

HAPPI Hour - Housing for people with Learning Disabilities: Renting Your Own Place Research launch

Rod Dugher Golden Lane Housing

- Accessible information
- Being involved

Information



Landlords: provide easy read information for every tenant



6. Easy read Tenancy Agreements
 Every tenant is given an accessible copy of their tenancy agreement with easy read pictures to help them understand.

7. Joint tenancies, succession and assignment
 If two tenants are married or in a relationship, we might issue a joint tenancy.

If one of the joint tenants passes away, the tenancy can be given to the remaining tenant (succession/assignment)

8. Temporary move's and your home
 Sometimes if a property needs a lot of repairs or refurbishment, we might ask the tenants to move to another property until the work is finished.

The home being repaired will still be their home and they will go back as soon as the work is finished.

Our Easy Read Tenancy Agreement

Tenancy information



How to videos





Creating a new future together



Our Plan for 2022 - 2025



About us

We are Golden Lane Housing. We provide homes for people with a learning disability or autism.



We help people to live **independently**. This means living how they want to live at home and in their communities.

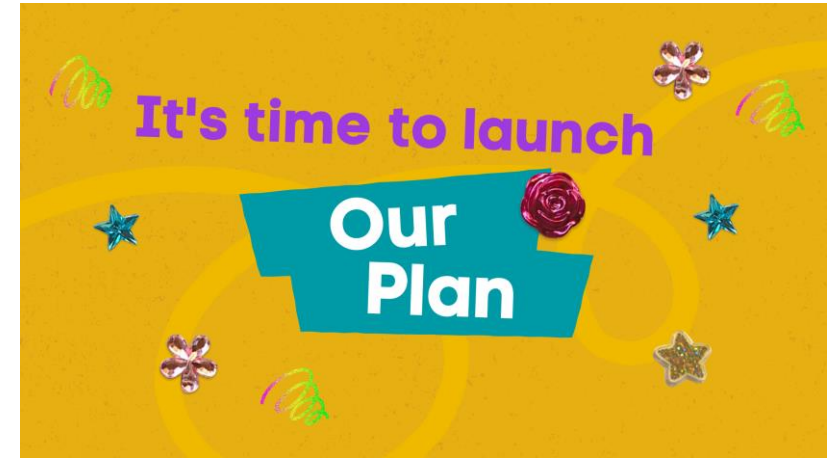


People who live in our homes are called **tenants**.



About Our Plan

We have written a new plan. It says what we want to happen in the next 3 years.



Our Plan video

Our Easy Read version of Our Plan 2022-25 was developed in partnership with Easy Read UK

May Repairs and maintenance

More than just a repairs service. Repairs matter

"Hello, I am Nicola Jones and I am the Head of Repairs and Customer Services. We know that keeping your home in a good state of repair is good for wellbeing and helps you to feel safe and secure. That's why it's important to us to keep improving on what we do so we can offer a better service. This year, we have been looking at new ways to collect your feedback so that we can make the changes that matter to you."

Nicola Jones

Our first repairs forum

Listen to this page

How to report a repair

We spent **£1,368,846** on day-to-day repairs.

We completed **10,825** repairs.

65% of tenants were happy with the repairs service they received this year. This was a change of 64% from the previous year. We would like this to be higher, so we are working with tenants to understand what we can do better.

We completed

- 2,965** emergency repairs
- 2,888** urgent repairs
- 4,975** non-urgent repairs

"Repairs are really important to tenants; I like being part of the forum and having my say to make things better." Oakley Strike, tenant.

Resolve Solutions
Resolve solutions is our in-house repair team that complete repairs work in tenants' homes in England.

2,873 non-urgent repairs were carried out by Resolve Solutions.

99% of tenants were happy with their repairs completed by Resolve Solutions.

We have employed more operatives in Resolve Solutions so we can complete more of your repairs using our own operatives.

Improving what we do

- We have set up our new Repairs Forum with our tenants to discuss what matters most to them about our service.
- We will be creating a document called 'Our Rules' which will be given to anyone who carries out repairs in your home, so they know how you want them to behave. This was created with tenants at one of our forums.
- We are changing our priorities for repairs. We will now have emergency repairs and appointable repairs. Emergency repairs will be made safe within 24 hours and are for issues that are a threat to life or property. Appointable repairs are for everything else, and our team will offer an appointment that is convenient for you.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Bank Monday	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29 Bank Monday	30	31				

Want to speak to us? Call 0300 003 7007.

Annual report
Calendar 2023

Golden Lane Housing

Designed by tenants for tenants

Using QR codes to include video and audio content.

Annual Report to Tenants 2023



Easy read

It matters

How we help to keep you safe



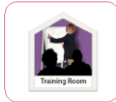
How we help to keep you safe



Golden Lane Housing helps to keep you safe in lots of ways:



• we have documents that tell staff how to help keep you safe. These documents are called policies and procedures



• all staff have been trained to help keep you safe and how to look for signs of abuse. They also know how to report abuse



• staff who work with you have regular meetings with their managers. They talk about any reported cases of abuse and ways to help people



• we keep all information stored securely and in line with General Data Protection Regulation guidance. This means the information we hold about you can only be seen by the people helping you



• we work with lots of different people who can help you if you are being abused. This could be your social worker, the police and nurses

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Our Safeguarding video

Our Easy Read version of IT Matters – our approach to safeguarding.

Safeguarding – It matters



Golden Lane Housing

Have your say!

Tenant Survey 2023

choice respect engaging valuing supporting voice
opportunity emp transforming understanding independence

Code:


Tenant Name: 
Address: Scan the QR code


Telephone number: Please tick :


This survey was completed by me (Tenant) : Yes No


images by photosymbols

Survey Guide


 This survey is to share your views about your home and Golden Lane Housing. If you live in a shared house, please fill out your own survey.

 The survey will be used to see how happy Golden Lane Housing tenants are with their homes.

 This survey is part of the rules set up by the Regulator of Social Housing. These are called Tenant Satisfaction Measures.


 There are 12 questions to answer. You can fill in this booklet or complete it online by going to our website www.glh.org.uk/tss

If you do your survey online, please do not send back your paper copy. Go to www.glh.org.uk type in the code on the front of the booklet and answer the questions.

 You may want some help to fill in the survey, this could be anyone who supports you, but it is important that this survey is about **your own views**.


At each question please circle the thumbs up or thumbs down to tell us how you feel.

Question 1:

 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Golden Lane Housing?

Very Satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly Dissatisfied Very Dissatisfied

We'd like you to tell us your views...

Golden Lane Housing 

Again we made use of QR codes and video content.

We worked with our tenant rep to create an Easy Read version of our annual tenant satisfaction survey.

Tenant Satisfaction Survey

Involved

Landlords: Provide meaningful opportunities so that people have a voice as a renter.

Questions



1. What do you think about it?

Good

Bad

Not sure



- We have a plan for involvement which tenants helped produce
- We offer tenants a range of ways to get involved
- You said – we are doing
- Tenant reps and Board member relationships
- Tenant forums and committees
- Interview panels recruit new staff
- Mystery shopper – Dixies Detectives



Amazing commitment

117 engaged tenants in formal involvement activities

439 Tenant Engagement Activities delivered

745 Volunteer hours accrued

142 Training and support sessions delivered

15 staff tenant buddies



Golden Lane Housing

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