

Voices Together



Golden Lane Housing

Message from Stephen, Tenant Newsletter Rep



Hello, my name is Stephen and I'm a Golden Lane Housing tenant. I'm also a member of the More Voices, More Choices tenant committee and I help to produce Voices Together. This means I come up with ideas on what tenants might like to read about Golden Lane Housing. I hope you enjoy this online Autumn newsletter. You will get your Christmas newsletter in the post, like normal. If any tenants have any ideas for the newsletter please send them to communications@glh.org.uk

In this issue of Voices Together, you can find information on:

- **Tenant Satisfaction Survey results 2021/2022**
- **Energy saving : keeping warm**
- **Safeguarding Week 2022 21st - 27th November**
- **More Voices, More Choices reunion event**
- **Get in touch**

Tenant Satisfaction Survey results 2021/2022



In the summer, we asked you 7 important questions about how you feel about your home and the services Golden Lane Housing provides to you. This was called the Tenant Satisfaction Survey.



On the next pages are the results of the survey. You will be able to read each question that we asked, and what tenants told us.



Thank you to everybody who sent back the survey. Your answers make a real difference and will really help to improve our services.

Tenant Satisfaction Survey results 2021/2022

1.) Taking everything into account, how happy or unhappy are you with the overall service provided by Golden Lane Housing?



This year - 2021/2022

This year, **66%** of tenants who answered the survey were happy with the overall service provided by Golden Lane Housing. This was lower than last year's score of **69%**.



Last year - 2020/2021

Tenant Satisfaction Survey results 2021/2022

2.) If you had any repairs carried out in your home in the last 12 months, were you happy or unhappy with this service?



This year - 2021/2022

This year, **65%** of tenants who answered the survey and had repairs carried out in their home in the last 12 months were happy with this service. This was higher than last year's score of **64%**. We have done better than last year but we would still like to improve our repairs service.



Last year - 2020/2021

Tenant Satisfaction Survey results 2021/2022

3.) Thinking about the home you live in, how happy or unhappy are you that Golden Lane Housing provides a well-maintained, safe, and secure home for you to live in?



This year - 2021/2022

This year, **74%** of tenants who answered the survey were happy with the overall service provided by Golden Lane Housing. This was lower than last year's score of **81%**. We want to improve this score and make you feel safer and happier in your home.



Last year - 2020/2021

Tenant Satisfaction Survey results 2021/2022

4.) Do you agree or disagree that Golden Lane Housing treats you fairly and in a way that makes you feel happy?



This year 2021/2022

This year, **73%** of tenants who answered the survey were happy with how Golden Lane Housing has treated them. This was a new question this year. We want to make sure we treat all of our tenants with respect.



Tenant Satisfaction Survey results 2021/2022

5.) How happy are you are you with the way Golden Lane Housing keeps you informed about things that matter to you as a tenant, these can be things like updates on repairs and rent.



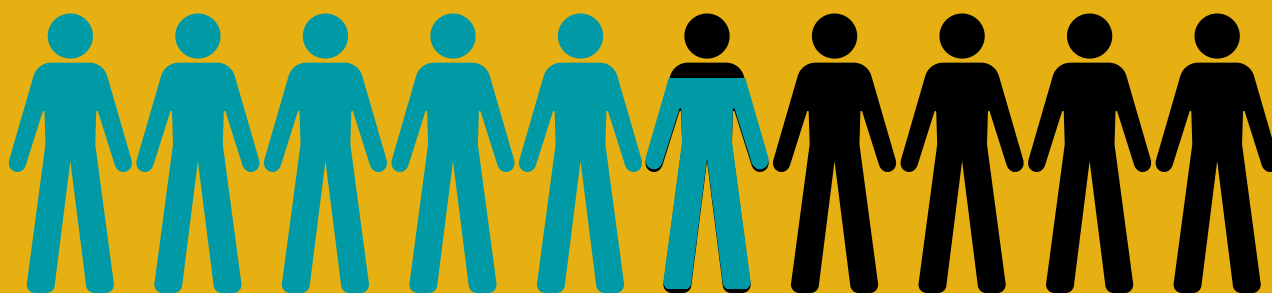
This year - 2021/2022

This year, **68%** of tenants who answered the survey were happy with how Golden Lane Housing keeps them up to date with things that matter to them. This was a new question this year. We want to improve this score next year so that you feel updated about Golden Lane Housing's services.



Tenant Satisfaction Survey results 2021/2022

6.) How happy are you with the way Golden Lane Housing listens to your views and acts upon them?



This year - 2021/2022

This year, **58%** of tenants who answered the survey were happy with how Golden Lane Housing has listened to them and acted upon their views. It's really important that we improve this score and we want to listen to our tenants to help us to do this.



Last year - 2020/2021

Last year, **61%** of tenants said they felt listened to and that their views were acted upon.

Tenant Satisfaction Survey results 2021/2022

7.) Do you agree or disagree that you know how to make a complaint to Golden Lane Housing if you are unhappy with a service it provides?



This year - 2021/2022

This year, **67%** of tenants who answered the survey agreed that they knew how to make a complaint to Golden Lane Housing if they are unhappy with the service it provides to them. This was a new question this year and we are working to improve our complaints process.



Top energy saving tips

In March, we sent you a letter about how you could save money on your energy bills. These are bills for your gas, water and electricity.

Stephen Smith, Golden Lane Housing tenant and Newsletter Rep, has picked his favourite tips.

Energy saving: keeping warm

You might remember from the last issue of Voices Together that Stephen, Golden Lane Housing's Tenant Newsletter Rep, wrote some of his top tips for saving energy.

Now that it's autumn and the weather has started to get colder, we wanted to share some more top tips with you to save energy.

We need to make sure that we keep warm throughout the winter, even if we are trying to save energy and money on our bills.

Here are some top tips for keeping warm this autumn and winter:

- If you feel cold, put on extra clothing like a jumper to help you feel warmer
- You could cover yourself up with a blanket or use a hot water bottle to keep warm
- If you can, eat hot food and drink warm drinks.

[Click here](#) to find all of Stephen's top tips on page 3 of the Spring issue Voices Together.

[Click here](#) to find the energy saving guide.



Safeguarding Adults Week - 21st - 27th November



At Golden Lane Housing, we want to make sure that our tenants feel safe and happy in their homes.

Safeguarding Adults Week is held every year to help raise awareness about the importance of safeguarding.



Safeguarding means keeping people safe from abuse and/or neglect. This means that we want to do everything that we can to help make sure you feel safe, happy and secure in your home.



To help make sure that we are supporting tenants well and to help us come up with new ideas to talk to you and others about safeguarding, we now have a Safeguarding Rep.



Mark Johnson, Golden Lane Housing tenant and Chair of More Voices, More Choices tenant group is our Safeguarding Rep.

Mark said: "I am really happy to be the Safeguarding Rep because safeguarding is really important."



Keep an eye out on our Golden Lane Housing social media channels and website during 21st - 27th November for more information on safeguarding. You can find these details on the last page.



If you don't feel safe or think you might be suffering from abuse or neglect, please talk to your Housing Officer or somebody you trust.

More Voices, More Choices reunion

In August, our More Voices, More Choices tenant group reunited in Manchester for a special event.

During the event, they took part in team building activities, celebrated the group's achievements and talked about how the group will work in the future.

Each member of More Voices, More Choices will also be given a rep role. This means that they will work closely with Golden Lane Housing staff members on different themes such as housing, communications, repairs and health and safety.

We will announce all of these rep roles soon.

Thank you to our brilliant More Voices, More Choices members for all of their hard work and for coming to the event - it was great to see you all and make plans for the future.

If you'd like to get involved and share your views with Golden Lane Housing, please email getinvolved@glh.org.uk.



Get in touch with Golden Lane Housing



If you would like to speak to a member of Golden Lane Housing staff about an issue in your property or for any enquiries, please call **0300 003 7007**.

You can also find out more information about Golden Lane Housing on our website and social media channels.



Website: www.glh.org.uk/



Facebook: www.facebook.com/goldenlanehouse



Twitter: www.twitter.com/GoldenLaneHouse



YouTube: [YouTube](https://www.youtube.com)



LinkedIn: [LinkedIn](https://www.linkedin.com)