



Creating a new future together



Our Plan for 2022 - 2025



About us

We are Golden Lane Housing. We provide homes for people with a learning disability or autism.



We help people to live **independently**. This means living how they want to live at home and in their communities.



People who live in our homes are called **tenants**.



About Our Plan

We have written a new plan. It says what we want to happen in the next 3 years.



Our Plan says how we will work and make our services better.



Our Plan has been written with Golden Lane Housing tenants.



Our tenants told us what is most important to them.



They have helped us decide what things we need to work on.



We want our tenants be at the heart of everything we do.

What we want to do



There are 5 important things we want to do to make Our Plan work.

1. Make sure our tenants are happy

We will:



- talk to our tenants and staff. We will listen to them to find out how we can make our services better.



- work together with our tenants to make new rules about our services. The rules will make sure we are working in a way that meets everyone's needs.



- communicate in a way that meets people's needs. This might mean things like giving more time for meetings or writing letters in easy read or video.



- make sure our tenants are involved and kept up to date with our work.



- make it easier for tenants to talk to us. We will listen to what people tell us and value what they say.



- give people all the information they need about being a tenant.



- understand what each tenant needs and support them in the best way.



- make sure we offer housing to more people from different groups or backgrounds.



- make it easier for tenants to make a **complaint**. A complaint is when people tell us they are not happy about something.



We will try to put things right as quickly as possible. We will learn from what happened and try to do things better in future.



- tell people how we are following Our Plan and if it is working. We will do this every 3 months.

2. Offer good quality and safe housing

We will:

- get better at looking after our homes and making **repairs**.



A repair is when we fix something that is broken. We will make repairs in the right way and as quickly as possible.

- make sure our homes are safe to live in.



We will do safety checks on important things in your home. Things like gas, electricity and smoke alarms.



- make sure our homes are good for the environment. These are things like:

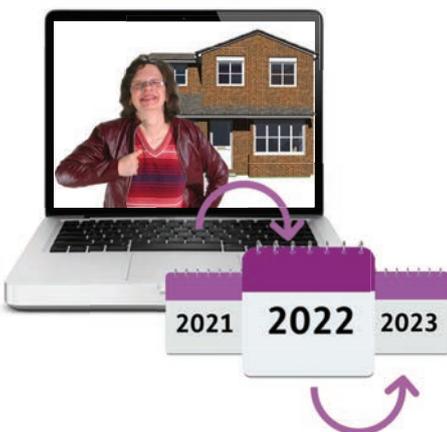
- making our buildings warmer so people don't need to use lots of gas to heat them



- using energy in a way that is better for the environment.



We will follow the Government's rules about housing and the environment.



- keep information about you and the house on our computers up to date.



Keeping information up to date will help us:

- deal with things more quickly. Things like complaints and repairs



- see what things have gone wrong in the past



- make sure our safety checks are up to date



- let our tenants know more quickly about any changes that might happen



- give our tenants information and advice about:

- keeping their homes safe

and

- tips on saving money and energy advice.

For things like heating and lighting



3. Have more housing for more people

We will:

- make sure people who don't have a lot of money can afford to rent our homes.



- look after our homes so they will last a long time.



- plan for the future and build new homes.



- when we look at planning new housing, we will work together with:



- people with a learning disability or autism
- their families and carers
- support services
- local councils



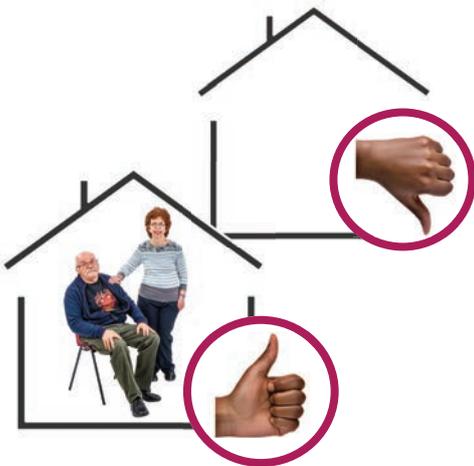
We will make sure that our homes meet people's needs and wants.



- check the rules to make sure our houses are well looked after, safe and good for the environment.



- support more people to live in their own homes in their local communities.



- make sure all our homes are used and have less empty homes.

4. Manage our money in the best way

We will:



- make the best use of our money and all our **resources**. Our resources are things like our buildings, offices and staff.



- support our tenants to pay their rent on time.



- manage our homes in a better way. This will mean our tenants are getting the best service for the rent they pay.



- look at what other landlords charge for rent. We will check that we are not charging too much.



- offer tenancy agreements that last for as long as we are able.



This helps to make sure our tenants are less worried about having to move out.



- update our computer systems. This will help us to manage our buildings and services better and save money.



- think about costs when we buy goods and services.



- share with our tenants how much money we have spent. We will do this every 3 months.

5. Working together

We will:



- involve our tenants in Our Plans and decisions. We will ask them for their ideas about how we can do things better in future.



- ask our staff about things we can do to be a great place to work.



- check with experts to make sure we are doing things right.



- support our staff to understand what it is like to have a learning disability or autism.



- make sure we employ staff from lots of different backgrounds and parts of our community.



- give training about health and safety.



- make sure our organisation works in a way that is good for the environment.



- celebrate when we do things well.



- be a leader in homes for people with a learning disability or autism. We will work together with the **Learning Disability and Autism Housing Network** to do this.



- tell the Government how things need to change for people with a learning disability or autism.

We will support our tenants to speak out for what they need.

Checking Our Plan is working

Our leaders, board members and a group of tenants will check Our Plan.

They will make sure we are doing what we said we would do.

We will share how Our Plan is working and if we need to make any changes.





More information

For more information about Our Plan or if you have any questions, you can contact us:



Phone on us:
0300 003 7007



Email us:
communications@glh.org.uk