Golden Lane Housing

Voices Together



INSIDE THIS ISSUE:

- Stephen helps share the tenant voice
- Have you heard about STAIRS?
- Our new homes are shortlisted for an award!

And more!

OCTOBER 2026
AUTUMN ISSUE

WWW.GLH.ORG.UK

Message from Sacha, Tenant Magazine Editor



Hello everyone,

Spooky season is here - the nights are drawing in, so that means it's hot chocolate season! Who doesn't like a nice hot chocolate with all the toppings!

You might have seen my cat Milo in previous editions of Voices Together. I've now had another addition - meet Max! At first I thought he was a girl called Missy, but it turns out he's a boy, so he's now called Max!

Are you carving or painting your pumpkins this year? If so, why not enter them into our Autumn picture competition! See page 12 for more details.

Sacha



Milo and Max

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Celebrating Supported Housing Week

In October, we joined organisations across the country to celebrate the first Supported Housing Week launched by the National Housing Federation.

Supported housing helps people live as independently as possible, with a home of their own and support that meets their needs.

Having a safe and suitable home can make a big difference. It can give people more choice, help them feel part of their community and support them to live the lives they choose.

At Golden Lane Housing, we believe everyone deserves a place to call home.

Supported Housing Week was an opportunity to highlight the importance of supported housing and celebrate the difference it makes to people's lives.



Stephen helps share the tenant voice



Abi and Gemma from Golden Lane Housing and tenant Stephen recently spoke at the Inside Housing Tenant Engagement Conference.

Tenant engagement is about making sure people have opportunities to speak up, share ideas and help shape the services that affect them.

We are proud that Stephen helped represent tenants and highlighted the importance of listening to their views.

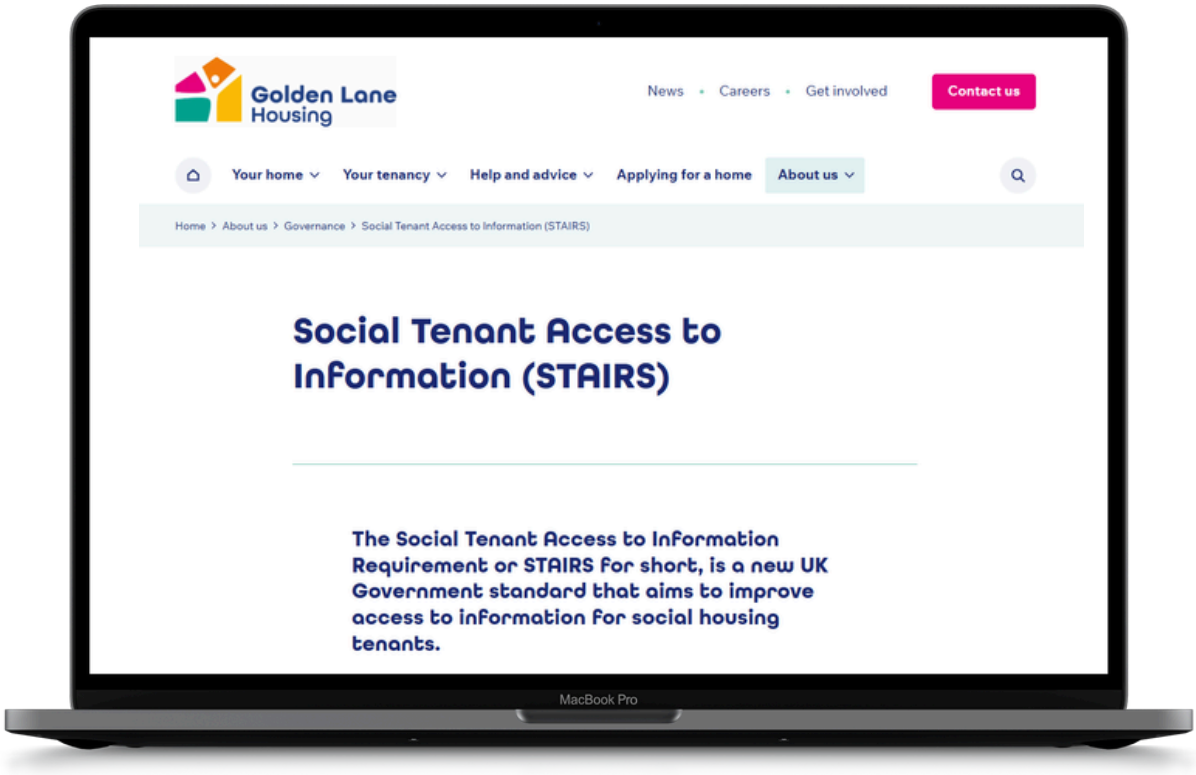
A big thank you to **Abi, Gemma and Stephen** for taking part and helping make sure the tenant voice is heard.

If you would like to get involved like Stephen, you can speak to Abi our Tenant Involvement Lead.
Email: abigail.conaghan@glh.org.uk or phone 0300 003 7007 and select option 2.

Have you heard about STAIRS?

Finding information about your home is easier

We have launched a new page on the Golden Lane Housing website to help tenants find important information.



STAIRS is short for the Social Tenant Access to Information Requirements. It is a new government requirement to make accessing information easier for tenants. The new page brings together links to information on our website, making it easier for you to find what you are looking for.

How can I find the page?

Visit our website and look for the STAIRS page in our Governance section.You can also go straight to the page using this link: https://www.glh.org.uk/about-us/governance/social-tenant-access-to-information-stairs/

If you need help finding information online, you can contact Golden Lane Housing.

Telephone: 0300 003 7007 and select option 2

Email: enquiries@glh.org.uk

Our new homes are shortlisted for an award!



Good news for Maker's Close

We are delighted that Maker's Close, our new homes in Norwich, have been shortlisted for an Inside Housing Development Award in the category Best Supported Housing Development.

The homes were made possible through partnership working with Norfolk County Council, construction companies HBV Group and ATEL Design and Build, and Avenues Group who are a support provider.

Being shortlisted recognises the work that went into creating these homes and the importance of providing good quality housing that meets people's needs.

Visit the news section of our website to read the full story.

What have our colleagues been up to?

Coming together to learn and look ahead

In September, Golden Lane Housing colleagues came together for our annual colleague face to face meeting.



It was an opportunity to talk about the services we provide, share ideas and look ahead to what comes next.



The day included hearing from people across Golden Lane Housing about how they deliver our energy saving works, how teams work together to develop new homes and make better use of technology.



A very important part of the day was about the importance of listening to tenants and understanding what matters to them.



We talked about how feedback helps us to know how to deliver better services.

Everyone has the right to feel safe

National Safeguarding Adults Week: 16–22 November 2026
Everyone has the right to feel safe at home and in their community.

Safeguarding means helping people stay safe from harm, abuse and neglect.

Abuse is when someone hurts you, frightens you, treats you badly or takes advantage of you.

It can happen at home, in the community or online. Sometimes, the person causing harm may be someone you know.







What does abuse look like?

Abuse can happen in different ways.
For example, someone might:

- Hurt you or threaten to hurt you.
- Call you names, frighten you or control you.
- Take your money or belongings without permission.
- Touch you in a way you do not like.
- Stop you from seeing people or doing things you enjoy.
- Treat you badly or not give you the care you need.

Everyone has the right to feel safe





What can you do if you are worried?

- Tell someone you trust.
- Speak to your support worker or contact your housing officer.

- If you are in immediate danger, call 999.



Remember

You have the right to feel safe.

You have the right to say no.

You have the right to ask for help.

You do not have to deal with something that worries you on your own.

Staying safe online

The internet can help you keep in touch with friends, watch videos, play games and find information but it is important to stay safe.

Here are six simple things to remember.



1. **Keep your details private**

- Do not share your password, bank details or home address with people online.



2. **Be careful who you talk to**

- Not everyone online is who they say they are. Someone may pretend to be your friend.
- Take care if someone you do not know contacts you.



3. **Stop and think before you click**

- Do not click on links or open messages if you are unsure who sent them.
- A message might pretend you have won a prize or need to pay money urgently.

Staying safe online



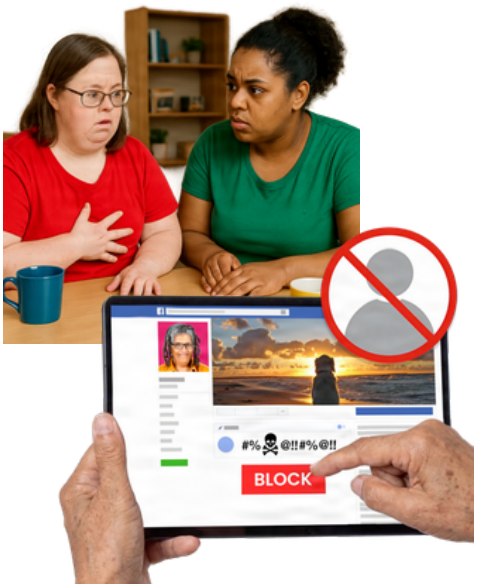
4. **Never send money because someone asks you to**

- If someone online asks you for money, gift cards or bank details, stop. Talk to someone you trust before doing anything.



5. **You can say no**

- Nobody should pressure you to send photographs, share personal information or do something that makes you feel uncomfortable.
- You do not have to reply to every message.



6. **Ask for help**

If something online worries you:

- Stop replying to the person.
- Do not send any more money or personal information.
- Tell someone you trust.
- Ask for help to block or report the person.

You will not be in trouble for asking for help.

Getting ready for the colder weather

A few simple steps can help you feel ready for winter.

Keep warm

- Wear warm clothes and use blankets if you feel cold.
- Keep doors and windows closed when you are trying to keep your home warm, while making sure rooms are ventilated safely.
- If you are worried about heating costs, ask whether support is available.

Check your heating

If your heating is not working properly, or you have no hot water contact Golden Lane Housing.

Look out for damp and condensation

- Open windows or use extractor fans when cooking or bathing, where it is safe to do so.
- Wipe away condensation from windows when you can.
- Tell Golden Lane Housing if you notice damp, mould or a leak in your home.

You can report damp and mould:

- online
- by phone 0300 003 7007 and select option 1
- by email propertyservices@glh.org.uk

If you can – take photos straightaway of the damp and mould in your home and show these to us when we visit to inspect your home.

You can also email your photos to propertyservices@glh.org.uk

Helping shape the future of supported housing

Our Chief Executive, John Verge, is helping the government look at how supported housing can work better for everyone.



John is a member of the government's new Supported Housing Advisory Panel. It includes people from across housing, charities, local councils and tenants.

The panel has now published its first advice to the government. It makes 31 recommendations about how supported housing can improve.

What does this mean for tenants?

The panel wants to make sure that:

- Tenants are listened to. People should have a say in decisions that affect their homes and lives.
- People understand their rights. Tenants should be able to find clear information and know where to go if they have concerns.
- Homes and support are good quality. New rules should help make sure supported housing meets the right standards.
- There are enough suitable homes. People who need supported housing should be able to find a home that meets their needs.

You can read more about the panel and its work on the GOV.UK website



Staying safe this Bonfire Night

Bonfire Night can be an exciting time of year, but fireworks and bonfires can be dangerous.

Here are some simple ways to stay safe.

The safest way to enjoy fireworks is to attend an organised display.

If you are celebrating at home:

- Never play with fireworks or try to light them yourself.
- Keep well away from bonfires and fireworks.
- Never throw fireworks or put them in your pocket.
- Never go near a firework that has been lit, even if it looks as though it has gone out.
- Keep pets safe and indoors if they are frightened by loud noises.
- Never use fireworks indoors or on balconies.
- Follow safety instructions and ask someone you trust for help if you are unsure.

What about sparklers?
Sparklers get very hot and can cause serious burns. They are not toys. It is safest to enjoy fireworks without handling them.

Remember
If a fire starts or someone is seriously injured, move to safety and call 999.

Autumn fun

Word scramble



kupnmip



kfeiwsror



ltotoasdo



vlesae

Word search

Costume
Halloween
Bonfire
Jumper
Pie
Autumn
Harvest
Latte
Conkers
Soup

E	E	L	A	L	S	R	T	M	M	N	E	K	B
T	H	A	H	U	N	N	O	I	A	R	R	F	O
T	A	S	O	M	T	M	U	U	V	E	L	M	N
O	R	I	H	R	I	U	T	A	N	M	A	H	F
T	V	L	S	O	J	T	L	O	R	E	U	A	I
M	E	I	N	E	T	U	T	A	M	N	E	L	R
L	S	R	P	N	N	A	M	A	T	O	S	L	E
U	T	U	B	U	M	A	H	P	U	T	K	O	H
T	C	O	S	T	U	M	E	M	E	P	E	W	P
B	P	U	R	L	C	O	N	K	E	R	S	E	A
P	L	T	U	P	S	T	E	O	A	E	S	E	T
L	O	R	U	N	O	U	P	I	E	U	C	N	N
H	C	C	P	C	F	E	J	I	P	U	O	S	K
E	P	B	R	H	T	N	N	S	P	O	O	O	K

Send us your favourite memories from Autumn to be in the chance of winning a £50 voucher! These could be pictures of your Autumn activities, or you can write about your favourite Summer memory.

Terms and conditions

Thank you for taking part in ourAutumn memories ! Please read the following terms and conditions which apply to this competition, which closes on Monday 30th November 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 a autumn memories photograph or piece of writing by email to communications@glh.org.uk.
   - The closing date for entries is Monday 30th November 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 14th December 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.
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.