



Golden Lane
Housing

Annual report

Calendar 2026

Designed by tenants for tenants



Pictured L-R: Golden Lane Housing team members, Joanne, Felicity, Emily and Stuart.

Welcome to this year's Annual Report.



Sacha and Milo

We worked with our tenant rep Sacha to help create this report. Sacha met with our Communications team.

We looked at last year's report together and Sacha shared her ideas about how to make sure that for this year's report the information was clear and easy to understand.

Milo, Sacha's cat also came to our meetings. Keep a lookout for Milo, he's been busy finding out about Golden Lane Housing and the work our teams have been doing over the last year.

"I like being involved with Golden Lane Housing because I like to put my point of view across and change things to make things better.

I like this year's annual report calendar because it's different, it's bold and has good information about what we need to know."

Sacha also helps create our Voices Together magazine. You can read the Autumn edition on our website, scan the QR code.

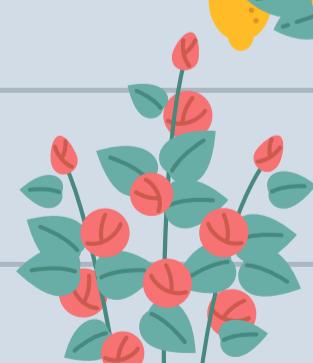
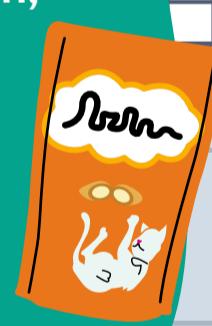


Milo returns...



Milo's causing mischief in our calendar again, can you spot him?

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

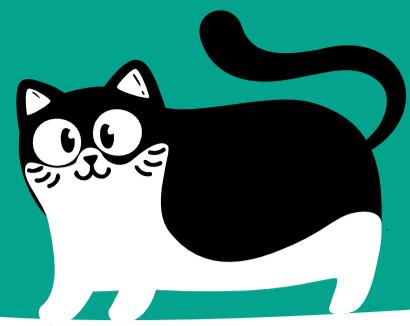


We hope you enjoy this year's calendar!



Meet our Board

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



Steve Secker, Chair



Jason Ridley



Anne Rowlands



Nikki Bowker



Bernie Keenan



Valerie Waby



Natalie Macpherson



John Turner



Darren Ryland



Jonathan Bunt

Message From Steve Secker, Chair of GLH Board

"This year, we've made great progress together. We launched our new 3 year plan, which has 3 important goals, giving every tenant a quality experience, making a real difference to people and the places where they live, and being ready for the future. As part of this, we're launching our new brand, which reflects who we are today and where we're going next. We have also continued to make our homes greener and cleaner, making sure every investment delivers real value and keeps our finances strong.

We now provide homes for over 3,000 tenants, and we are proud to keep developing more safe, good-quality homes for people with a learning disability and autistic people, homes that people are proud to live in. Tenant satisfaction remains high at 79%, and we will keep listening and improving the services that matter most to you.

Thank you to everyone who has worked with us this year. Together, we're making a real difference."

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 created an extra **288** new tenancies this year.



This means we now provide homes to **3,039** tenants



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



All of our homes meet the Decent Homes Standard

We achieved the highest ratings from the Regulator of Social Housing. They are part of the government and check landlords are following the rules.

Governance Rating (G1)
Viability Rating (V1)

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 create more housing."



John Verge

Emily Collinson, Director of Development and Growth

"I'm responsible for leading our development team and working with our partners, including local authorities, support providers, investors, and construction companies, to deliver new, high quality homes."



Emily Collinson

Shaeen Azam, Chief Finance Officer

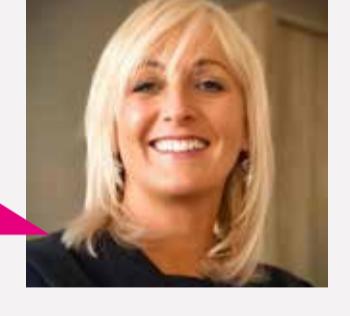
"I lead the finance team, making sure we spend money on the right things so we can deliver the best possible homes and services for our tenants. My role is about making every pound count, supporting long-term growth, and keeping Golden Lane Housing financially strong."



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

Emma Midgley, Director of Business Services

"I lead our business services teams (people, IT, communications, and governance) and make sure we have the right support and systems in place to help colleagues deliver great homes and services."



Emma Midgley

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.



January 2026



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1 New Year's Day	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	30	31	

New year, new plan, new look

This year

We asked tenants for their feedback to help us write a new 3-year plan, Our Plan 2025 -2028.

Our Plan sets out how we will make our services better.

There are 3 important things we want to do to make our plan work.

1. Quality Tenant Experience

This means giving great services to all tenants.

2. Impact and growth.

This means we will have more good and safe housing.

3. Future ready

This means Golden Lane Housing will be ready for the future.



To make us ready for the future one of the things we are doing is changing our look!

What is changing?

- Our logo and colours will look different.
- Our letters, leaflets and website will have the new look.

What is staying the same?

- Your home stays the same.
- Your tenancy stays the same.
- The staff you know will stay the same.

You do not need to do anything.

Why are we doing this?

We want our look to show who we are today and in the future. We are still Golden Lane Housing, just with a fresh new look.



**Golden Lane
Housing**



In 2026 - you will start to see more of our new look as we roll it out on things like our website, our Resolve Solutions vans and letters we send.

February 2026



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

Listening to your views - Tenant satisfaction

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

568 tenants completed the survey.

We'd like to thank Connor, More Voices, More Choices tenant satisfaction rep, for his help with this year's survey. Find out about Connor and more of our tenant reps on the December page.

The results...



Pictured: Involved tenant Connor, holding a copy of the Tenant Satisfaction Survey



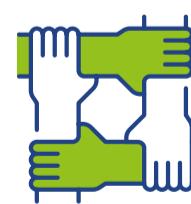
79% of tenants said they were happy with the service that we provided. We wanted to achieve 80% before March 2025.



73% 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 70%.



76% of tenants felt that Golden Lane Housing kept them well informed. This is higher than last year's score of 73%.



85% of tenants felt that Golden Lane Housing treats them fairly and with respect. This is higher than last year's score of 83%.



The survey showed that 7 areas of satisfaction increased, 2 areas decreased and 3 remained the same.



Visit our website to read more about the results.





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

Listening to your views - Complaints and Feedback

Complaints

We received:



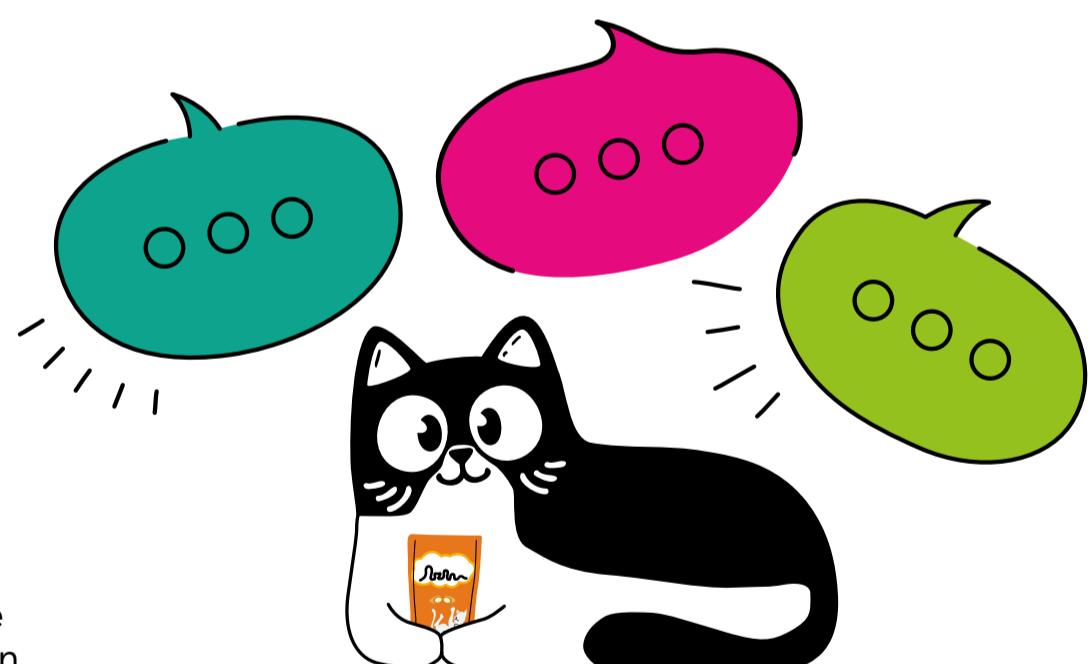
123 Stage 1 complaints
(up from 63 last year).



7 Stage 2 complaints
(up from 2 last year).



No complaints
were referred to the
Housing Ombudsman.



Although we received more complaints this shows we're getting better at spotting and recording complaints.

It also shows that we are making it easier for tenants and their support to make a complaint with us when something has gone wrong and they are unhappy.

We have followed the Housing Ombudsman's Complaint handling code and we have completed our Self Assessment. Visit our website to read more about our complaints performance.

Tenants told us



57% of tenants told us they were satisfied with the complaint service.

Our Top 3 complaint types were:

1. Poor communication
2. No call back
3. Poor quality and time taken to complete repair

Here are some of the ways we're learning from complaints

- All staff have completed IT training to help make sure information is recorded properly
- Checks on repairs to make sure they are done to a high standard
- All new starters complete complaints training



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

Listening to your views - Tenant involvement

This year, tenants have been involved in



946
hours tenants spent
volunteering.



607
activities held.



164
training and support
sessions with tenants.



123
candidates interviewed by
tenants to make sure new staff
reflect and share our values.

Board and Tenants Working Together Group – met three times this year. Tenants help the Board make important decisions.

More Voice, More Choices Group – met every three months. Tenants share their ideas and feedback about our services.

In November as part of Making Plans Day, tenant reps told our Board and Exec the 5 things that mattered most to tenants, these were:

- feeling safe
- keeping promises and listening to tenants
- staying informed
- quicker and quality repairs
- affordable and fair rent

73 tenants were also involved in giving their feedback on areas like Repairs, Complaints and being Secret Shopping Detectives.





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

Fixing things in your home

This year



13,759 repairs were reported last year.



11,298 Non urgent/Appointable repairs completed.

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



Repair works quality checks



We inspected 801 repairs.



We completed 203 quality and assurance visits.



76% of tenants were happy with the repairs service they received. This is lower than last year's score of 79%.

Tenants told us



75% of tenants told us they were happy with the time taken to complete a repair.

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, bathrooms and completing garden work.



5,009 repairs were completed by Resolve Solutions.



99% of tenants were happy with the repairs service they received from Resolve Solutions.

JUNE 2026



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

Keeping your home in good condition

Our team of surveyors visit your home to make sure it stays in good condition. They plan works like new bathrooms and kitchens so that your home is good for the future.

We invested £6.6million in maintaining homes and carrying out important safety works.

This year we



made improvements to **195** homes.



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



We spent:



£842,000 on improving tenants' homes, with new kitchens, bathrooms and decoration.



£115,000 on gas and electrical improvements by replacing boilers and electrical mains units.



£89,000 on environmental works in and around the home, like garden and tree maintenance.



£130,000 on minor adaptations inside tenants' homes, like grab rails and window restrictors.

Tenants told us



78% of tenants were happy that their home is well maintained. This is higher than last year's score of 76%.



70% of tenants were happy that their communal areas were clean and well maintained. This has stayed the same as last year.





Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	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	30	31		

Saving energy and helping tenants

We want our homes to be warm, comfortable, and good for the planet. We are working to make homes better for tenants and better for the environment.

- We **completed retrofit (energy saving) works on 91 homes** to bring them up to a minimum Energy Performance Certificate rating C. This makes homes more energy-efficient and helps lower bills.
- We are **making homes more energy-efficient** with better insulation, new heating systems, and double-glazed windows.

We spent

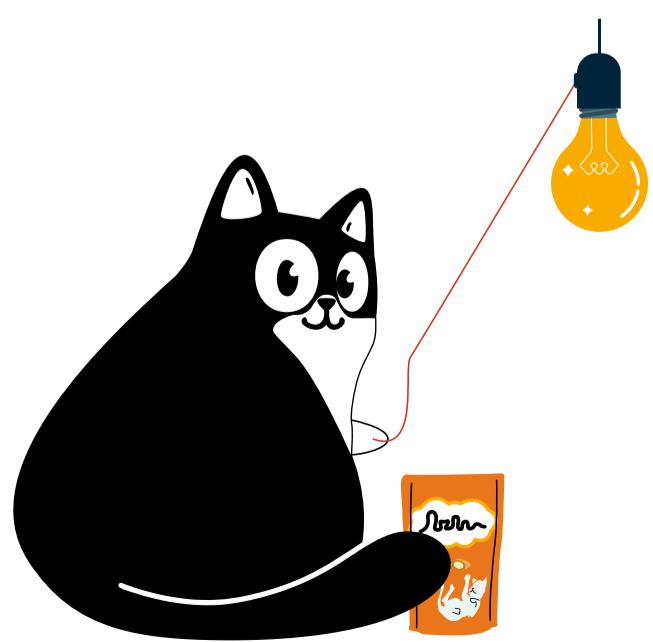
- **£1.3 million** on investing in energy improvement measures like, insulation or air source heat pumps.
- **£162,000** on further energy efficiency measures like replacing roofs, doors and windows.
- We **support tenants** with tips on saving energy and understanding their bills.
- We were proud to **receive the Northern Housing Award** with our partners REGEN, recognising our approach to customer service.

Meet Rohan

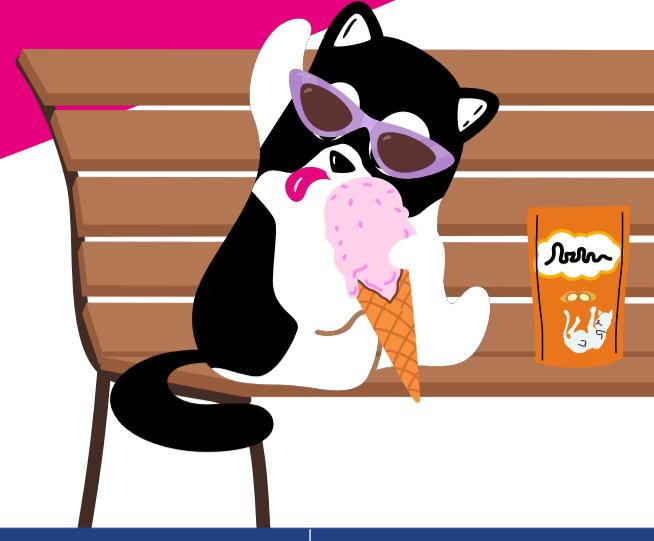
Rohan is Golden Lane Housing's Assets and Sustainability Manager. An important part of his job is about energy saving and planning how we can make all our homes use energy better. Things like replacing roofs, doors and windows and installing solar panels can all help to save energy.

Rohan's top tips for tenants wanting to save energy at home:

- Turn your lights off when you're not using them or when you leave a room.
- Switch off your appliances like TVs and computers and avoid putting them on standby.
- For windows, heavy curtains can make a real difference to how much heat is lost during the winter.



August 2026

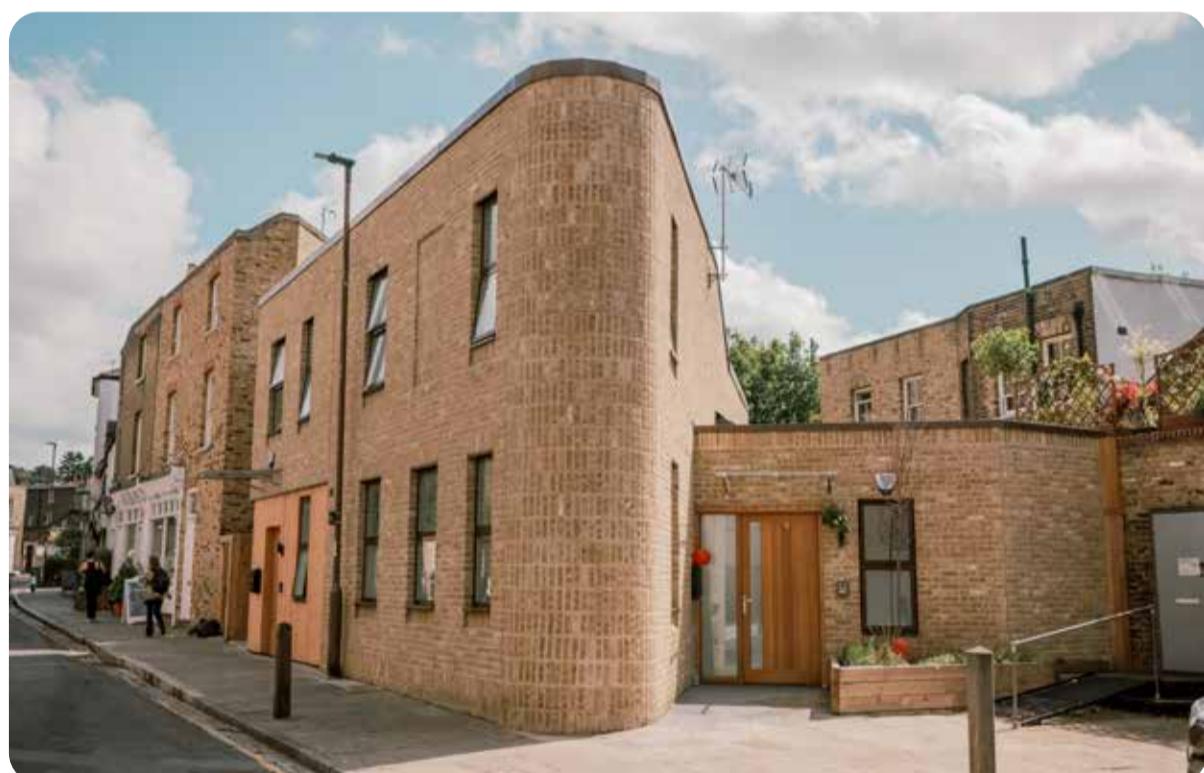


Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31 Bank Holiday						

Making the most 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.

	2024/2025	2023/2024
How much money we received	£41,104,000	£36,610,000
How much money we spent	£40,242,000	£31,181,000
Donated properties	£0	£3,873,000
Money to be reinvested back into Golden Lane Housing	£862,000	£1,556,000



Rent - how much money we received



99.7% of rent was collected by the income team. This is higher than last year which was 89%. Our target is 102%



September 2026



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	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	30				

Safety in the home

We carry out important safety checks to make sure your home is safe.

These include:

- Asbestos
- Electrical
- Fire
- Gas
- Water
- Damp and mould

We look at photos and can carry out inspections when we receive reports of damp and mould. We also complete repairs to stop it and prevent it. Under the new Awaab's Law, reports of damp and mould have to be responded to and dealt with to set timescales.



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 with gas have a working carbon monoxide and all homes have a smoke detector.



100% electrical safety checks have been carried out.



We spent £470,000 on fire safety works.

Did you know?

If you have damp, mould or an increase in condensation in your home, please get in touch as soon as possible. We will arrange for one of our surveyors to inspect your home.

Email propertyservices@glh.org.uk

Phone: 0300 003 7007 option 1



Tenants told us...

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



Meet Ben

Ben is Golden Lane Housing's Fire Safety expert and he makes sure important fire safety checks are carried out in tenants' homes. Keep a lookout in the Voices Together to read about Ben's fire safety advice.



Did you know?

You can arrange to have your gas and electricity meters read at an agreed time and by a named person if you are blind, partially sighted or find it difficult to move around your home.

October 2026



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	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	30	31 Halloween	

Moving into a new home

This year

We added an extra **288** more tenancies thanks to our Development Team. This is 8 more than last year.

We will be working to house **250** more people next year.



Did you know?

Golden Lane Housing is helping to create great places to live across the country. We now provide homes to **3,039** people

Our Allocations team help people to move into our empty homes. They work closely with local health and social care teams, support providers, families and carers to match a home to a person's needs.

This year

271 rooms were empty. Next year we want this to be lower.

4.8% of our money was lost from empty homes because we could not collect rent. Our target is 4.5%.

Visit our website to listen to Liam talk about what it was like to move into his new home.



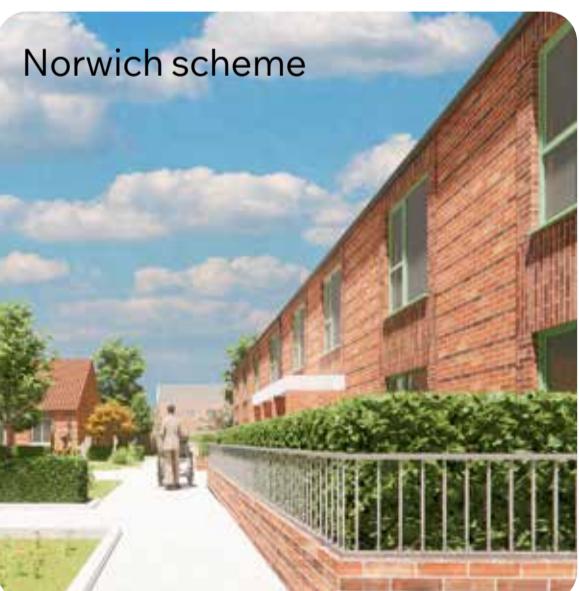
Pictured:
tenant Liam

Meet Jennifer

Jennifer is Golden Lane Housing's New Developments Manager.

Her job is to work with lots of people like local council workers, families and even builders to make sure there are new build homes available for people with a learning disability and autistic people.

Jennifer is helping to create new homes in Norfolk in the south of England and Chorley in the north-west of England.



Norwich scheme

Pictured: Jennifer with Emily, Director of Development and Growth

We have received a grant of £1.5 million to build new specialist homes in Norwich. The first new homes will be near Norwich. They will be ready in 2026.

We are working with local health, social care, housing and construction teams.

Together we are making homes that meet people's needs, helping them to feel part of their neighbourhood, and have homes they are proud of.

November 2026



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

Your home and neighbourhood

Our housing officers each provide assistance to around 200 tenants every year.

This year

They had 1,400 housing management cases helping with things like:

- Neighbours and housemates
- Tenancy matters
- Keeping safe and well

We want all tenants to feel **safe and happy** in their homes.

We work with organisations like the **Ann Craft Trust** to make our safeguarding stronger.

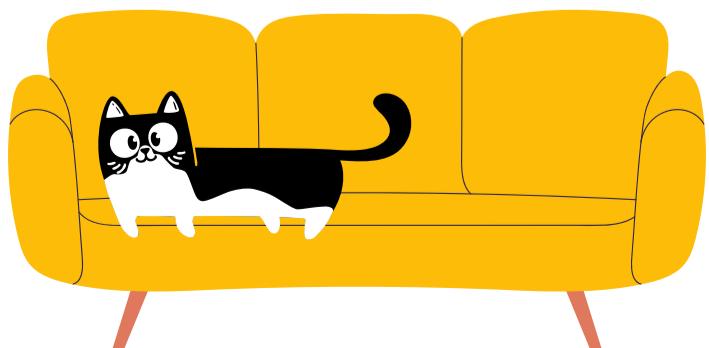
In 2024/25 we:

- Joined a national **Safeguarding Forum** for housing providers.
- Updated our **Safeguarding Policy** (in January and September 2024).
- Gave all new staff **safeguarding training**.

We supported tenants with **32 safeguarding enquiries**.

We also raised 34 formal concerns with **16 local safeguarding boards**. This is fewer than last year (42).

It shows our early support is helping to keep people safe.



Dealing with anti-social behaviour

In 2024/25, we managed **26 anti-social behaviour cases**.

Each case was supported by a **Housing Officer** and **Regional Manager**.

We helped by:

- Encouraging good relationships in the community.
- Using **mediation** (helping people talk and understand each other).
- Paying for small **home security improvements**.
- Working with services like **social care** and **mental health teams**.

Case study: Talking and listening in Doncaster

At a new housing scheme in **Doncaster**, a tenant said they were being harassed by a neighbour.

Our **Housing Officer** acted quickly and held a meeting with **care providers** and **adult social care**.

We found that the problem was a **misunderstanding**, not something done on purpose.

The neighbour agreed to change how they spoke and behaved.

Both tenants said sorry to each other.

Now, they understand each other better and get on well.

December 2026



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

Tenant stories

Being a tenant rep is a great way to learn more about a particular service and talk to staff at Golden Lane Housing about their jobs.

Most importantly – as a tenant rep, you help to improve the services we deliver because no one knows better than you what it's like to be a Golden Lane Housing tenant!

Meet Stephen

Stephen is a tenant from Clitheroe and a member of More Voices, More Choices and our Board and Tenants Working Together groups. This year he became Chair of More Voices More Choices. As the interview rep, Stephen interviews people who want to come and work for Golden Lane Housing.

Meet Mark

Mark is a tenant from Doncaster, he is Chair of the Board and Tenants Working Together group. He is also the housing rep and this year he has been sharing his views on our approach to anti-social behaviour.



Meet Sam

Sam is a tenant from Leeds, as a member of More Voices, More Choices she's also the communications rep and meets with staff to talk about making information accessible. She loves art and drawing and is helping to shape Golden Lane Housing's new brand.



Meet Connor

Connor is a tenant from Northern Ireland and as our tenant satisfaction rep, he visited our Manchester office to review the Tenant Satisfaction Survey to make sure it was clear for tenants. He also met the Tenant Experience team to learn how they support tenants with housing queries by phone and email.



Meet Brian

Brian is also from Northern Ireland. He's been busy this year in his rep role helping to plan and deliver our new mystery shopping service. Tenants can go undercover and test how well our services are doing. As the first activity, tenants will be checking the website. They will be looking at how easy it is to find information.



If you'd like to get involved too - you can call us on **0300 003 7007** and select option 2 or email getinvolved@glh.org.uk

Activities

Wordsearch

Can you find the six words listed below?

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

Find Milo the Cat's favourite treats, Dreamies



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

- Logo
- Golden
- Colours
- Tenant
- Brand
- Milo

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.

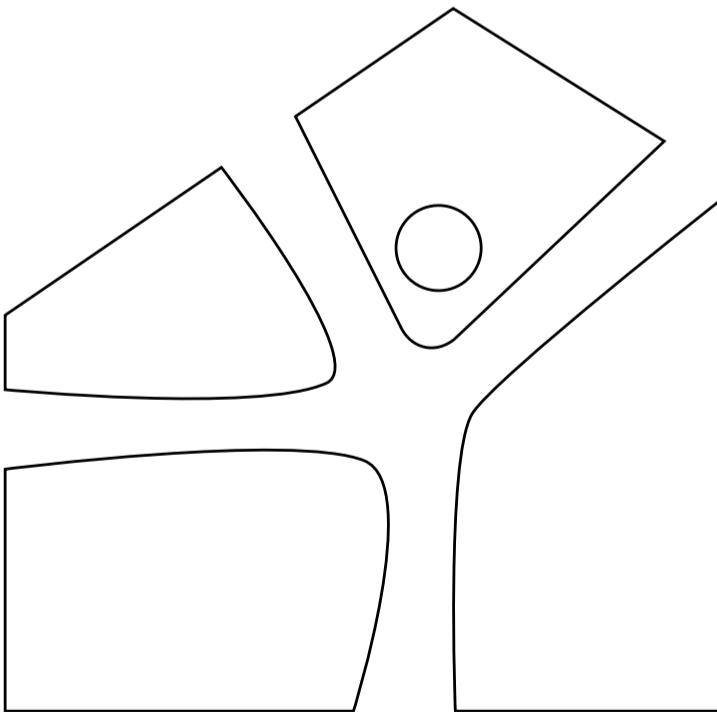


3. I have provided Golden Lane Housing with the most up to date contact information for me and my support.



4. _____

Colour in our new logo



Golden Lane
Housing





**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
Go to: www.glh.org.uk

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

 @goldenlanehouse

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Designed by tenants for tenants