



Golden Lane
Housing

Voices Together



Find out more about:

- Payments and money advice
- Keeping homes in good condition
- Meet our Housing Officers
- More Voices, More Choices tenant group

MAY 2026

SPRING ISSUE

WWW.GLH.ORG.UK

And more!

Message from Sacha, Tenant Magazine Editor

Hello everyone,

Spring is here! The weather has been miserable over Winter and now it's time to bring some joy now that it is a lot brighter outside!



What plants and flowers are you planting? I love daffodils.

This Spring issue is full of lots of useful information such as who your Housing Officers are, and advice on payments and money.

I hope you enjoy this issue!

Sacha



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Our new website

Have you seen our new website? We've created a brand new website to help make information about Golden Lane Housing easier to find and more clear.

The website also includes our new logo and colours.

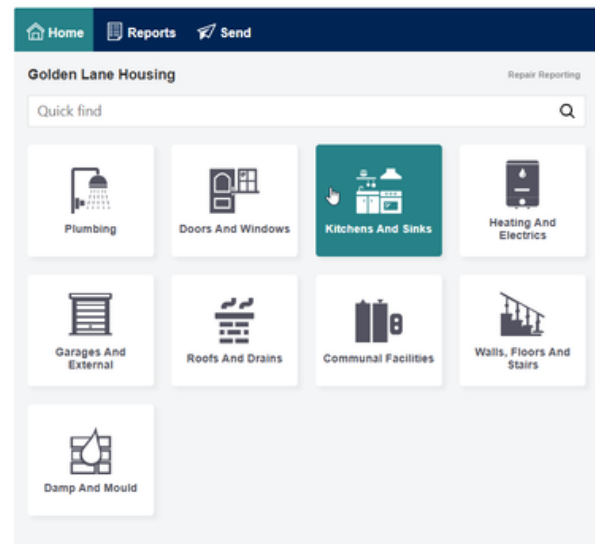


Top things to do on our website:

- report a non urgent repair
- find out about payments and money advice
- use the contact form to get in touch with us
- read the latest news

A big thank you to all of our tenants who gave us important feedback to help us make our website more accessible.

Report a non-urgent repair online



If you have a repair that isn't urgent you can save time and report it to us through our website using our quick and easy tool.

Important

To report an emergency repair you will need to call us on 0300 003 7007 and select option 1.



You can visit our website by going to www.glh.org.uk or by scanning the QR code.

Campaigning for change



Luke Charters MP for York Outer recently visited Golden Lane Housing tenants in Haxby and their support team from Mencap, with Steve Secker, Chair of Golden Lane Housing Board, and Louise, Housing Officer at Golden Lane Housing. Luke learned more about tenants John, Charlie and Matthew who talked to him about their home and why they like where they live. Thank you John, Charlie and Matthew for being fantastic hosts!

Luke Charters MP said:

“It was a real pleasure to spend time with John, Charlie and Matthew, who are not just housemates but clearly good friends.

“It was wonderful to hear first-hand what having the right support and a safe, secure place to live means to them. The cakes they had baked were absolutely delicious!”



Tenants John, Charlie and Matthew pictured with Luke Charters MP and Steve Secker, Chair of Golden Lane Housing board.



Your feedback matters

At Golden Lane Housing, your feedback matters!

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

Website

You said you wanted our website to be easier to use and more accessible.

We launched our brand-new website with our new look. It is clearer, easier to use and makes important information simpler to find.

Anti-social behaviour

You said feeling safe in your home and where you live really matter to you.

We have improved how we deal with anti social behaviour cases. We use a new assessment tool to understand how serious the anti social behaviour is and how it is affecting you.

We now have an improved tracking system to help us keep in touch with tenants experiencing anti social behaviour, and keep them up to date on our actions. We have also introduced a feedback survey so you can tell us how we did.

Getting involved

You said you wanted to meet our leaders and learn more about our services.

We have introduced regular 'Get to Know' sessions where involved tenants can meet members of our Executive Team and Board, learn more about our services, and ask questions. These sessions help build trust and make sure your voice is heard.

More Voices, More Choices

In December 2025, the More Voices, More Choices tenant group got together in Manchester to catch up in person and to hold their last meeting of 2025.



More Voices, More Choices is a group of Golden Lane Housing tenants who meet at least 4 times a year to give feedback on Golden Lane Housing services.

Stephen Smith, Chair of More Voices, More Choices, said: “We did some group work about what living in a Golden Lane Housing home is all about. I really enjoyed the whole event, there were good speakers and it was good to meet people in person!”



Abigail Conaghan, Tenant Involvement Officer, said: “Our More Voices, More Choices event was a brilliant opportunity to bring tenants together face to face and really listen. Over 2 days, we created space for open discussion, creative activities and recognition of the important role tenants play in shaping our services.”

If you'd like to get involved, we'd love to hear from you.

Email getinvolved@glh.org.uk or call 0300 003 7007 and select option 2.

Payments 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
- [turn to us.org.uk](http://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

Payments and money advice

Housing Benefit

If you receive a letter from your local council about Housing Benefit, it might ask you to give them some important information needed to keep your claim in payment. If you do not give them the information, this may mean your payments are reduced or stopped.

If you are unsure about what a letter means or need help replying, our Income Team is always here to support you. You can contact the Income Team by calling 0300 003 7007, option 2, or emailing accounts@glh.org.uk.

Your rent statement

Your rent statement helps you keep track of your rent payments and any charges on your account. It's important to do regular checks so you know your balance is correct.

A rent statement is a summary of your rent account. It shows:

- the amount of rent and service charges you have to pay
- payments you've made
- any outstanding balance (what you owe)
- any credit on your account (money on your account)

Keeping a check on your rent statement helps you:

- make sure payments have been received
- spot any missing or incorrect payments early
- budget better



Tenant satisfaction survey 2026



If you need help, or to speak to us about completing the survey please call: 0300 003 7007 option 2

Acuity Golden Lane Housing

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.

Code:

scan the QR code

A big thank you to everybody who completed the Tenant Satisfaction Survey 2026. Your responses will really help Golden Lane Housing to improve services to tenants.

The team at Acuity, who have helped Golden Lane Housing to send out the survey this year are now busy looking at the results.

We'll share the results of the survey with you in the Summer edition of Voices Together.

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](mailto:communications@glh.org.uk)

Anti-social behaviour service standard



Our Housing Team has looked at our Anti-social behaviour service standard to see how we can improve the way we deal with reports of anti-social behaviour.



Anti-social behaviour is when someone acts in a way that worries, upsets or frightens people. It can make people scared to go out or afraid when they are in their own home.



We want our tenants to feel safe and happy in their homes and where they live.



If you don't feel safe or happy in your home, please talk to your support worker or your housing officer.

Visit our website to find out more about how we can help. You can also find information in easy read.



Keeping homes in good condition

We're getting ready to launch our new 3-year Asset Management Plan – a plan that will guide how we invest in our homes over the next three years.

The plan will focus on keeping homes safe, warm and well maintained. This includes upgrades like new kitchens and bathrooms, energy efficiency improvements, and making outdoor spaces more accessible and welcoming for everyone.



Keep an eye out on our website for more updates.

Meet Phil, Senior Surveyor



Meet Phil, our new Senior Surveyor.

Phil will play an important role in helping deliver future improvements and ensuring our homes continue to meet a high standard.

Behind the scenes, our Asset Management Team works hard to plan improvements, carry out surveys, and make sure investment is targeted where it is needed most. Their work helps us maintain quality homes now and for the future.

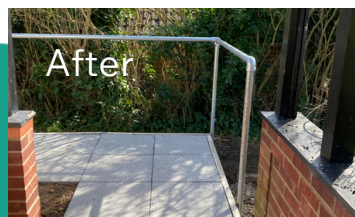


Here's some of the work our team have been doing



A bathroom is redesigned to make better the use of the space.

Before



An outdoor space is made more accessible with improved walkways and handrails.

Before



Meet the housing team

All of our Golden Lane Housing tenants have a Housing Officer. Joe is the National Housing Manager - he manages all of Housing Officers. Derek is the Senior Housing in the North.



Joe Boyd



Derek Brown

Our Housing Officers help you to maintain your tenancies and make sure you feel happy and safe in your homes. They are here to help you - if you have any questions or issues with your home, please contact them by calling 0300 003 7007 and select option 2.



Angela Kirkup



Christy Janssen



Dean Cawkwell



Emma Woodward



Joanna Young



Louise Robinson

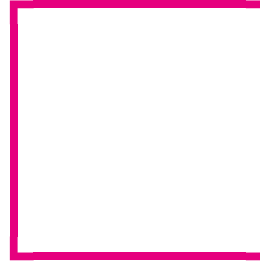


Lucie Veale



Spring fun

Can you find the bunny rabbits we've hidden in the newsletter?
 How many did you find?
 Write your answer in the pink box.



Word scramble



ufetlbyrt



fsdaliofd



blma



ihkcc



Word search

- Bunny
- Butterfly
- Flowers
- Nest
- Daffodil
- Wildlife
- Lamb
- Spring
- Garden
- Chick

R	F	G	F	T	W	L	T	I	K	C	O	B	D
T	C	L	T	K	I	E	S	R	E	W	O	L	F
H	B	M	A	L	L	D	S	L	N	B	A	C	N
L	L	B	K	F	D	F	A	K	C	I	H	C	N
G	I	U	U	B	L	D	D	C	N	L	W	F	L
A	B	N	C	U	I	F	A	S	R	N	O	L	U
R	F	N	G	T	F	R	F	G	F	F	G	G	T
D	T	Y	G	T	E	N	F	S	G	Y	E	O	Y
E	U	F	S	E	G	Y	O	W	L	M	F	K	S
N	P	O	U	R	I	B	D	S	R	I	D	B	P
G	L	N	F	F	F	G	I	U	D	T	K	L	R
R	F	A	S	L	C	R	L	U	I	S	L	E	I
T	B	S	S	Y	E	I	K	B	T	E	S	E	N
S	I	K	W	I	E	O	I	D	S	N	N	D	G

Send us your Spring photos to be in the chance of winning a £50 voucher! These could be pictures of your Easter celebrations, Spring activities, gardens 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 1st June 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.
- The closing date for entries is Monday 1st June 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 22nd June 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.