



Christmas 2021



Voices together

Christmas office opening hours



The Golden Lane Housing office will be closed over Christmas so staff can enjoy time with their families and friends.



11:00

The office will close at 11am on Friday 24 December 2021.



9:00

The office will open again at 9am on Tuesday 4 January 2022.



If you have an emergency while the office is closed you can telephone **0300 003 7007** and somebody will be able to help you.



Merry Christmas and Happy New Year.

From everybody at Golden Lane Housing.

12 Days of Christmas!

Our staff have chosen 12 tenants they would like to thank for their engagement with a Christmas gift.

Look out for the Resolve Solutions team—they might have a gift for you!

If you are given a gift, you will be asked if you would like your photo taken.

These may be used on the Golden Lane Housing social media pages tagged with **#12DaysOfChristmas.**



Van-deer selfie competition

Only open to our tenants



Resolve Solutions 'reindeer' vans are out and about during December.



Have a selfie taken with our operative and the van-deer!



Your selfie can be as Christmassy as you like. You could wear tinsel, a Christmas hat or reindeer ears.



You can send the picture to us yourself via email getinvolved@glh.org.uk or ask the Resolve Solutions operative to do it for you.



All of the selfies will be put into a bauble which will be put on to the Golden Lane Manchester office Christmas tree.



Permission to use your photos

If you take a photo with the Resolve Solutions team or you send one to us for the 12 Days of Christmas or Van-deer selfie competition, you will be giving us permission to use your photo on the Golden Lane Housing website, our social media pages, and in other ways such as flyers or newsletters.



Bake along with John



John Verge, chief executive of Golden Lane Housing, has filmed a video showing you how you can make Christmas cookies.



You will be able to watch the video on the Golden Lane Housing Facebook page on Friday 17 December 2021. The link for the page is: www.facebook.com/goldenlanehouse



What you will need

- A large mixing bowl
- A wooden spoon
- Scales
- Whisk
- A rolling pin
- A large baking tray
- Cookie cutters

Ingredients

- 100g unsalted butter, softened at room temperature
- 100g caster sugar
- 1 egg, lightly beaten
- 1 tsp vanilla extract
- 275g plain flour
- 400g icing sugar
- 2 -3 drops food colourings
- Edible glitter
- Icing pens
- Anything else you'd like to decorate your cookies with

Festive bakes competition



In last years Annual Report 2021 calendar there is a competition in December.

Send a photo of your festive bakes and you could win a £150 prize.

The lucky winner will be chosen in January 2022.

Email your photos to: tenant.competition@glh.org.uk.



Annual Report to Tenants



You should now have received your Annual Report 2022 calendar.

We want to say a big thank you to the tenants who were involved in helping us make improvements to this years calendar and a special thanks to Michele Doyle, our Annual Report Rep from our tenant group More Voices, More Choices.

The calendar has lots of information about what has been happening at Golden Lane Housing over the last year. It also has lots of activities and stickers for you to use. Tenants Stephen Smith and Kashaf Hussain enjoyed sticking in some of the new stickers in the calendar. We hope you enjoy your Annual Report.



Making Plans Day

In November, three members of our tenant group More Voices, More Choices joined the directors and board members of Golden Lane Housing for their Making Plans Day.

Making Plans Day is to decide what the most important things are to tenants that Golden Lane Housing should focus on when making their plans for the next year.

Tessa Bolt, Stephen Smith and Kashaf Hussain gave a presentation about what they think is most important to our tenants. They said that repairs being done right, and being kept up to date, in a format they choose and understand is what matters most to them.

Rod Dugher, director of housing at Golden Lane Housing, said: "It was so valuable to have our tenants' thoughts and ideas."



Team Takeover



Meet the finance team



Who are we?

We are the finance team. We look at how much money Golden Lane Housing has coming in and how much they spend each month. We also look at the costs of tenants homes to make sure the money we have covers the costs of every house.



What do we do?

We help the tenants by supporting all the teams to understand the costs of the projects they're working on. For example, when the development team are buying new homes and developing them for tenants we provide cost information so they can see how much they have spent. We work on the budget each year so that each team knows how much money they can spend to help more tenants.



Hazel says...

“Hi I am Hazel and I work in the finance team. We all have things we need, like food, and things we want, such as a new phone. It's important to budget for the things we need first. Tenants have told us they want help to learn how to save money.

“On the next page I will be sharing a table to help you learn how to save money. You might want to use a calculator and you may want to ask for support if you feel you need it.”





Your budget table



		Costs
Things I need	Gas / Electricity	
Things I need	Food bill	
Things I need	Phone bill	
Things I need	BT	
Things I need		
Things I need TOTAL	Add up (+) all the costs in Green	
My monthly money	Wages/ Benefits	
Money left for things I want	Orange cost —the total Green cost	
Things I want		
Things I want		
Things I want		
Things I want TOTAL	Add up all the Blue costs	
Money left for the future	Takeaway (-) the total costs in the purple boxes to see what money you have left to save. E.g $150-100= £50$	



Hazel's New Year budgeting tips

- 1) In the **Green boxes**, write down a list of all the things you must pay for each month and how much they cost, for example your electricity bill.
- 2) Add up (+) the total cost in **Green** of the things you must pay for each month.
- 3) In the **Orange box** write down how much money you have coming in each month, such as your wages or your benefits.
- 4) Now do another sum. The total monthly money in **Orange** takeaway (-) the total amount in **Green** for the things you need.
- 5) The number you're left with is what you can spend on things you want, for me that would be clothes and chocolate, how about you? Now continue with the **Blue boxes** to work out your savings for the future.

