

# How you can get involved



## **Tenant Involvement at Golden Lane Housing**



## What is tenant involvement?

Tenant involvement is when tenants are included and have a say in decisions about their homes and the services provided.



## Why is tenant involvement important to Golden Lane Housing?

Tenants are at the heart of everything we do at Golden Lane Housing.



You know better than we do what works well for you.



Our tenants have fantastic ideas! Listening to your opinions and working together makes the way we work better for everyone.



## What ways can tenants get involved?

This information pack will tell you about all the ways Golden Lane Housing involves our tenants.



Each activity is different and needs a different amount of time and involvement. We can help get you involved in the activity that suits you best.

# Contact us



If you would like to become involved or if you would like to learn more you can...

## Call us



You can call Golden Lane Housing on [0300 003 7007](tel:03000037007) and press option 2.

When you press this option the Tenant Experience Team will talk to you about the ways you can get involved.



They may ask you some questions to get to know you better.

## Email us



You can also email the new Tenant Experience Team at [getinvolved@glh.org.uk](mailto:getinvolved@glh.org.uk)

In your email please can you tell us:

- your name
- your address
- how you would like to be involved
- your phone number - if you would like us to call you and tell you more information





# Secret Shopping Detectives



The Secret Shopping Group will be going undercover to see if our services at Golden Lane Housing are doing a good job.

## What will your missions be?



**Calling** - You can ask questions like how to make a complaint to see if staff are helpful and give the right information.



**Emailing** - You can send emails with questions to see how quickly and clearly Golden Lane Housing reply.

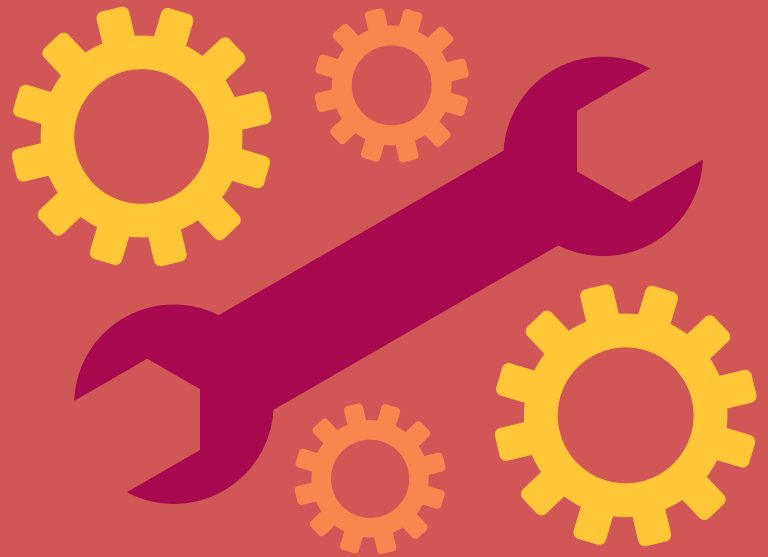


**Using the Website** - Look at the website to see if it's easy to find information and use online services like reporting a repair.



We have lots of secret missions...  
would you like to be a Secret Shopper?

# Repairs Group



It can be really frustrating when there's a problem or repair needed in your home.



Golden Lane Housing know this. This is why we have a group where you can talk about your experiences, opinions and ideas about our repairs service.



In this group you will learn all about our repairs team and the services they offer.



The goal of the Repairs Group is to make the Golden Lane Housing's repairs service work better for all of our tenants.



Our repairs team want to hear what you have to say!





# Complaints Group



At Golden Lane Housing we know sometimes we do not always get it right.



This is why we want to know what our tenants think about how we handle complaints, using real examples.



A complaint is when someone says they're not happy or has a problem and they want it to be fixed.



In our complaints group tenants work together with Golden Lane Housing staff to share experiences, opinions and ideas.



Our tenants know best what works for them. So listening to your ideas helps Golden Lane Housing make important changes that helps tenants have better experiences.

# Survey Group



A survey is a way to ask people questions to gather information and understand their opinions or experiences.



Our survey group is a team of tenants who will answer surveys.



Joining our survey group is awesome because your opinions can help Golden Lane Housing understand how we are doing.



Our survey group lets us collect lots of information quickly and start making changes that are important to you!



We want to give you the skills you need to help you to complete online surveys. We will do this by giving tenants IT training to help you use computers.

# Tenant Interview Panels



We want our tenants to help us interview new Golden Lane Housing staff.



We want you to decide if our new staff have Golden Lane Housing values.

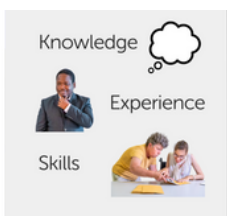
Are they caring, honest, reliable, creative, and do they listen to tenants?



It is important that our tenants feel happy and comfortable with the people who work at Golden Lane Housing.



To make sure you feel ready to be part of our tenant interview panel we will give you interview training.



You will learn important skills like asking questions, listening well, and understanding people better.





# More Voices, More Choices

WE ARE STRONG TOGETHER



More Voices, More Choices is a group of tenants who meet 4 times every year.



Their goal is to make sure tenants are getting a great service and are happy in their home.



Every member of this group has a rep role that looks at one important area of our services. For example rent rep, new homes rep, repairs rep, and many more.



Our reps work with our staff to check and improve how things are done at Golden Lane Housing.



It's like having a team of amazing advisors who make sure Golden Lane Housing is keeping our tenants happy!

# Board and Tenants Working Together



Board and Tenants Working Together is a committee who meet 4 times every year.



The committee is a mix of Golden Lane Housing tenants and board members who work together to help us improve the way we work.



Their goal is to review how we are doing and look at ways that we can do better.



Each board members hosts a 'Getting to know the board' training session to help build trust, relationships and understanding of what the board do.



Each year the committee hold an event with The Board and the Executive Team called Making Plans Day.

# About Golden Lane Housing

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**Report a repair**



**Phone 0300 003 7007 and press option 1**



**Anything that is not a repair**



**Phone 0300 003 7007 and press option 2**



**[getinvolved@glh.org.uk](mailto:getinvolved@glh.org.uk)**



**You can find more information on Golden Lane  
Housing's website [www.glh.org.uk](http://www.glh.org.uk)**