

Voices Together

Winter 2023



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. If any tenants have any ideas for the newsletter, please send them to communications@glh.org.uk.




Merry
Christmas

Ho, ho, ho! I hope everybody has a safe and happy Christmas and New Year. I am looking forward to 2024 and to seeing what tenants get involved with at Golden Lane Housing next year.

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

- It's beginning to look a lot like Christmas
- Your new Tenant Experience Team
- Keeping warm and safe this winter
- Fire safety letter
- Repairs service update
- Tenant involvement update
- Get in touch with Golden Lane Housing

It's beginning to look a lot like Christmas...



Golden Lane Housing office opening times



The Golden Lane Housing office will be closed over Christmas. The office will close on Friday 22nd December 2023 at 4pm.



The office will open again on Tuesday 2nd January 2024 at 9am.



Tenants and their support staff can ring Golden Lane Housing's helpline if they have an emergency or emergency repair on **0300 003 7007**, and somebody will be able to help while the office is closed.



Christmas is nearly here! Send us your photos of your festive outfits or decorations, and we'll enter you into a prize draw for a £50 voucher.



Send your photo to **communications@glh.org.uk** by Tuesday 2nd January 2024 and we'll choose a winner.

Your photo may be used on Golden Lane Housing's social media pages, tagged with **#GLHXmas** and on the Golden Lane Housing website.



Your new Tenant Experience Team



The Tenant Experience Team is a new team at Golden Lane Housing. When you contact us, this team will make sure you are given the right information, and you are put through to the right person. They will also make sure complaints are dealt with well.



You can talk to the Tenant Experience Team by emailing enquiries@glh.org.uk or by calling **0300 003 7007, option 2.**



Laura Crook
Head of
Tenant
Experience



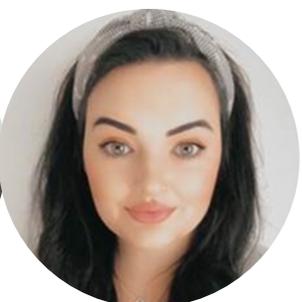
Nicki Briggs
Tenant
Experience
Manager



**Abigail
Conaghan**
Tenant
Involvement
Officer



**Sue Levy-
Martin**
Tenant
Experience
Agent



Laura Rowles
Tenant
Experience
Agent



**Michael
McCormack**
Tenant
Experience
Agent



Yasmin Begum
Tenant
Experience
Agent



Gauri Dhawan
Tenant
Experience
Assistant



Nicholas Finch
Tenant
Experience
Assistant



Keeping warm and safe this winter

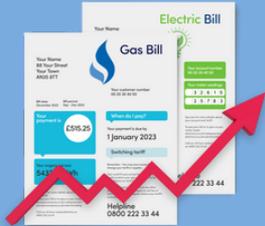


Energy saving guide

It's important that you keep warm this winter, but we know lots of people are worried about how much energy costs. You can find tips and advice in the energy saving booklet by scanning this QR code:



If you can't use QR codes, please email communications@glh.org.uk or call 0300 003 7007, option 2 and we can send the booklet to you by email or post.



Damp, mould and condensation

You might notice more issues in your property such as condensation in your home as the weather is colder. This can sometimes lead to mould in your home.



If you think you have mould and/or damp in your home, it's really important that you tell Golden Lane Housing as soon as you notice it. Please call **0300 003 7007**, and **press option 1** to report any issues.



When you report mould and/or damp in your home, we will make sure that we listen to you and take your reports seriously, come and visit your home to inspect it and then plan what happens next, for example, completing repairs and improvements.



Find out more information about health and safety in the home by scanning this QR code.



If you can't use QR codes, please email communications@glh.org.uk or call 0300 003 7007, option 2 and we can send the information to you by email or post.



Fire safety letter



You have been sent a letter with important fire safety information. We know that this letter may be difficult for some tenants to understand, but Golden Lane Housing has to send it to all tenants to follow the law.



You may want to ask your support to go through the letter with you if you need help reading and understanding it.



The letter tells you what to do if there is a fire in your home. If there is a fire in your home, you must get out of your home and dial 999 straight away.



It is important that you and everybody in your homes knows how you can leave your home as safely as possible. This means knowing where the fire exits and doors are in your home.



If you hear a fire alarm in your home, you must leave your home straight away and must not go back into your home until the Fire and Rescue Service tell you you can.



It is important that your fire alarm and fire doors are working at all times. The letter tells you how you can check them to make sure they are working. If you don't think they are working or are damaged, you must tell Golden Lane Housing immediately by calling **0300 003 7007, option 1.**



If you have any questions, you can call the same number or email ComplianceInbox@glh.org.uk.

Repairs service update



The Repairs service has a new system to make it easier for you to report your repairs and book an appointment to have the works done.

Tenants in our Repairs Forum group wanted us to make it easier to book repairs at a time that was best for them. There are now two types of repairs:

- **Appointable repairs** - these are repairs that are not an emergency. You can book an appointment for appointable repairs to be looked at and worked on on a date and time that suits you.

- **Emergency repairs** - these are repairs that need to be looked at and worked on as quickly as possible. A member of the team will help you to arrange an appointment for this as soon as possible.



Appointable repairs could be things like:

- leaking rainwater pipes and gutters
- repairing or replacing extractor fans
- putting in new taps or re-sealing baths and sinks
- putting in new doors and putting new hinges on doors inside the home



Please call **0300 003 7007, option 1 to report your repairs.** to report any issues. A member of the Repairs Team will support you to book appointments

Tenant Involvement update



You should now have received your Annual Report to Tenants calendar in the post. You can use your calendar throughout 2024 and learn more about what Golden Lane Housing did for tenants in 2022/2023.

Thank you to everybody who allowed us to use their photos in the Annual Report calendar.

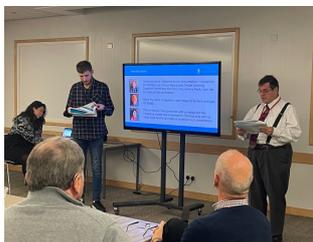


Thank you to Sacha and Stephen, our Communications Reps, for giving us their feedback to help us produce a calendar that is interesting and accessible to tenants.

Making Plans Day



Mark, Stephen and Oakley from our tenant group, More Voices, More Choices, went to this year's Making Plans Day.



They gave a presentation to Board Members and our Executive Team to talk about what matters most to tenants and the things they think Golden Lane Housing needs to include in its plans for the future to improve services to tenants.



Thank you Mark, Stephen and Oakley - your feedback has been very valuable to Board Members and the Executive Team.

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 then choose between 2 phone options:

Option 1 – Repairs

Option 2 – Everything else –

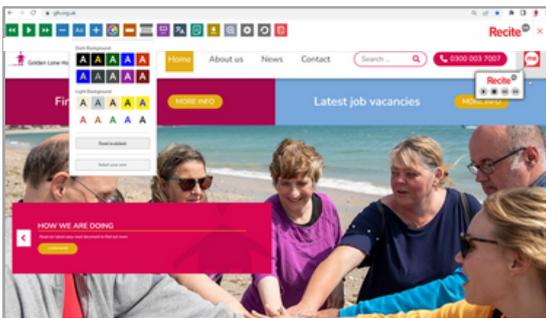
When you press this option the new Tenant Experience Team will help answer your questions about everything that is not a repair.



You can also email your enquiries to enquiries@glh.org.uk.



You can find lots of information on our website: www.glh.org.uk/



You can use the ReciteMe toolbar on our website to make it easier to find the information you need.

You can choose to have text read aloud or change the colour of the page to make it easier to read.

You can find us on social media.

Facebook:

www.facebook.com/goldenlanehouse

Twitter X:

www.twitter.com/GoldenLaneHouse

