



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 are having a good 2023 and everyone is enjoying Spring and the lighter nights. I'd like to hear what you are going to do in Spring and Summer. Maybe you could plant some flowers and bulbs, and send some pictures of these in. James, a Golden Lane Housing tenant, has put together some top gardening tips on page 6.



If any tenants have any ideas for the newsletter or would like to send any photos, please send them to **communications@glh.org.uk**.



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

- Health and safety
- Spot the difference competition
- Tenant Satisfaction Survey 2023
- James' top gardening tips
- Videos and get in touch with Golden Lane Housing



Meet Matt Hardy, Head of Health and Safety at Golden Lane Housing

What do you do in your job?

I make sure that Golden Lane Housing follows the health and safety laws. My job is to make sure that tenants live in safe homes and make sure that staff members feel safe at work. My team is called the Compliance team and I'm the manager.



What does your team do?

My team visits tenants to do safety checks in their homes, and to make sure that Golden Lane Housing is following the Building Safety Law.



What should tenants do to help keep themselves safe in their homes?

Some of the things tenants can do to help keep themselves safe in their homes are:

- Turn gas cookers off after you have used them
- Tell Golden Lane Housing if your smoke alarms are going off. If there is a fire, call 999 straight away
- Make sure you know how to get out of your home if there is a fire.





Health and Safety



If tenants are worried about anything that might be unsafe, who should they contact?

Talk to Golden Lane Housing and your support if you don't feel safe in your home or if you need a repair doing.



You can call **0300 003 7007** or find out more about how to contact Golden Lane Housing on the last page.

Damp and mould



Sometimes, you might find damp and mould in your home. Damp and mould looks like black spots on your walls and ceilings.

Damp and mould is not good for your home or for you.



The Centre for Sustainable Energy has an easy read guide on what damp and mould is and ideas on things you can do to help to stop it from happening. Scan the QR code to find it or email **communications@glh.org.uk** for a copy.



It is important to remember that most homes will get damp and mould at some point.



If you are worried about damp and mould in your home, you must tell Golden Lane Housing by calling **0300 003 7007**.



Competition: Spot the Difference



Can you spot the 4 differences between these pictures of Dixie the Sausage Dog, Golden Lane Housing mascot, in her Health and Safety uniforms?

Draw a circle around each of the differences **or** write them in the space below for a chance to win a £50 voucher.

Send a picture of your answers to tenant.competition@glh.org.uk by **Monday 12th June 2023**.



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Tenant Satisfaction Survey 2023



Have your say!
Tenant Survey 2023

This year, the Tenant Satisfaction Survey has been sent to 600 tenants.

Golden Lane Housing wants to learn more about how we can make the survey better for tenants to answer the questions in the future.

It's really important that tenants tell Golden Lane Housing what they think about their homes to help us improve our services.

This year, the survey will also include new questions that we have been told we must ask tenants by the Government.

Thank you to all of our tenants who have sent back the survey so far.

You can learn more about the survey by scanning this QR code.

To find out how to use QR codes, go to the 'Videos' page of this newsletter.



[LEARN MORE](#)



James' top gardening tips



This is James, one of our Golden Lane Housing tenants. He lives in Surrey and his favourite hobby is gardening.

James says: "The best part about gardening is learning new skills and it gives me something to focus on. Gardening relaxes me."

Here are some of James' top gardening tips:

1.) Make sure your garden space is clear and tidy before you start growing things. Plants and flowers need space to grow. You can even grow some plants indoors, like a cactus and herbs, if there is enough space.

2.) If you're growing plants inside, keep them on a window sill or near windows so they get lots of sun light. Plants inside can make your home look welcoming and homely. Always remember to water your plants - indoors and outside!

3.) Try growing things that you can eat and cook. I like growing potatoes, onions and tomatoes. I like making curries, pasta dishes and salads with the things I grow. This year, I'm also trying to grow garlic.

4.) I have a nest box and butterfly house to help bring birds and butterflies to my garden. I bought kits and decorated and put them up in my garden. They look really good and it's nice to have animals enjoying my garden with me.

Thank you James for sharing your gardening tips and photos. We love finding out what our tenants have been up to. If you'd like to share anything with us, please email communications@glh.org.uk.





Videos



Our tenants have told us that they'd like to be able to watch more videos about how to look after their Golden Lane Housing home. We have started to make some of these videos.



You can find them on our YouTube channel or by scanning the QR codes below.

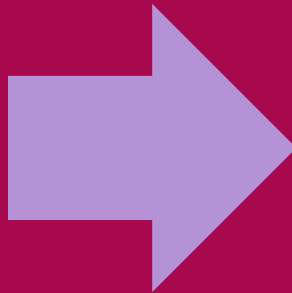
Step 1: Select the camera on your mobile phone.

Step 2: Hold your mobile up in front of the QR code.

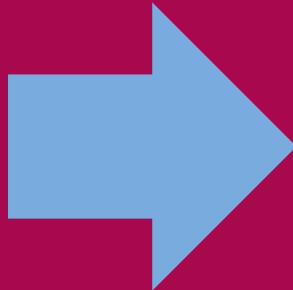
Step 3: When the corner lines appear on your phone, the QR code will be clear enough for the mobile to read, a link will then pop up.



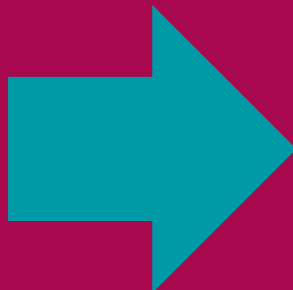
Golden Lane Housing
How to report
a repair



Golden Lane Housing
How to make
a complaint



Golden Lane Housing
Keeping you safe
in your home





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**.

If you would like to talk to us about this newsletter or getting involved, please email **communications@glh.org.uk**

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/GoldenLaneHousing



Linkedin: www.linkedin/company/golden-lane-housing

