



Golden Lane Housing

# Voices Together



## A new home and a new start for Liam Meet Sacha - our new tenant rep

- OUR NEW 3 YEAR PLAN
- REPAIRS SERVICE NEWS
- GET INVOLVED
- WIN £50 WORTH OF GARDENING GOODIES

JUNE 2025  
SUMMER ISSUE

[WWW.GLH.ORG.UK](http://WWW.GLH.ORG.UK)



# Meet our new Voices Together tenant editor Sacha



We've changed the look of the tenant magazine to make it better for everyone. I helped design the new style. The magazine will continue to show what matters to tenants. It will be more fun and useful for all.

## **You've been a Golden Lane Housing tenant for 13 years, what's your favourite thing about your home?**

I have a driveway at the back and a parking spot out the front for my car.

## **What do you like about being involved with Golden Lane Housing?**

I like to help out and give my ideas on how to improve things.

## **Tell us about being a DJ at Warminster Community Radio.**

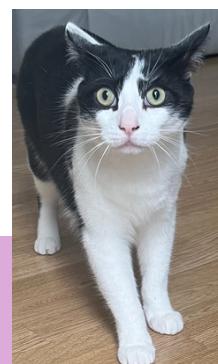
I am a radio presenter and I have been there for 13 years. I help out on the Breakfast Show, and sometimes do events when I'm not broadcasting.

## **What else do you like to do?**

I like to drive my car to different places and go on holidays abroad. I also like going to see my friends and family, and going to concerts.

## **And finally, how is Milo, your very cute cat?**

He is very well.





# Our new 3 year plan

Our Plan 2025 - 2028 tells you how Golden Lane Housing is going to improve services to tenants and help more people with learning disabilities and autistic people to live in their own homes. Our Plan has been written with our tenants.

They have helped us to decide what things we need to work on over the next 3 years.



**Scan the QR code  
to read Our Plan  
2025-2028**







GOLDEN LANE HOUSNIG TENANT LIAM WITH HIS KEYS TO HIS NEW HOME

**Liam is a new Golden Lane Housing tenant. He moved into his own flat in Manchester last year.**

Liam, is 22 years old and his dream is to be a working actor and to have a family!

Liam says: “Living here has given me a new start in life, It has given me stability and, even though I have an amazing family, being here has helped me realise that now my life makes sense. It’s given me a new start and a purpose. I really feel like I have a future ahead of me now. As a person who has disabilities, I have never felt truly independent but now I do. I’m now in a position to build a life.”





# Get involved

OUR INVOLVED TENANTS HAVE BEEN HELPING GOLDEN LANE HOUSING WITH LOTS OF THINGS IN 2025!

We've had some great meetings with our tenant groups More Voices, More Choices and Board and Tenants Working Together. Read on to find out how you can get involved too!

PICTURED INVOLVED TENANT STEPHEN SMITH



**ABIGAIL CONAGHAN**  
TENANT INVOLVEMENT OFFICER

Tenants have been involved in interviewing for jobs and have taken part in welcome days for new staff in London and Manchester. We have some exciting opportunities coming up if you'd like to get involved too.



**Abigail and tenant Stephen Smith at the Welcome Day in Manchester.**

### Can you help?

Golden Lane Housing is making a new staff training session called Knowing Our Tenants. It will help staff learn more about people with a learning disability and autistic people, so they can give better support.

We're looking for tenants to help by:

- Being in a short video
- Sharing your story

**Scan the QR code to read our 'How you can get involved' guide**



### If you would like to get involved



Phone 0300 003 7007 and select option 2



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



# Be a Secret Shopping Detective



**Would you like to get involved and become one of our Secret Shopping Detectives?**

Meet Brian one of our tenant involvement reps from Northern Ireland. He's looking for tenants who would like to join him as Secret Shopping Detectives.

Brian says: "It is a fun way to share your thoughts and help improve services at Golden Lane Housing.

"You will get rewards, certificates, badges – and even mystery prizes!

"All Golden Lane Housing tenants are welcome to join. You can be involved on your own, or with the help of a support worker, family member, or friend – whatever works best for you."

If you want to join or would like more information you can

call us on 0300 003 7007 and press option 2,  
email [getinvolved@glh.org.uk](mailto:getinvolved@glh.org.uk)

**WE WOULD LOVE TO HAVE YOU ON THE CASE!**



Involved tenant rep Connor in the Manchester office



# Connor's visit to Manchester

Connor, our Tenant Satisfaction Rep, 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.

We've produced an easy read guide to explain what information we ask about tenants and how we use this information to improve services.

**Scan the QR code to read the guide**







# Thank you to Mila and Thomas

FROM GOLDEN  
LANE HOUSING

We'd like to say a special thank you to tenants Mila and Thomas who shared their experiences of moving into their new home, and helps us to show why good housing and the right support are so important.

Their story will be featured in best practice guidance published by the government to support the new Down Syndrome Act.

# YOUR REPAIRS SERVICE

Did you know that your repairs service is delivered by 3 teams. These are the Resolve Solutions, Property and Sustainability and Quality Assurance teams.

## Meet the team leaders



**Barry Sully**  
Head of Resolve  
Solutions



**Keith Henderson**  
Head of Property  
and Sustainability



**Nicola Jones**  
Head of Quality  
and Assurance



Resolve Solutions is made up of people who come to do the repairs in your home.



You might speak to a member of the Property and Sustainability team when you report a repair to us. They also arrange for larger works like kitchens and bathrooms to be completed at your home.



The Quality and Assurance team makes sure that your homes are safe and that repairs and works are done well.

**Scan the QR code to  
report a repair online**



**If you need to report a repair to us you can**



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



# Fire safety at home - be careful with candles and tea lights

Candles and tea lights can look nice, but they can also be dangerous. They have real flames, and flames can start fires very quickly.

Here are some simple fire safety tips:

- **Always put candles and tea lights on a heat-proof plate or holder.**
- **Keep them away from curtains, paper, and anything that can catch fire.**
- **Never leave a candle burning when you leave the room.**
- **Blow them out before you go to bed.**

Remember:

- Fires can hurt people and damage your home.
- Stay safe – enjoy candles, but always use them carefully.

If you're not sure, ask your support worker or housing officer for advice.



Thank you to Ben Steel, Golden Lane Housing's Fire Safety expert for this important safety update.

## Wordsearch

candle  
fire  
flame  
burn  
safe

c	s	b	u	r	n
s	a	f	e	a	f
f	c	n	r	t	l
b	i	c	d	c	a
c	u	r	n	l	m
f	i	r	e	c	e



**Send us a  
photo of  
your garden  
for a chance  
to win £50  
of gardening  
goodies.**

Whether it's flowers,  
veggies, or a cosy corner –  
we want to see it!

One winner will be chosen  
by our tenant panel. By  
entering, you agree to us  
sharing your photo in our  
magazine, website or  
social media.



**SEND YOUR ENTRIES TO  
COMMUNICATIONS@GLH.ORG.UK**



**@GOLDENLANEHOUSE**