



Golden Lane Housing



# Golden Lane Housing

## Our plan to make our services better 2025 to 2028



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### Our Plan 2025-2028

# About us



We are Golden Lane Housing.

We have homes for people with a learning disability and autistic people to live in.



Our homes help people to live **independently**.

**Independently** means doing some things for yourself or with some support.



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

## About our plan



We have written a new plan about how we will work to make our homes and services better.



It says what we want to happen in the next 3 years.



Our plan has been written with our tenants. They have helped us to decide what things we need to work on.



They told us what is most important to them.



# What our tenants told us is important



You want to have good **wellbeing**.

**Wellbeing** means keeping happy and healthy in your body and mind.



You want us to listen to you and do the things we say we will do.



You want us to give you good and clear information about being a tenant.



You want us to do **repairs** as quickly as possible.

**Repairs** are when we fix things that are broken.



You want to make sure **rent** is fair for everyone.

**Rent** is money you pay us to live in your home.



You want us to deal with any **complaints** quickly.

A **complaint** is when you tell us you are unhappy about something.



You want us to learn from complaints to make our services better.



We need to think about these things when we work on our plan.

# What we want to do



We want people with a learning disability and autistic people to have good safe housing that meets their needs.



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.

Some of the things we will do are:

- Involve tenants in planning and running our services. This will help us to make sure our services meet people's needs.





- Run services that support people to do well and enjoy where they live.



- Make sure our tenants are kept up to date about the work we are doing.



- Get better at looking after our homes and making repairs.



- Give all our tenants a **safety passport**.

This tells people what safety checks have been done on their homes. Things like gas, electricity and smoke alarms.



- Deal with any **anti-social behaviour** quickly.

This is when people make you feel worried or scared at home or near your home.



They might do graffiti, make too much noise, or threaten to hurt people.



## 2. Impact and growth.

This means we will have more good and safe housing.



Some of the things we will do are:

- Have 250 new homes every year.



- Make sure all our homes are used and are not left empty.



- Work together with services that give support to people with a learning disability and local councils.



- Look after our money and use it in the best way.





- Ask the government to change how it gives money to housing services for some kinds of housing.

This might be housing for people with a learning disability and autistic people.



- Look at how much **energy** our homes use and how they can use less.



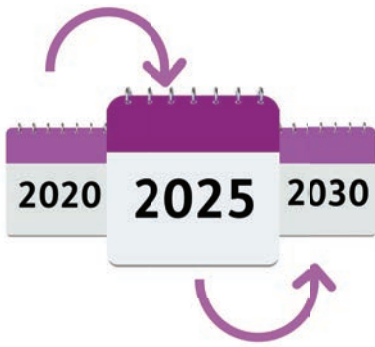
**Energy** is things like gas and electricity. We use energy to keep homes warm, turn the lights on and use things with plugs.



Gas and electricity cost a lot of money and are bad for the **environment**.



The **environment** is the world around us and the air we breathe.



### 3. Future ready

This means be ready for the future.

Some of the things we will do are:



- Use computers to work in better ways. This will help us to:



- Deal with things more quickly. Things like complaints and repairs.



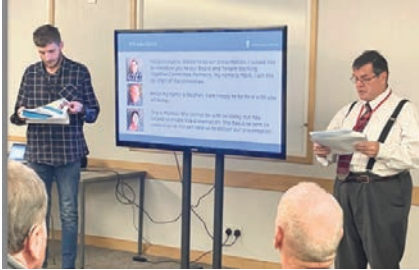
- Make sure our safety checks are up to date.



- Be quicker at letting our tenants know about any changes that might happen.



- Build good homes that will last for a long time.



- Give our staff the training and support they need to do their jobs well.



- Be a great place where people want to work.



- Make sure we are ready for new rules about renting homes.



- Give tenants any information in the way that is best for them.  
This might be things like easy read or large print.



- Look at how we do things. We will try to find new and better ways of working.



# Checking our plan is working



We will check our plan every year to make sure we are doing all the things we said we would.



We will write a list of things we want to do in the next year.



We will speak to our tenants to check how we are doing.



We will check how other housing services work. This will help us to make sure we are doing things right.



We will make any changes to our plan if we need to.

## For more information



For more information about our plan or if you have any questions, you can contact us:



### By phone:

0300 003 7007



### By email:

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



### Online on our website:

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