

If you have any questions or need further clarification on your rights, please feel free to contact us.



Guide to understanding your essential rights as a tenant of Golden Lane Housing

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Golden Lane Housing Limited is a charitable Community Benefit Society registered with the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014, registered number 8734, and a Registered Provider of Social Housing, registered number 4803

Tenants have told us that having accessible information is important to them.

This has resulted in our commitment to ensuring that tenants are supported to be well-informed about their rights.

As part of this commitment, we provide accessible information on the following key Rights:

1. You have a Right to a Home that meets the Decent Homes Standard:

The Decent Homes Standard is a set of minimum requirements that social and private rented homes in England and Northern Ireland must meet.

These standards ensure that housing conditions are safe, comfortable, and suitable for residents.

Here are the key criteria for a home to be considered “decent”:

1. Statutory Minimum Standard:

The home must meet the legal requirements for housing quality, including safety and health standards.

2. Reasonable State of Repair:

The property should be in a reasonable condition, with necessary repairs and maintenance carried out promptly.

3. Modern Facilities and Services:

The home should have basic amenities such as heating, plumbing, and electrical systems that function properly.

4. Thermal Comfort:

Tenants should experience a reasonable level of warmth and insulation within the property.

We diligently review our housing stock conditions and consistently deliver planned maintenance and improvements. This commitment ensures that our properties meet and exceed the Decent Homes Standard, providing safe and comfortable living spaces for our residents.

 [Our Repairs & Maintenance Policy](#) sets out our detailed obligations.

2. You have a Right to a Home that meets Health and Safety Legal Compliance Standards:

Golden Lane Housing complies with all relevant health and safety legislation.

Your wellbeing is our priority, and we take necessary measures to maintain a safe environment within your home.

We have a dedicated team tasked with ensuring your home is safe and the team is led by the Head of Health, Safety and Compliance.

 [Safety in the Home Guide](#), gives advice on how to keep safe and what GLH are responsible for.

3. You have a Right to a Home that is Fit for Human Habitation and a Right to Receive Notice of a visit from Golden Lane Housing to your home:

Fit for Human Habitation means that your home will include adequate water and utility supplies, adequate drainage systems and proper maintenance. Your home must be safe, healthy and free from things that would harm you.

You also have the right to receive notice when we plan to carry out repairs, maintenance, check that your gas and electric systems are working as they should, or carry out inspections.

We respect your privacy and ensure transparency in our actions.

 [Repairs and Maintenance Guide](#)

4. Rights to Reasonable Adjustments:

Many of our tenants have a disability and your home may have been built to support your needs. We want to remind you that you have the right to other reasonable adjustments to the home and the services we provide. These adjustments may include modifications to your home or common areas to accommodate your specific needs.

5. Tenancy agreement:

Rights and responsibilities of both you as a tenant and Golden Lane Housing are set out in your tenancy agreement. These include for example our responsibility to maintain your home and deal with complaints and your responsibilities include to pay your rent and live in your home.

 [Accessible tenancy agreement](#)