



Golden Lane
Housing

Voices Together



INSIDE THIS ISSUE:

- Golden Lane Housing gets top ratings
- Tenant Satisfaction Survey 2026 results
- Resolve Solutions' new look
- Golden Lane Housing's got talent contest

And more!

AUGUST 2026
SUMMER ISSUE

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Message from Sacha, Tenant Magazine Editor

Hello everyone,

Hooray for summer - we finally had some sunshine! I hope you all kept safe- my top tips were to drink plenty of water and stay in the shade. Who knows, we might just have a little more sun before Autumn comes.

Most importantly, enjoy having lots of ice creams before it gets colder!

Don't forget to get involved in our Golden Lane Housing's got talent contest (pg.13) and enter our summer memories competition (pg.16).



Sacha

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Our highest regulatory ratings

We're proud to share some fantastic news!

Golden Lane Housing has achieved the highest possible regulatory ratings from the Regulator of Social Housing (RSH).

Following an inspection, **we achieved G1 for Governance, V1 for Financial Viability and, for the first time, C1 for Consumer Standards.**

This means the Regulator found that we are well governed, financially strong and delivering the outcomes expected for tenants.

This achievement is down to the hard work of colleagues and, importantly, the involvement of tenants.

The regulator spoke directly with tenants and members of our More Voices More Choices group as part of its inspection, helping to understand tenants' experiences and how their views influence our services.

We also wanted to make sure everyone could understand what the results mean.

The Regulator worked with Easy Read UK to develop an easy read summary explaining our regulatory results.

You can read the easy read summary of the Regulator's judgement by scanning the QR code using a smartphone.



The ratings are something to be proud of – but they are also a starting point. We want to keep listening, learning and working together to make Golden Lane Housing even better for our tenants.

Tenant Satisfaction Survey 2026 results

Every year, we ask all Golden Lane Housing tenants what they think about our services. This is called the **Tenant Satisfaction Survey**.

We ask if you are satisfied or dissatisfied with things like repairs, safety, and complaints.

This year, 807 tenants took part in the survey. Thank you to everyone who completed the survey and gave us their views.



Congratulations to Samantha from Leeds who won a voucher in our prize draw.

Samantha said: "I'm a winner, chicken dinner!"

Tenant Satisfaction Survey 2026 results



Overall satisfaction



8 out of every 10 (80%) tenants



Well maintained home



Nearly 8 out of every 10 (78%) tenants



Safe home



Over 8 out of every 10 (84%) tenants



The more people coloured in, the more tenants are happy with Golden Lane Housing.

Tenant Satisfaction Survey 2026 results



Overall repairs service



Over 8 out of every 10 (81%) tenants



Time taken to complete a repair



Over 7 out of every 10 (74%) tenants



Listens and acts



7 out of every 10 (70%) tenants



Keeping informed



Over 7 out of every 10 (75%) tenants



Treats tenants fairly and with respect



Over 8 out of every 10 (83%) tenants



Complaints handling



6 out of every 10 (60%) tenants

Tenant Satisfaction Survey 2026 results



Communal areas



Over 7 out of every 10 (75%) tenants



Neighbourhood contribution



Over 7 out of every 10 (72%) tenants



Approach to anti-social behaviour



Over 7 out of every 10 (75%) tenants

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

Meet Jack and Paddy



We caught up with Golden Lane Housing tenant Jack, and landlord, Paddy in Cumbria. Jack told us what it is like to be a Golden Lane Housing tenant and what he loves about his home. Paddy told us why he decided to rent his property out with Golden Lane Housing and his exciting plans for the future to help more people with learning disabilities and autistic people.

Jack said:

"I like setting things up and sorting the technology out in the house. I get on with my housemates and I've gotten more independent now I live in this house. I've painted my living room light pink. I listen to my support staff and they help me to make my own decisions. With my team leader, I'm going to improve my cooking."

Paddy said:

"Everyone has the right to somewhere to live. Jack has really come on since living in his home, he has come out of his shell."

Paddy is looking at ways he can support people with learning disabilities to go on holiday who may not otherwise be able to. We hope to catch up with Jack and Paddy again in the future.

Your feedback matters

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

Complaints

You said we need to improve communication throughout the complaints process.

We have provided complaints training for Golden Lane Housing staff, to help them respond better to complaints. We've improved the way we track complaints, and how we record Stage 1 and Stage 2 complaints.

We also have a new system which is helping to capture learning from complaints.

Knowing Our Tenants

You told us our colleagues need more training about learning disability and autism to provide the best service to tenants.

We have developed Knowing Our Tenants training (see page 9).

Getting involved

You said service charges are not always clear. You wanted a better understanding of what they pay for and to be sure they provide value for money.

We held focus groups with tenants and workshops with Golden Lane Housing staff. The workshops helped us to better understand your experiences and see where improvements are needed. We are using this feedback to make service charge information clearer and easier to understand.

Housing Officers will check each year that any service charges you pay are value for money.

Knowing Our Tenants training launched

We launched our brand new learning disability and autism awareness training session for Golden Lane Housing staff during World Autism Acceptance Month in April.

The training included myth busting sessions, and even a paper aeroplane competition! All Golden Lane Housing staff will have the training to help us us to better meet tenants' needs.



Stephen and Chloe, Golden Lane Housing tenants co-delivering the Knowing Our Tenants training.



Chloe sharing her story.



Stephen, Gemma, Organisational Development Business Partner, and Chloe.



Stephen sharing his story.

Jasmin, People and Payroll Business Partner at Golden Lane Housing, took part in the training and said:

“Such a amazing day! The training was fantastic and informative, I really learnt a lot. Thank you to our wonderful tenants, Stephen and Chloe - it was absolutely amazing to have the opportunity to hear your stories.”



Maker's Close, Norwich



Staff members from Golden Lane Housing, Norfolk County Council, Avenues Group Support Service, and HBV Group and ATEL Design and Build, officially opening Maker's Court, Norwich.

Golden Lane Housing has recently opened its first new development of homes for people with learning disabilities and autistic people in Norwich.

Golden Lane Housing worked with people from Norfolk County Council, HBV Group and ATEL Design and Build, and Avenues Group to build these modern, accessible and safe homes.

The development is called Maker's Close - the name was chosen because the site used to be a shoe factory!

Maker's Close has 12 apartments and six bungalows - we hope our new tenants love their new homes.

Resolve Solutions' new look

The Golden Lane Housing Resolve Solutions repairs vans have had a makeover! Have you seen them out and about yet?



Golden Lane Housing staff members who work in the Resolve Solutions in-house repairs team with one of the new look vans.

Our in-house repairs team, Resolve Solutions, has a new logo! It has been designed especially to fit in with Golden Lane Housing's new look, which was launched at the beginning of this year.

When Resolve Solutions comes to your home to complete a repair, they'll arrive in our vans with the new logo and colours on them.

We hope you love the new logo as much as we do.



Using our website

Our website has lots of useful information about Golden Lane Housing.

We've tried to make information easy to find and more clear.



Top things to do on our website:

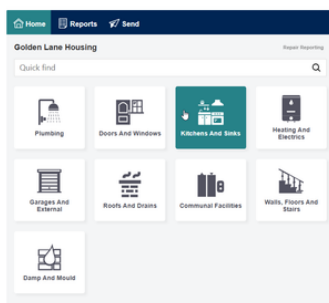
- report a non urgent repair
- find out about payments and money advice
- use the contact form to get in touch with us
- and read the latest news.



Reporting repairs

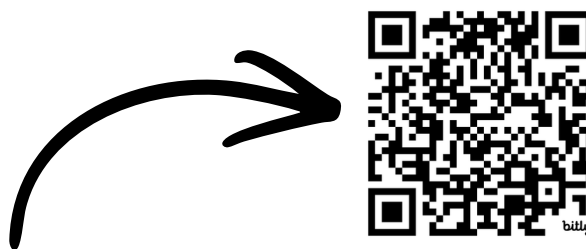
Report a non-urgent repair online

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.



Can you sing, bake, paint, write poetry, play an instrument, dance, take amazing photographs, create crafts, grow prize-winning plants, or have another talent you'd like to share?

Prizes:



£100



£50



£25

To be in with a chance of winning, send us a photo, video, audio recording or image showing your talent.

You can email getinvolved@glh.org.uk, or text or WhatsApp **Abigail Conaghan, Tenant Involvement Lead**, on 07814 302108.

Don't forget to include your name, address and contact details so we can contact you if you're a winner.



Terms and Conditions

1. Open to all current Golden Lane Housing tenants and colleagues.
2. Entries must be received by Friday 30 October 2026.
3. Entries can be submitted as photos, videos, audio recordings, images, or photographs.
4. Entrants must provide their name, address and contact details with their entry.
5. By entering, participants give Golden Lane Housing permission to use submitted photos, videos, recordings and other content in magazines, social media, websites and other communications.
6. Tenant prizes are £100 for 1st place, £50 for 2nd place and £25 for 3rd place. Separate winners will be selected from colleague entries.
7. Winners will be selected by a panel of Golden Lane Housing tenants and colleagues and contacted using the details provided.
8. Offensive, inappropriate or incomplete entries will not be accepted.
9. Golden Lane Housing reserves the right to amend or withdraw the competition at any time.

Summer fun

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



Word scramble



hsuinsen



cei mersca



mranuecs



dtacnlsaed

Word search

- Gardening
- Summer
- Barbecue
- Seaside
- Camping
- Flowers
- Holiday
- Sunset
- Picnic

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

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

Terms and conditions

Thank you for taking part in our summer memories ! Please read the following terms and conditions which apply to this competition, which closes on Friday 16th October 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 summer memories photograph or piece of writing by email to communications@glh.org.uk.
- The closing date for entries is Friday 16th October 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 Friday 30th October 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.