane Housing

May's Dixie dot-to-dot



July's spot the 4 hazards



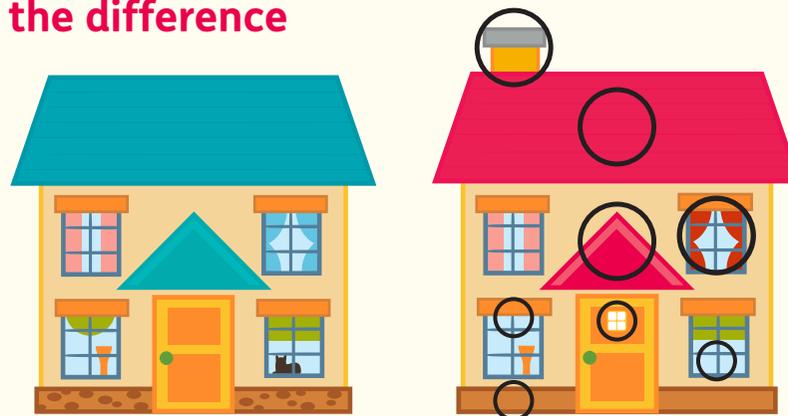
June's helping the environment

- ✓ Recycle waste
- ✓ Walk or cycle more
- ✓ Use energy saving light bulbs
- ✗ Keep all the lights on
- ✗ Only drink from plastic bottles
- ✗ Use lots of weed killers
- ✓ Limit food waste and use more leftovers
- ✗ Leave the water running

October's value for money

A) 98.76% B) 163 C) 94%

November's spot the difference



Our tenants have asked us to use less percentages where possible. Sometimes we have to use them to share how we are doing.

The sign % stands for 'per cent' which means 'out of 100'.

40% means 40 out of 100

11% means 11 out of 100

%

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

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Email: enquiries@glh.org.uk

Go to: www.glh.org.uk

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