

# Voices Together



Read about this year's

## Making Plans Day 2025!



- YOUR TENANT CALENDAR 2026 IS HERE!
- FIRE SAFETY INFORMATION
- ENERGY SAVING TIPS
- TENANTS MEET OUR BOARD MEMBERS
- FESTIVE FUN COMPETITION
- AND MORE!

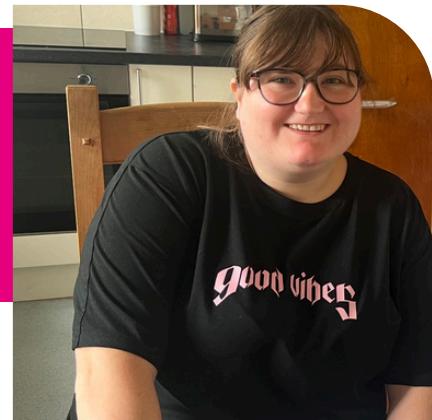
DECEMBER 2025  
WINTER ISSUE

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



## Message from Sacha, Tenant Magazine Editor

Hello everyone,



I hope you enjoyed the last edition of Voices Together. I can't believe it's nearly Christmas - Milo is very excited to see what Santa brings him this year!

With this Winter's Voices Together, you'll find the Annual Report to Tenants calendar. I hope you like your 2026 calendar and find the information in it about Golden Lane Housing helpful!

There is also an important letter about fire safety which has been sent to you, and you can find an easy read guide to this on page 5.

I hope you have a fantastic Christmas and a very happy New Year!



*Sacha*



### New year, new look



Don't forget, you'll start to see our new logo and colours being used in January 2026! You might start to see these on letters, leaflets and our website.

We hope you love our new look as much we do!

# Christmas opening hours



The Golden Lane Housing office will be closed over Christmas. The office will close on Wednesday 24<sup>th</sup> December 2025 at 12pm.



The office will open again on Friday 2nd January 2026 at 8.30am.



Tenants and their support staff can ring Golden Lane Housing's helpline if they have an emergency or emergency repair on 0300 003 7007, and somebody will be able to help while the office is closed.

 made with photosymbols®



## Festive fun competition

Christmas is nearly here! Send us your photos of your festive outfits or decorations, and we'll enter you into a prize draw for a £50 voucher. Send your photo to [communications@glh.org.uk](mailto:communications@glh.org.uk) by Monday 12th January 2026 and Sacha, Tenant Magazine Rep, will choose a winner!

Your photo may be used on Golden Lane Housing's social media pages, tagged with #GLHXmas and on the Golden Lane Housing website.

You can read the full terms and conditions on page 12.





We hope you enjoy this year's Annual Report to Tenants calendar! It contains lots of information about what Golden Lane Housing did for tenants in 2024/2025.

You'll also notice that this calendar uses our brand new logo and colours, and features Milo the Cat!

We'd like to say a big thank you to Sacha and Sam, our Communications Reps, for their feedback on the calendar and on Golden Lane Housing's new look.

Sacha said: "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."

# Fire safety letter



You have been sent a letter with important fire safety information. The letter tells you what to do if there is a fire in your home.



You may want to ask your support to go through the letter with you.



If there is a fire in your home, you must get out of your home and dial 999 straight away.



You and everybody in your home must know how you can leave your home as safely as possible. This means knowing where the fire exits and doors are in your home.



If you hear a fire alarm in your home, you must leave your home straight away. Do not go back into your home until the Fire and Rescue Service tell you you can.



Your fire alarm and fire doors must be working at all times. The letter tells you how you can check them to make sure they are working. If you don't think they are working or are damaged, you must tell Golden Lane Housing immediately by calling 0300 003 7007, and press option 1.

If you have any questions, you can ask to speak to [Ben Steel, Fire Safety Business Partner](#) or you can email him at [Ben.Steel@glh.org.uk](mailto:Ben.Steel@glh.org.uk)

# Energy saving tips

There are lots of things you can do to save money on your energy bills, even when the weather is colder.

Some of our top tips are:



- Turn lights off when you're not using them or when you leave a room.
- Spending less time in the shower, can use less water.
- Close your curtains and internal doors at night to keep the heat in.

## Damp and mould

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

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](mailto:propertyservices@glh.org.uk)**

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

## Rent and money advice

Many tenants receive help with rent through:

- Housing Benefit
- Universal Credit
- Direct payments from the local authority



If you're not sure what benefits you could receive, here are some simple online calculators that can help you check what financial support you might be entitled to.

- [entitledto.co.uk](https://entitledto.co.uk)
- [turn to us.org.uk](https://turnto.us.org.uk)

If you think your benefit is wrong or has stopped, please let us know straight away. We understand that things can change and paying rent and service charges isn't always easy. If you fall behind, please speak to us as soon as possible.

Your income officer can:

- agree an affordable repayment plan.
- support you to claim the benefits you're entitled to.
- work with your support or appointee.
- give advice before your situation becomes serious.

If you are struggling with debt or just want some simple money advice,

- [MoneyHelper](https://www.moneyhelper.org.uk) provide free and impartial help with money, backed by the UK government.

## Rent letters



Tenants will receive letters from February 2026 with important information about their rent for the year April 2026 - March 2027.

## Listening to tenants: You said, we did



At Golden Lane Housing, your feedback matters! Through tenant groups, committees, and surveys, you have shared your thoughts and ideas, and we have listened!

Here are some of the changes and improvements we have made based on what you told us:

### **You said you wanted to be rewarded for getting involved.**

We have launched a brand-new Tenant Rewards Scheme for everyone who takes part in tenant involvement activities and groups.

You can now earn certificates, badges, and prizes to celebrate your brilliant contributions to Golden Lane Housing.

### **You said you wanted us to understand how you like to communicate.**

We have been working hard to make sure your communication preferences are recorded on our systems.

### **You said you wanted information about Golden Lane Housing's new look before any changes were made.**

We have shared updates about our new branding and logo with all tenants in this newsletter, ahead of our exciting new look launch in January.

We'd also like to thank all of our tenants who have been involved with other Golden Lane Housing projects and who have sent back surveys - your feedback is really important to us and we want to keep working with tenants to keep improving our services.

## Making Plans Day 2025

In November, tenants joined Board members and the Executive Team to talk about the things that matter most to tenants.

Tenants gave a presentation about what Golden Lane Housing has done so far in response to tenant feedback and what they want to see next. They talked about the five things that matter most to tenants:

- Feeling safe
- Keeping promises and listening
- Keeping us informed
- Quicker and quality repairs
- Affordable and fair rent



These five things have helped shape our three main goals for the future - Quality Tenant Experience, Impact and Growth and Future Ready.

A big thank you to our tenants Mark, Michele, and Stephen for joining us on the day.



**If you'd like to get involved**

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

**Call 0300 003 7007 and select option 2**

# Tenant Satisfaction Survey 2026



Look out for the Tenant Satisfaction Survey in February 2026 for the opportunity to tell us your views about the services you receive from us.

To help get the most out of the survey, we will be working with Acuity who are a company trained in research and surveys.

Surveys will be sent by Acuity in the post or you can complete it online. You will have until the 31<sup>st</sup> March 2026 to complete the survey.

Completed surveys will be entered into a prize draw for a chance to win a £100 Amazon voucher!



Acuity



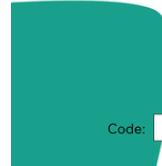
## Tenant Survey 2026 Have your say!

Complete your form and send it back in the FREEPOST envelope provided, to be entered into a prize draw for a chance to win a £100 Amazon voucher!

Tenant Name:

Address:

Phone number:



You can fill in this booklet or complete it online by scanning the QR code.



scan the QR code

Code:

# Acuity

## Information about me and my needs

We want to make it easy for tenants to access our services, like reporting a repair, or paying rent. To do this, we need to know more about you!

For example, we might ask how old you are or about your communication needs, if you prefer information in easy read or like to be spoken to on the phone.

If we know more about you, we will know how to help you better. This information can also help us improve our services for all tenants.

## Festive fun

Can you find the all the reindeer we've hidden in the magazine.

How many did you find? Write your answer in the pink box.



## Word scramble



kyuret



drgaebgenri anm



smtcaisrh rete



kotgnsic

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

You can find lots of information on our website: [www.glh.org.uk](http://www.glh.org.uk)

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

**Send us your festive photos to be in the chance of winning a £50 voucher!**  
**These could be pictures of your Christmas decorations, festive cooking, outfits or trips out.**

## **Terms and conditions**

Thank you for taking part in our festive photo competition! Please read the following terms and conditions which apply to this competition, which closes on Monday 12<sup>th</sup> January 2026.

### **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](mailto:communications@glh.org.uk).
- The closing date for entries is Monday 12th January 2026 at 5pm.

### **3. The Prize**

- The winner will receive a £50 voucher.
- 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 Monday 26<sup>th</sup> January 2026.
- 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](mailto: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](mailto:communications@glh.org.uk).