



Voices Together

Spring 2024



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'd like to welcome Oakley and Brian who have joined the Board and Tenants Working Together group. It's great to have more tenants in our committee meetings.



In this issue of Voices Together, there is some very important information about new rules about housing. Please make sure you read this and ask your support for help if you need it.



I hope you enjoy reading this Spring edition of Voices Together.

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

- Tenant Experience
- Tenant Involvement
- Repairs
- Important updates to customer standards and housing complaints
- Spring Sensory Bin activity
- Get in touch with Golden Lane Housing



Tenant Experience



Office opening hours over Easter



The Golden Lane Housing office will be closed over the Easter Bank Holiday weekend. The office will close on **Thursday 28th March 2024 at 5pm.**



The office will open again on **Tuesday 2nd April 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 select option 1**, and somebody will be able to help while the office is closed.



Tenant Satisfaction Survey 2024



Thank you to all our tenants who have filled in this year's Tenant Satisfaction Survey.



Your views are really important and they will help us improve our services to you.



We will be looking at the results over the next few weeks and will share them with you soon.



We will also contact the winner of the £100 Amazon voucher by **Tuesday 30th April 2024.**

Tenant Involvement

More Voices, More Choices



The More Voices, More Choices tenant committee met in March. The meeting was on Microsoft Teams.



The group talked about the Tenant Satisfaction Survey.



They also talked about repairs and how to make communication about repair appointments better.



They spoke about the easy read repairs letter and what information should be sent to tenants about their repair.

They spoke about what information, like the name of the person and the time of the appointment should be sent about the repair appointment.

Learning Disability England conference



Abigail, Tenant Involvement Officer, and Oakley, More Voices, More Choices member, went to the Learning Disability England conference in Leeds in February.

They talked about what they would like to ask the government to change to help people with disabilities to live good lives. Oakley even had the chance to tell everybody what he'd do if he was Prime Minister!

It was a really interesting event and they shared with other organisations how Golden Lane Housing is telling the government about housing for people with learning disabilities and autistic people.



Repairs



In the Winter edition of Voices Together, we told you about our new system to make it easier for you to report a repair and book an appointment to have the works done.

When a repair is reported to Resolve Solutions you will be able to book an appointment straightaway when you contact us.

We will also send you a letter to tell you that your repair has been logged.

We will tell you the time of the appointment and the name of the Resolve Solutions repairs person who is coming to your home.

At the repairs visit, if the Resolve Solutions repairs person can't complete your repairs on the day, they will try to book another appointment before they leave your home, so you know when they are coming back to finish the work.

We are working with repairs staff who don't work at Golden Lane Housing or in Resolve Solutions to try and offer this same service in the future.



name



Changes to the government rules about homes and services tenants can expect from landlords



The Regulator of Social Housing has changed its rules known as the Consumer Standards and landlords must follow these rules from **1st April 2024**.

Consumer Standards are standards that landlords like Golden Lane Housing have to show they meet to make sure that tenants live happily in safe and secure homes.

The new standards are:

- **Safety and Quality Standard**
- **Transparency, Influence and Accountability Standard**
- **Neighbourhood and Community Standard**
- **Tenancy Standard**

The standards mean that landlords will need to:

- do repairs and safety checks
- deal with complaints well where things go wrong
- listen to tenants and support them to have their say on decisions
- make sure tenants live in safe and well-kept neighbourhoods.
- show that they understand the different needs of the people who live in their homes and the people who live in the places they have homes in,

You can find out more about the consumer standards by scanning the QR code or using this link to go to their easy read guide: <https://bit.ly/43etpf4>



The Housing Ombudsman



The Housing Ombudsman deals with complaints that tenants have about their landlords in England, Scotland, Wales and Northern Ireland.



The Housing Ombudsman has asked tenants and landlords what they think of the way landlords deal with complaints and what they think could be improved.



The feedback from tenants and landlords had helped the Housing Ombudsman to write a new Complaint Handling Code, which tells landlords how they must deal with complaints from tenants.



From 1st April 2024, landlords will have to follow the requirements in the new Complaint Handling Code.



The Housing Ombudsman will have to make sure that landlords are following the new Complaint Handling Code.



You can read the Complaint Handling Code by scanning the QR code or going to: <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/complaint-handling-code-2024/>



If you are not happy with the way Golden Lane Housing has dealt with a complaint or the way it has treated you, you can contact the Housing Ombudsman by:



Phone - 0300 111 3000



Email - info@housing-ombudsman.org.uk



Address- Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Spring Sensory Bin activity

We know that lots of our tenants like sensory activities so we thought we'd share one you can make yourself at home. This Spring Sensory Bin activity is really easy and quick to make and may help you to feel calmer. All you need is:



- A large plastic box or container
- Natural items that you can find outside such as leaves, soil, flowers



- If you don't want to use soil, you could use rice



- Gardening tools such as a small trowel



- Add anything else you like - for example, plastic insects, or you could paint ice lolly sticks with bright colours and add these in, or hide bottle caps in the soil or rice.



Put in your natural items and/or rice into the container first.

Then add whatever other items you are putting in to make it look however you want it to look. It might look like these pictures.



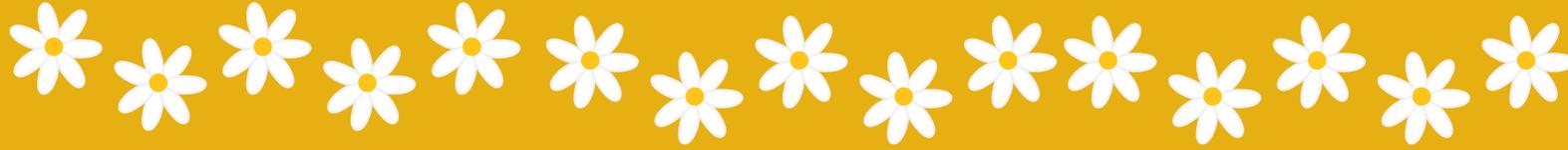
When your Spring Sensory Bin is finished, you can dig in it with your spade and/or trowel, or use your hands to feel the different textures.

This activity and photos of the sensory bins have been taken from: <https://bit.ly/3VpzlQG>

If you want to see an activity you think other tenants would enjoy in the Voices Together newsletter, please tell us about it by emailing **communications@glh.org.uk**. You can also send us pictures of your Spring Sensory Bin to this email address - we'd love to see them.



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 –

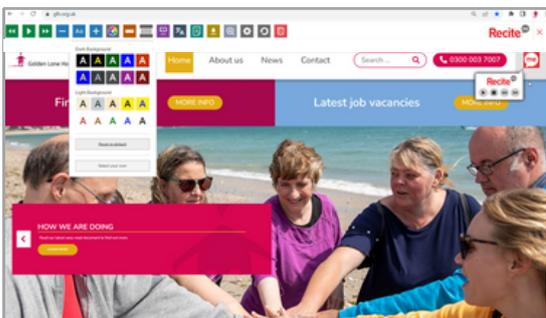
When you press this option the new Tenant Experience Team will help answer your questions about everything that is not a repair.



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