



Golden Lane Housing

Voices Together



**Golden Lane Housing is
changing our look!**
Take a peek at our new logo - coming soon

- IMPORTANT CHANGE TO THE UNIVERSAL CREDIT APPLICATION FORM
- GARDEN MAKEOVERS
- DAMP AND MOULD
- AUTUMN PHOTO COMPETITION

NOVEMBER 2025
AUTUMN ISSUE

WWW.GLH.ORG.UK

Message from Sacha, Tenant Magazine Editor



Hello everyone, I hope you have enjoyed the Summer - Christmas will be nearly here!



There is lots of important information in this newsletter, including details about a very important change to the Universal Credit application form, safety in your home, reporting damp and mould in your home, and Golden Lane Housing's brand new look!



I hope to see some great pictures of your pumpkins, costumes and decorations for our Autumn photo competition.

Let's get into the spooky spirit!

Sacha



Check out page 8 for tips on keeping safe at home

Sacha's top tip for keeping safe is: "If you have a spy hole or a ring door bell, check them first to see if you know the person at the door. If you have a chain on your door, you can open the door with the chain still on first."



Golden Lane Housing is changing our look!



What is changing?

Our logo and colours will look different. Things like 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.
- Your rent stays the same.
- The staff you know will stay the same.

You don't 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.



You will start to see the changes from December 2025.



Questions?

If you are unsure about anything, please ask your Housing Officer.

Or you can phone Golden Lane Housing on 0300 003 7007 and select option 2.

PICTURED ARE GOLDEN LANE HOUSING TENANT WITH GIDEON AMOS MP AND JOHN VERGE, CHIEF EXECUTIVE OF GOLDEN LANE HOUSING



John Verge, Chief Executive at Golden Lane Housing, and Gideon Amos MP for Taunton and Wellington, visited Golden Lane Housing tenants as part of the Starts at Home Day campaign organised by the National Housing Federation.

They enjoyed speaking to tenants and learning more about how important supported housing is for people with a learning disability and autistic people.

Thank you to our tenants for giving them a very warm welcome.

GARDEN MAKEOVERS 2025

In September, Golden Lane Housing staff members shut their laptops and picked up tools instead, and joined our Resolve Solutions in-house repairs team to complete two blooming marvellous garden makeovers!

This year, garden makeovers were completed at Golden Lane Housing homes in Widnes and Cranleigh.

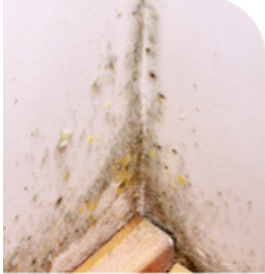
James, Golden Lane Housing tenant in Cranleigh, said:

"The Golden Lane Housing Crew have done an incredible, remarkable job to our lovely home in Cranleigh and my housemates and I can get involved with the garden because it's very beneficial for wheelchair and walking frame access to get down the lovely path and do some planting with the staff."

GOLDEN LANE HOUSING TENANT ROB PICTURED WITH GOLDEN LANE HOUSING COLLEAGUES VANESSA, DARREN AND SEAN AFTER THE GARDEN MAKEOVER WAS COMPLETE.



Damp and mould



Now that the weather is colder, you might notice more condensation in your home. This can sometimes lead to damp and mould.

Damp means when something is slightly wet. Damp can cause mould on windows, walls and furniture.



If you think you have mould and/or damp in your home, it is really important that you tell Golden Lane Housing as soon as you notice it.

Call us on 0300 003 7007, and press option 1
email propertyservices@glh.org.uk



When you report mould and/or damp in your home, we will make sure that

- we listen to you and take your reports seriously.
- we come and visit your home to inspect it and then plan what happens next, for example, completing repairs.



If you are able to, please take photos of the damp and mould you have spotted and email them to propertyservices@glh.org.uk.

Read our damp and mould guide on our website or to ask for a printed copy, please email communications@glh.org.uk.

Important change to Universal Credit application form



There has been a change to the application form for Universal Credit.

When tenants apply for Universal Credit for the first time or after a 'migration notice', there is a question which asks "about where you live", tenants must tick the box that says:

"I live in supported or sheltered housing; a hostel or refuge."



This is really important because if this box is not ticked, tenants may no longer receive Housing Benefit, which might lead to you having problems paying your rent.

For more information, you can speak to your Housing Officer.

Use your mobile to scan the QR code to read Mencap's easy read guides about Universal Credit.



Keeping safe at home



We wanted to share some top tips with you on keeping safe in your home, not just over Winter, but throughout the whole year.



Keep your doors locked, and make sure your windows are shut and locked when you aren't inside your home.



If you use candles, make sure you keep them away from anything that they may catch fire to and make sure to blow them out before you leave the room.

If you don't feel safe in your home, it's really important that you let your Support Worker or Housing Officer know so they can support you.



Safety notice: tumble dryers



If you have a built-in Candy heat pump tumble dryer made between April 2019 and November 2024, it may have a safety risk.

It affects models with serial numbers starting with 319 (found on the label inside the dryer door).



You must stop using the dryer immediately.

You can contact Golden Lane Housing for advice and support.

**Call us on 0300 003 7007, and press option 2
email enquiries@glh.org.uk**

Prevention

act before abuse

Safeguarding Adults Week 2025

17 – 21 November

#SafeguardingAdultsWeek

National Safeguarding Adults Week is led by The Ann Craft Trust. It is held every year to help raise awareness about the importance of safeguarding.

This year's theme is 'prevention'. This is all about working together to stop abuse from happening.



Safeguarding means keeping people safe from abuse and/or neglect. This means that we want to do everything that we can to help make sure you feel safe, happy and secure in your home.



Between April 2024 and March 2025, Golden Lane Housing staff supported tenants with **34 safeguarding concerns**. This means that staff helped tenants with 34 problems to feel safe and keep well.

Remember, IT Matters. If you don't feel safe or think you might be suffering from abuse or neglect, please talk to your Housing Officer or somebody you trust.



You can also call Golden Lane Housing on 0300 003 7007, option 2 to talk to a Golden Lane Housing staff member.

Competition winners!



Tenant satisfaction survey competition winner

Well done to Mark who won an Amazon voucher in our prize draw for answering this year's Tenant Satisfaction Survey!

A big thank you to all tenants who sent back their completed survey - your views will really helped us to improve our services to tenants.

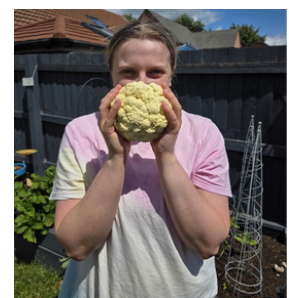
Mark is pictured with Derek, Senior Housing Officer at Golden Lane Housing, receiving his Amazon voucher.

Thank you to everybody who entered our Spring gardening competition - your photos were brilliant! Sacha, Tenant Magazine Rep, had a tough choice choosing a winner!

Well done to the winners in West Yorkshire who sent in a lovely collage.

A Special mention to Natasha from Nottinghamshire who sent in the picture of her holding her huge, home-grown cauliflower - impressive!

"I made a vegetable patch in 2023 and so far I've grown peas, cucumber, strawberries and for the first time cauliflower!"



Autumn activities

Can you find all the hedgehogs we've hidden in the magazine.
How many did you find?



Word scramble



kpmiupn



esalve



nnacimno



racon

Helpful contact information

If you would like to speak to a member of Golden Lane Housing staff about an issue in your property or for any enquiries, please call 0300 003 7007.

You can then choose between 2 phone options:

Option 1 – Repairs

Option 2 - Everything else - when you press this option the Tenant Experience Team will help answer your questions about everything that is not a repair.

You can also email your enquiries to enquiries@glh.org.uk.

You can find lots of information on our website: www.glh.org.uk

For alternative versions of this magazine please contact
communications@glh.org.uk

Send us your Autumn photos to be in the chance of winning a £50 voucher! These could be pictures of your Halloween costumes, decorations, pumpkins, Autumn activities and nature - the more creative the better!

Terms and conditions

Thank you for taking part in our Autumn photo competition! Please read the following terms and conditions which apply to this competition, which closes on 1st December 2025.

1. Eligibility

- The competition is open to all current Golden Lane Housing tenants aged 18 or over.
- Only one entry per tenant is permitted.

2. How to Enter

- Entrants are invited to submit an autumnal photograph by email to communications@glh.org.uk.
- The closing date for entries is 1st December 2025 at 5pm.

3. The Prize

- The winner will receive £50 worth of vouchers.
- There is no cash alternative to the prize.
- The prize is non-transferable and cannot be exchanged.

4. Winner Selection

- The winner will be chosen by an involved tenant who is a member of Golden Lane Housing's More Voices, More Choices group and the decision will be based on creativity, effort, and presentation.
- Their decision is final.

5. Notification and Announcement

- The winner will be notified by email no later than 7th December 2025.
- The winning entry may be shared publicly on Golden Lane Housing's communication channels.

6. Use of Images and Data

- By submitting a photo, entrants give permission for Golden Lane Housing to use the image in our internal and external communications, including social media, newsletters and publications.
- If you wish to withdraw your image from future use, please contact The Communications and Marketing team communications@glh.org.uk.

7. General

- Golden Lane Housing reserves the right to amend or withdraw the competition at any time in the event of unforeseen circumstances.
- Any entries deemed offensive or inappropriate will not be eligible.

If you have any questions about the competition or how your data is being used, please contact us at communications@glh.org.uk.



Enter by emailing your photos to communications@glh.org.uk