



Pictured, L-R tenants, Oakley, Stephen, Victoria, Sam and Mark with Neil Hadden, Chair of the Board and John Verge CEO

# Annual report

## Calendar 2025

Designed by tenants for tenants



Golden Lane Housing

# Welcome to our latest annual report calendar

## Welcome from our Annual Report tenant reps

Meet Sacha and Stephen, Golden Lane Housing tenants who volunteer their time to help our Communications Team. Working together, we keep tenants up to date about Golden Lane Housing services and make sure information is easy to understand.

Sacha and Stephen have also worked very hard on this year's Annual Report calendar.

Sacha lives in Wiltshire and has a lovely cat called Milo. "I like helping out with Golden Lane Housing communications because I want to improve things and make communication clearer and helpful for everyone to understand, and better all round."

I like helping people and am confident speaking out about issues. I have enjoyed absolutely everything. It makes me feel valued and I want to do more. I have learnt that I have a voice and I can help when other people might not be so confident to say anything. I love my rep role and don't want to change."

Stephen lives in Lancashire and is our Voices Together Newsletter Rep. You may have seen his picture on the front page of the newsletter.

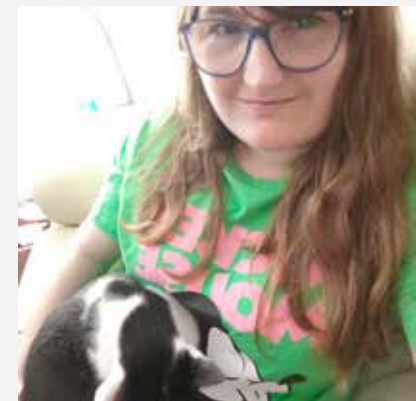


You can read the Autumn Voices Together newsletter here.

"I enjoy producing Voices Together and launching competitions in the newsletter. I like helping to keep people up to date and finding out about what tenants want to know more about. We want to look ahead to next year and make communications even better."



Stephen



Sacha & Milo

# Introducing Milo

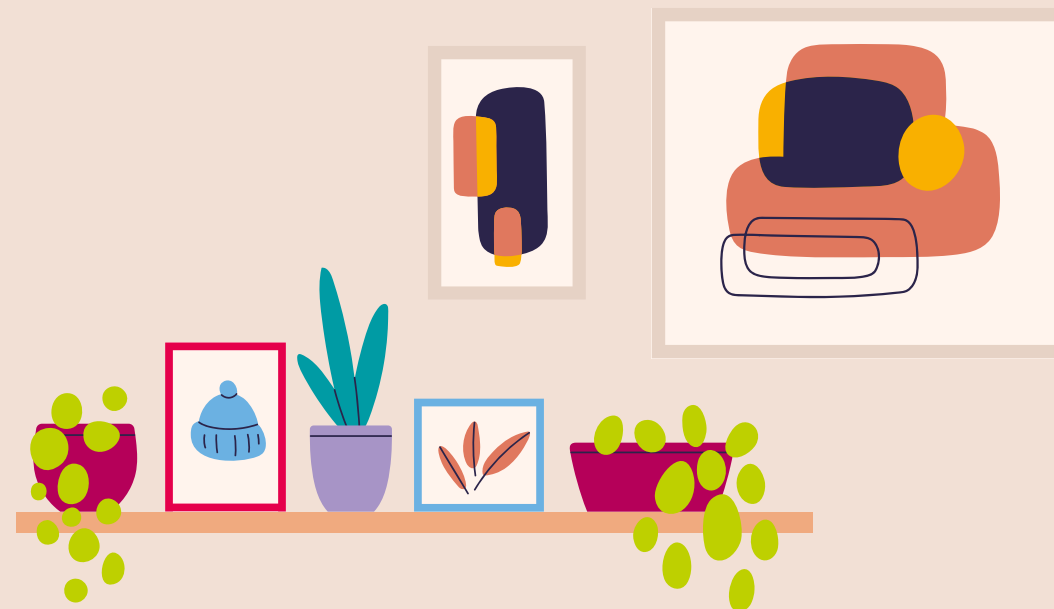
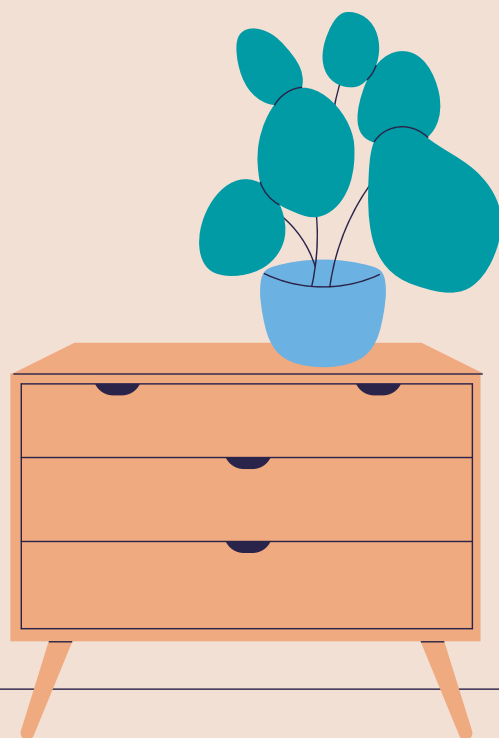


Can you see Milo causing mischief in the calendar?

We've hidden 10 of his favourite treats – inside the calendar, can you find them all?



**We hope you enjoy this year's calendar!**





# Meet our Board



The Board are a group of people who make big decisions about Golden Lane Housing.

**Meet the people on our Board.**



Jonathan Bunt



Stephen Jack



Lorraine Ford



Bernie Keenan



Nikki Bowker



Anne Rowlands



John Turner



Natalie Macpherson



Darren Ryland



Valerie Waby





Neil Hadden, Chair

## Message from Neil Hadden, Chair of GLH Board

“Over the past year, we have been working hard to improve services and using tenant feedback to do just that. We would like to thank all our tenants who told us what makes them happy and unhappy about our services. Together we have achieved a rise in overall tenant satisfaction to 79%.

We have also been making sure our finances stay strong and we get the best value for our money and have worked with local councils, support providers and others to house more people than ever before.

In the coming year we are looking forward to working closely with more organisations including Norfolk County Council, to create much needed homes in this region for people with a learning disability and autistic people. We will also be continuing to make positive change through our involvement with the Learning Disability and Autism Housing Network and continuing our talks with the Government about how they too can help housing providers meet the increasing need for supported housing.

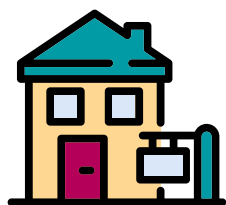
I hope you enjoy reading this year’s annual report.”

You can find out more about our Board members on our website.



# Highlights of the year

Here are some of the big things we achieved this year:



We developed an extra 280 new homes this year



This means we now provide homes to 2,804 tenants



79% of tenants told us they were happy with the overall service



All of our homes meet the Decent Homes Standard

# Meet our Executive team

Our Executive team work closely with our Board. They lead our teams and are responsible for the day-to-day running of Golden Lane Housing.

## John Verge, Chief Executive

*"Hi I am John Verge, I am the Chief Executive at Golden Lane Housing. I am responsible for leading Golden Lane Housing. I also campaign for better opportunities and funding for housing for people with a learning disability and autistic people. I speak to lots of important people, including people in the Government to ask that they make changes to help more housing."*



John Verge

## Warren Bradley, Director of Legal and Governance

*"I make sure that Golden Lane Housing follows the rules. I support our Board and Executive teams and make sure that they have all the information they need to keep Golden Lane Housing on track."*



Warren Bradley

## Shaeen Azam, Director of Finance and Resources

*"I lead the finance team who make sure we're spending money on the right things to give the best services to tenants. I also manage the IT team who look after all our technology like the computers and phones our staff use. They also look after the computer systems we use to store information about tenants, our properties and our money."*



Shaeen Azam

## Melissa O'Donnell, Director of Property and Sustainability

*"I am responsible for our repairs service and making sure our homes are well maintained. This also means that I make sure homes are safe."*



Melissa O'Donnell

## Rod Dugher, Director of Housing and Tenant Experience

*"My job is to lead the housing team to make sure tenants are happy and safe in their homes. I am also responsible for customer services and complaints and making sure we listen to tenants and act on their feedback."*



Rod Dugher



**Abdul Latif, Director of Development and Growth**

*"My job is to help Golden Lane Housing grow and develop new homes for our tenants."*

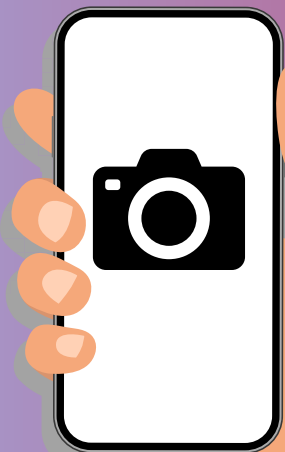


Abdul Latif

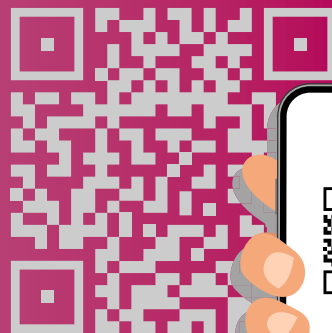
## How to use this report. . .

There are QR codes throughout the report, below is a diagram of how to use them.

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. Click the link.



LINK



# New Year, New Homes

There are a lot of people with a learning disability who need a place of their own to call home.



We added an extra 280 new homes thanks to our Development Team. This is 8 more than last year.



We now provide homes to 2,804 people.

We have also helped people who have been living for a long time in hospitals. This year we got **£1.4 million** from the NHS England Grant Funding. We used this money to find and develop homes for people to move out of hospital and into a home of their own, near their family.

This home in Greater Manchester has a glass balcony and a ramp goes down to the garden so that tenants who have poor mobility can enjoy the garden.



Check out and support Mencap's #HomesNotHospitals campaign.



## Meet Steve

Steve is a Development Surveyor and his job is to make sure we develop new homes that meet the needs of the people moving in.

Golden Lane Housing also has some homes that are empty and some rooms in homes that are empty. Our Allocations and Voids Team help to find tenants to live in these homes and rooms.



9.27% of our rooms were empty. Next year we want this to be lower.



169 people moved into our empty homes and rooms.



4.03% of our money was lost from empty homes because we could not collect rent. Our target is 4.5%.

## New homes for 2024-25

Watch the video to hear about 12 new homes we're developing with HB Villages and Lancashire Council in Chorley, Lancashire.



We're looking forward to welcoming tenants to a new development scheme in Royal Hill, Greenwich. Royal Hill will provide modern and environmentally friendly living.



# Moving into a new home

Say hello to some of our new tenants!

## Meet Julie

Julie is a new tenant who moved into Tresillian House with her 4 flatmates last year, her home is in beautiful Cornwall.

Pauline Cann is a Development Lead at Golden Lane Housing, she helped Julie and her flatmates find Tresillian House and worked with them to make sure it suited their needs. "It has been a pleasure and to see the lovely smiles on the tenants faces when they moved in is the reason why I love my job!"



Julie

This is the view from Julie's home. It's St Michael's Mount.



Tresillian House



Hannah, Chantelle and Harry are new tenants, in February they moved into a home in Oxfordshire with Golden Lane Housing.

## Meet Hannah

Hannah used to live in a shared supported housing scheme. Her new home gives Hannah more independence. It's also close to her mum and she can easily get out and about.

*"This house makes a whole lot of difference to my life at the moment. I was so happy to find it."*



Hannah

## Meet Chantelle

Chantelle, lives with Hannah and Harry and moved in at the same time *"What I love about my new home is that I can go out on the buses on my own and with my friends."*



Chantelle

## Meet Harry

Harry is one of Hannah's housemates. Like Hannah and Chantelle, he moved in February too.

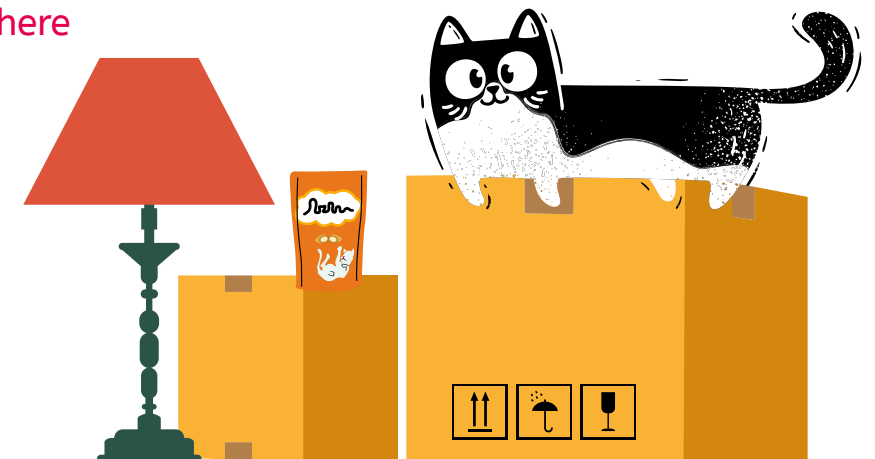
Harry told us that *'I've had a lot of change in the last year. My last home wasn't a good place for me. It was really dirty. I like it here its nice and clean. I'm done with change. I want to stay here for as long as possible, better myself as a person. That's what I want to do,'*



Harry

We filmed Chantelle, Harry and Hannah a few weeks after they had moved in.

Watch their video here



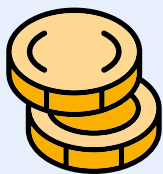
# Making the most out of money

We make sure we spend money in the best possible way. This helps us improve services to you. We use the money to also buy and adapt more, new homes.

## Here is a summary of income and money spent

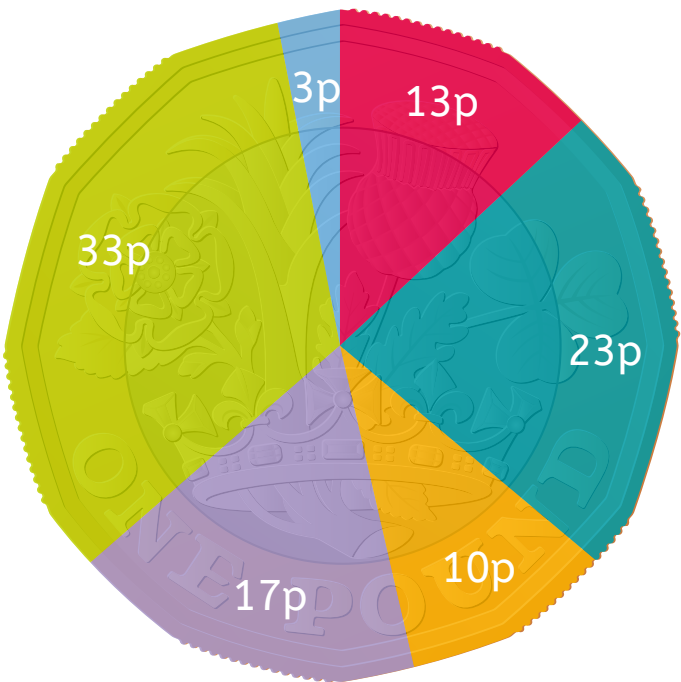
	2023/2024	2022/2023
How much money we received	£36.610m	£28.607m
How much money we spent	£31.181m	£27.802m
Donated properties	£3.873m	
Money to be reinvested back into GLH	£ 1.556m	£0.805m

## Rent - how much money we received



89% of rent was collected by the income team  
This is lower than last year which was 97.3%.

## How we have spent each £1



- £0.13 on the yearly cost of buying new homes or adapting existing homes
- £0.23 on Golden Lane Housing staff and running the business
- £0.10 on providing services to tenants
- £0.17 on maintaining and repairing homes
- £0.33 on rent to landlords
- £0.03p on council tax



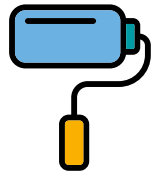


# Keeping your home in good condition

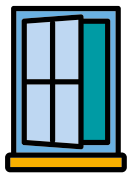
Every year we make a plan to decide which homes are most in need of being decorated, need new kitchens or bathrooms and need to be made more accessible.

We also plan which homes are most in need of energy saving works.

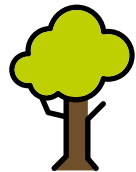
## This year we...



Made improvements to 195 homes



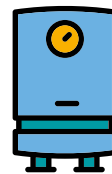
£414K spent on investing in energy saving works like replacing roofs, doors and windows



£72K spent on environmental works in and around the home, like garden and tree maintenance



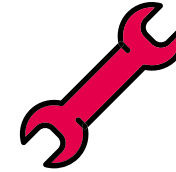
£675K spent on new kitchens, bathrooms and decoration



£109K spent on replacing boilers and electrical mains units



112 tenants' homes were made more accessible by fitting things like ramps and widening doorways for larger wheelchair access



£66K spent on minor adaptations inside tenants' homes, like grab rails and window restrictors



£520K on building safety works



## Meet Gareth

Gareth is Golden Lane Housing's climate change rep and he's been out with Golden Lane Housing staff Rohan Sudderick to find out about what energy saving works we carry out on tenants' homes.

Gareth also met with Daniel, who is from the contractor's company to talk about the energy saving works as well as most importantly speaking to tenants.

This year we began energy improvement works to 37 homes in north west England.

Gareth said:

*'It has been absolutely great seeing the works. Seeing them properly was great. I enjoyed going to people's homes and speaking to staff too.'*



Gareth

# Repairs - fixing things in your home

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



Resolve Solutions carry out lots of repairs including fitting new kitchens and bathrooms to garden work. They also fit fire safety systems in tenants' homes.



98% of tenants are happy with the quality of repairs service from Resolve Solutions



4,149 repairs were completed by Resolve Solutions

## Meet Oakley

Oakley is a Golden Lane Housing tenant and volunteers as a Repairs Tenant Representative.

Earlier in the year, he joined, Resolve Solutions, to see how they complete repairs and works at tenants' properties. Oakley worked alongside our team members to complete repairs jobs and learn more about the team's day-to-day work.

*"Going out with Darren and Nick from Resolve Solutions was an amazing experience. Learning what they do in their day to day tasks ... if I could I would do it in a heartbeat."*



Oakley

## Garden makeovers

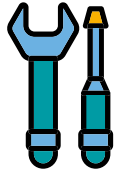
Thanks to the Resolve Solutions team, last year a number of communal gardens were given a makeover. Golden Lane Housing staff and tenants volunteered their time to transform green spaces, through clearing waste and weeds, planting and carrying out small scale landscaping.

Here are our GLH colleagues volunteering their time.





# Repairs - fixing things in your home



18,823 repairs were reported last year



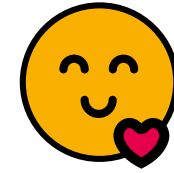
Emergency repairs completed: 2,067



Non urgent/Appointable repairs completed: 10,536



96% of repairs were completed within target



79% of tenants were happy with the repairs service they received. This represents a fantastic improvement from last year's score of 74%.

## Did you know?

When we raise a repair to Resolve Solutions or British Gas, we can now provide tenants with an appointment immediately.



## Did you know?

We now send a letter for all repair appointments and we include a tenant satisfaction survey for you to share your feedback on the quality of the repairs we completed.



## Improving what we do

1. We are now doing Repair Days for properties that see a high number of repairs. A Resolve Solutions Operative spends a full day on site every 6 weeks to complete repairs. This helps to save money by reducing the number of visits we need to make and is more convenient for tenants.
2. We have updated our Repairs Guide. The guide has lots of helpful information about our repairs service and getting things fixed in your home. It also tells you what we will fix in your home as well as what repairs you will need to do.

Read the guide on our website



## Important

You must report an emergency repair to us anytime by calling 0300 003 7007 and choosing option 1.



## Coming next year

We'll be launching a Mystery Shopper service. This will give tenants who want to take part the chance to go undercover and test our service. Their feedback will be used to help improve the repairs service.



Want to speak to us? Call 0300 003 7007 - option 1 for repairs or

option 2 to speak to us about anything else to do with your home.



# Making sure your home is safe

As well as getting things fixed in your home another big task for our repairs teams is checking the quality of repairs that are carried out to make sure your homes are safe and are kept to a good standard.

## Repair works quality checks

1. We checked **928** Resolve Solutions repairs last year.
2. We checked **1,151** contractor and landlord repairs.
3. We made **1,507** calls to follow up on repairs.
4. We inspected **572** repairs in person.

We found savings of **£48,828** by carrying out these checks.

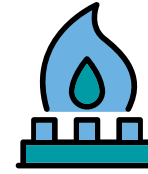
Matt Hardy is Golden Lane Housing's Building Safety Manager. Matt tells us that there are 7 things we check to keep you safe in your home. These are Asbestos, Water, Fire, Gas, Specialist equipment, Electrics, Damp and Mould.



Matt



## Safety checks



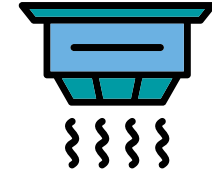
100% gas safety checks have been carried out



100% fire safety checks have been carried out



100% water safety checks have been carried out



100% of homes have a working carbon monoxide and smoke detector



100% electrical safety checks have been carried out



83% of tenants told us they were happy that their home was safe

# Housing management

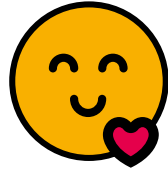
Our housing officers each provide assistance to around 200 tenants every year, they had 3,583 contacts with tenants last year helping with things like:



Neighbours and housemates



Tenancy matters



Keeping safe and well



Rent and housing benefit claims



Housing officers assisted tenants with 135 safeguarding issues of which 42 were raised as safeguarding concerns to 23 local authorities.

## Anti Social Behaviour (ASB)

Housing Officers dealt with 76 cases of ASB.

Housing Officers work closely with local authority teams, support providers and services like mental health support to make sure tenants stay safe in their homes and communities. We also fund things like CCTV and security lighting.



### Important

We are here for you - If you think you have been abused or you are being abused, you should tell someone you trust. You can also call us on 0300 003 7007 and select option 2.

## Great work

A tenant's neighbour complained about the tenant making too much noise. Their Housing Officer and Environmental Health investigated and found that the tenant wasn't making too much noise. The Housing Officer worked with both the tenant and the neighbour to talk to them about how living in a flat may mean you hear some noise, and the neighbour stopped making complaints. This is a great example of how our Housing Officers work to help tenants live happily and safely in their communities.

### Plans for next year:

Training for staff on dealing with anti-social behaviour

Improving how we record the contact we have with tenants, to help Golden Lane Housing staff to check on tenants' wellbeing when they visit tenants

Improving services like gardening and communal cleaning





# GLH 25th celebrations

In September 2023, Golden Lane Housing celebrated its 25th anniversary.

To celebrate 25 years of providing homes for people with learning disabilities and autistic people, Golden Lane Housing staff came together with board members, tenants and staff from organisations we work with to look back over the years.

We spent the day talking about memories and highlights from over the years and looking to the future.

We hope you enjoy some of these pictures from the event.

We can't wait to see what the next 25 years bring.

Here are some photos from the day –  
do you recognise anyone?





# Making sure you are happy in your home

The Tenant Experience Team answer the phone and emails when you need help with anything not related to a repair. They will give you information in the way you need it, make sure you speak with the right person and deal with your enquiry quickly. The team are also responsible for handling your complaints.

## This year they've

- Launched updated service standards – you can read them on our website here
- Improved the complaints process, to make it easier for tenants to make a complaint
- Done lots of training with our staff to help deliver a good service to you.
- Recorded tenant contact information so we can communicate with you in the right way.
- Delivered the annual tenant satisfaction survey



## Complaints

Find out more about how to make a complaint



Link to easy read complaint guide



## How we did

- We received **63** stage 1 complaints.
- We received **2** stage 2 complaints
- **56%** of tenants told us they were satisfied with the complaint service. This is 4% higher than last year

Tenants told us the top 3 complaint areas are:

- poor communication
- time taken to complete repairs
- quality of our repair work.

## Learning from complaints

We have:

- Followed the Ombudsman's Complaint handling code, we have completed our Self Assessment.
- Trained all Golden Lane staff about complaints.
- Improved our repairs communication, we now send a letter and feedback form.
- Improved our website, we have added a “complaints button” to make it easier for our tenants to complain.
- Worked with Kelly, our Tenant Rep for Complaints. Kelly has met the team and learnt about the new complaint rules.

## Meet Kelly - tenant complaint rep

Kelly is our Complaints Tenant Rep. Kelly visited our Manchester office and met the Tenant Experience team. She learned more about how we deal with complaints and gave us lots of useful feedback.



Kelly

*Kelly said: “The visit to the office went great. I enjoyed everything about the day! It was lovely to meet everyone.”*



# Making sure you are happy in your home

In February, we sent a survey to all Golden Lane Housing tenants. The survey was called the Tenant Satisfaction Survey. The survey is part of the new rules set up by the Regulator of Social Housing. These are called Tenant Satisfaction Measures.

648 tenants completed the survey.

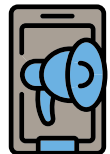
## The results. . .



79% of tenants said they were happy with the service that we provided. This is higher than last year's score of 74%.



The survey asked tenants for their views about their home and Golden Lane Housing.



73% of tenants felt that Golden Lane Housing kept them well informed. This is lower than last year's score of 74%.



70% of tenants said they were happy that we listen to their views and act upon them. This is higher than last year's score of 65%.



83% of tenants felt that Golden Lane Housing treats them with fairly and with respect. This is higher than last year's score of 82%.

**Read the full results here**



## #MyGoldenLaneHome

We'd love to hear from you! At Golden Lane Housing, we believe that every home has a story. Whether it's a photo of your living room, a memory with a housemate, or a few words about how your home has changed your life, do share your story with us.

You can send us an email with your photo or video to [communications@glh.org.uk](mailto:communications@glh.org.uk), or post it on social media using **#MyGoldenLaneHome**.

Your story could inspire others and be featured on our social media pages!

Here's Linda, mum to Claire who recently shared some fantastic photos of Claire's beautiful home.

We look forward to hearing from you!





# Getting involved

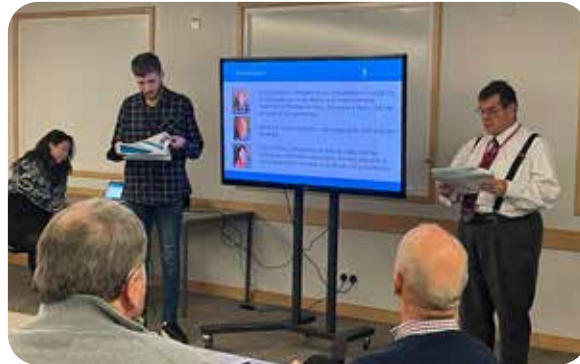
## Tenants have been involved in:

- Committee meetings
- Surveys
- Interviews
- Meeting with Board
- Meeting with service managers
- Helping to design plans



## Tenant impact

The More Voices, More Choices committee is a group of 12 tenants from across the country. They work with staff, tenants, our Executive team and Board to help us improve services. Each member of the group has a buddy who they work with to prepare for meetings. They met 3 times in the year.



The Board and Tenants Working Together committee is made up of 5 tenants and Board members. It is co-chaired by a Board Member and a tenant. The committee help the Board to understand what matters to tenants and how Golden Lane Housing needs to improve. They met 3 times in the year.

## Important

If you'd like to get involved you can call us on 0300 003 7007 and select option 2 or email [getinvolved@glh.org.uk](mailto:getinvolved@glh.org.uk)

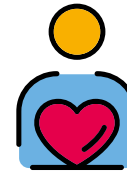
## How we did...



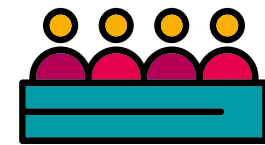
333 activities delivered



157 training and support sessions with tenants



820 hours tenants spent volunteering



70 tenant recruitment panels held

## Meet Abigail

Quote from Abigail *"Hi, my name is Abigail and I'm the Tenant Involvement Officer at Golden Lane Housing. We're always looking for more tenants to get involved to help us improve our services. You can send me an email to [getinvolved@glh.org.uk](mailto:getinvolved@glh.org.uk) if you want to find out more."*



You can find out more about getting involved in our easy read Ways to Get Involved Guide.





# Our Plan

We want tenants to be at the heart of everything we do.

In April 2022, we launched Our Plan.

It set out how we will work and make our services better. Our Plan was written with Golden Lane Housing tenants. Our tenants told us what is most important to them. They helped us decide what things we need to work on over the next 3 years.

Our Plan 2022-2025 said we wanted to do 5 things

1. Make sure tenants were happy
2. Offer good quality and safe homes
3. Provide more housing for more people
4. Manage our money in the best way
5. Work together

You can keep up to date with how we are doing in achieving Our Plan goals here



You can read Our Plan and the easy read version here



## Our new plan 2025

Next year is the end of Our Plan so we need to write a new one.

We will be speaking to lots of people, most importantly tenants about what they think is important for our new plan.



# Activities

## Wordsearch

Can you find the names of our tenants featured in the Annual Report?

Sam  
Milo  
Oakley  
Stephen  
Sacha  
Mark

S	T	W	E	O	X	D	S
A	Q	J	L	M	B	Y	T
M	V	I	H	F	E	R	E
C	M	U	G	L	I	K	P
O	W	Y	K	Z	M	S	H
G	S	A	C	H	A	T	E
X	O	P	B	I	D	M	N
K	R	A	M	Y	U	Q	A

### Find Milo the Cat's favourite treats, Dreamies

Did you find all of Milo's Dreamies in the calendar?  
How many did you find?



# Activities

## New year, new goals

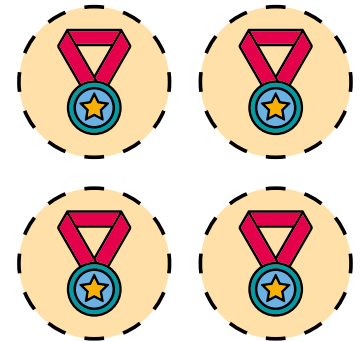
Make a list of goals and when you have achieved them give yourself a sticker. We've included some too!

1. I have completed a tenant satisfaction survey and shared my views about Golden Lane Housing services.

2. I have read the Voices Together newsletter.

3. I have provided Golden Lane with the most up to date contact information for me and my support.

4.



## Crossword

1 across – another word for getting something fixed in your home

5 across – the first name of Golden Lane Housing's Chief Executive

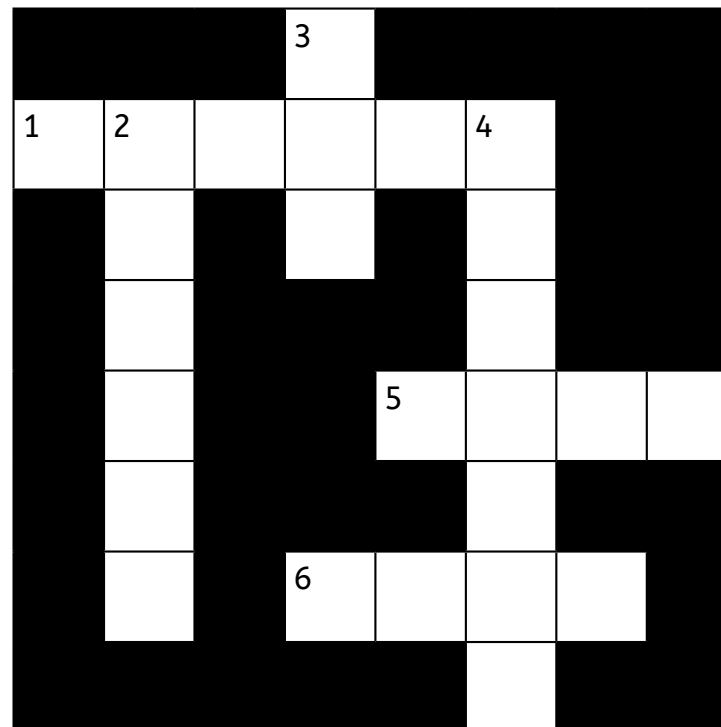
6 across – the number of goals in Our Plan

2 down – retrofit works help to save this

3 down – one of the 7 safety checks we carry out

4 down – the name of Golden Lane Housing's repairs team

Answers 1 Repair, 2 Energy, 3 Gas, 4 Resolve, 5 John, 6 Five



Notes

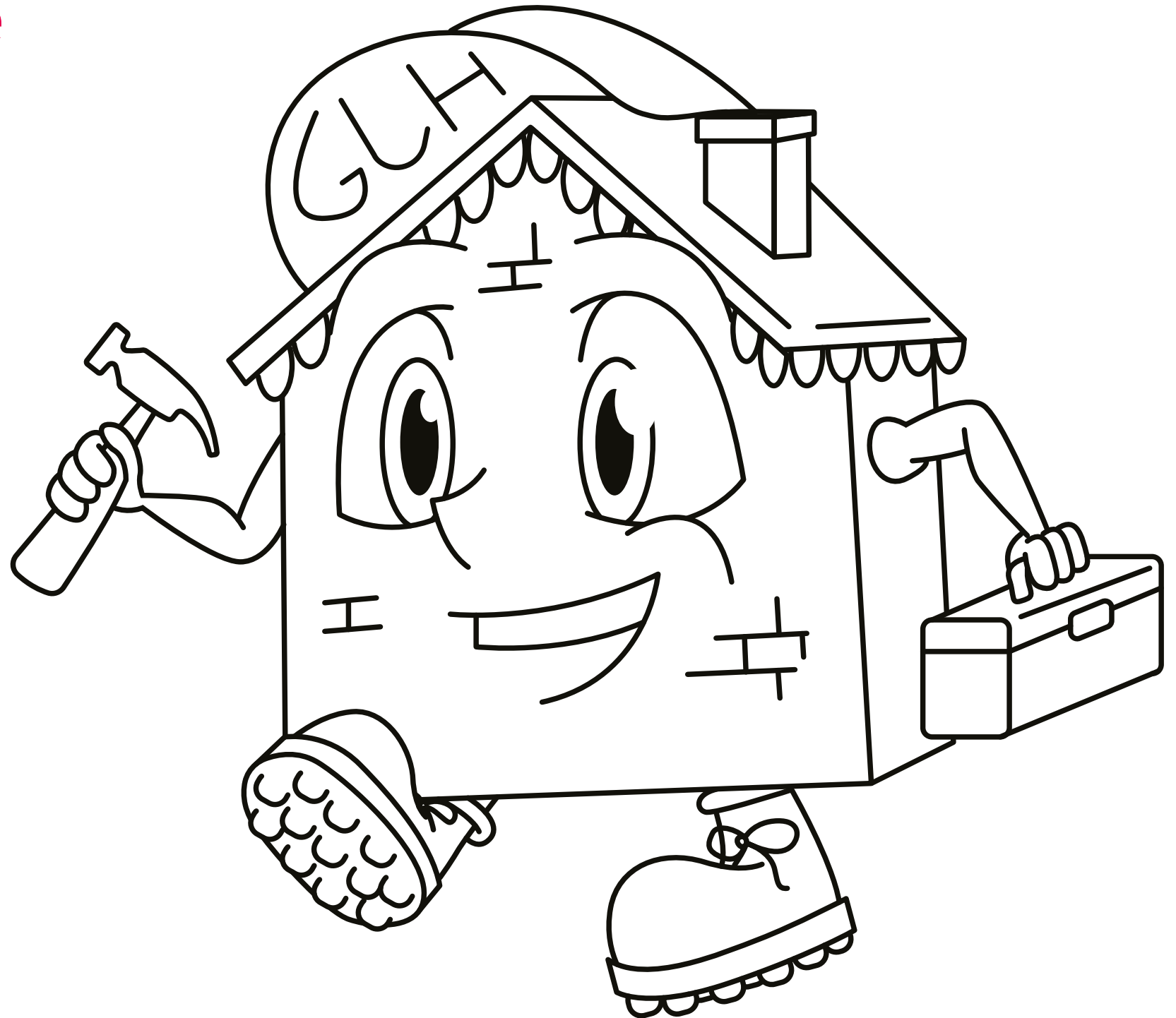


# Colour in Goldie the House

We ran a competition to design a Golden Lane Housing mascot for our get involved activities..

The winner was Victoria from Northallerton who designed Goldie the House.

Colour in Goldie the House.





Golden Lane Housing

If you would like more information about Golden Lane Housing please get in touch.

**Call 0300 003 7007**

Email: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)

Go to: [www.glh.org.uk](http://www.glh.org.uk)

Golden Lane Housing Limited, Parkway Four,  
Parkway Business Centre, Princess Road,  
Manchester, M14 7HR

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Designed by tenants for tenants