

Voices Together



Winter 2022

Message from Stephen, Tenant Newsletter Rep



Hello, my name is Stephen and I'm a Golden Lane Housing tenant. I'm also a member of the More Voices, More Choices tenant committee and I help to produce Voices Together. This means I come up with ideas on what tenants might like to read about Golden Lane Housing. If any tenants have any ideas for the newsletter, please send them to communications@glh.org.uk.



Ho, ho, ho! Merry Christmas everybody! I hope you have had a successful year and that 2023 will be a good year!

In this issue of Voices Together, you can find information on:

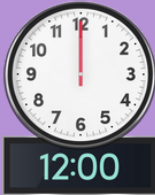
- It's beginning to look a lot like Christmas... Christmas opening times, #GLHXmas and support for your wellbeing
- Repairs and maintenance - Looking after your home during winter
- New videos
- Communications and Involvement update - Annual Report to Tenants, Dixie on the road and Voices Together - Autumn issue
- Get in touch with Golden Lane Housing

It's beginning to look a lot like Christmas...



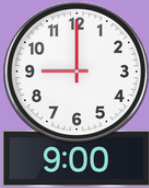
Golden Lane Housing office opening times

Closed



12:00

Open



9:00



The Golden Lane Housing office will be closed over Christmas. The office will close on Friday 23rd December 2022 at 12pm. The office will open again on Tuesday 3rd January 2023 at 9am.

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.

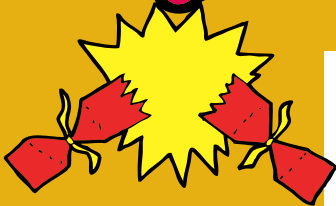
Christmas crackers extravaganza



This year, staff from Golden Lane Housing's repairs team Resolve Solutions, will be giving 12 lucky tenants a Christmas cracker of surprises!

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

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



It's beginning to look a lot like Christmas...



Festive photo competition



At Golden Lane Housing, we love to see what our tenants are getting up to in their homes.



This year, we want to see how you're celebrating Christmas, New Year or the holidays in your homes.



This could be a photo of yourself doing a festive activity, a photo of your decorations or festive food.



Your photos might be used in next year's Annual Report calendar for tenants!



To enter the prize draw, please email your photos to Tenant.Competition@glh.org.uk by **Tuesday 3rd January 2023**. Make sure you include your name and address to be in with a chance of winning a £50 voucher.



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

Christmas at the Golden Lane Housing office



We love getting festive at Golden Lane Housing! Keep an eye on our social media pages and the tag, **#GLHXmas** for staff and office photos, and look out for the Resolve Solutions van-deers on the road!

It's beginning to look a lot like Christmas...



Support for your wellbeing

We know that Christmas can be a really difficult time for some people.

If you're feeling sad or lonely this Christmas, please talk to somebody you trust - this might be your support staff, family and friends, or your Housing Officer.

You can also talk to the Samaritans who are open all day, every day. You can call their helpline on **116 123** or go to <https://www.samaritans.org/> to find out more.



Repairs and Maintenance



Looking after your home in winter

Now the weather is colder, we want to help you to look after your home and yourselves during the winter.

In the Autumn issue of Voices Together, we shared some top tips on keeping warm and saving energy.

You can find these by going to

<https://www.glh.org.uk/wp-content/uploads/2022/10/Voices-Together-Autumn-edition.pdf>



Repairs and Maintenance

Looking after your home in winter

Top energy saving tips

In March, we sent you a letter about how you could save money on your energy bills. These are bills like your gas, water and electricity.
Stephen Smith, Golden Lane Housing tenant and Newsletter Rep, has picked his favourite tips.

Earlier this year, Stephen, Golden Lane Housing's Tenant Newsletter Rep, wrote some of his top tips for saving energy. You can find these by going to <https://www.glh.org.uk/wp-content/uploads/2022/08/Voices-Together-Spring-2022.pdf>

You can also find more tips and advice in the energy saving advice booklet by scanning this QR code:



You might notice more issues in your property such as condensation in your home as the weather is colder. This can sometimes lead to mould in your home.

If you think you have a problem in your home such as mould or a repair that needs doing, it's really important that you tell Golden Lane Housing about it. Please call **0300 003 7007** to report any issues.

Find out more information about reporting repairs and scanning QR codes on the next page.



New videos



Our tenants have told us that they'd like to be able to watch more videos about how to look after their Golden Lane Housing home. We have started to make some of these videos, and you can find them on our YouTube channel or by scanning the QR codes below.

Step 1: Select the camera on your mobile phone.

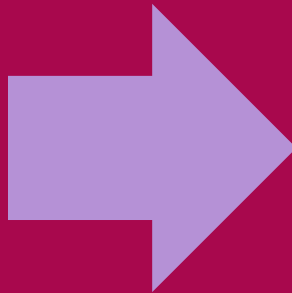
Step 2: Hold your mobile up in front of the QR code.

Step 3: When the corner lines appear on your phone, the QR code will be clear enough for the mobile to read, a link will then pop up.

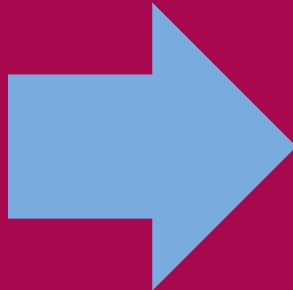
Step 4: Click the link for the audio play back of the report.



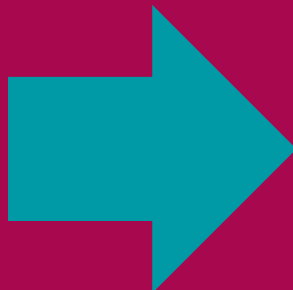
Golden Lane Housing
How to report
a repair



Golden Lane Housing
How to make
a complaint



Golden Lane Housing
Keeping you safe
in your home



Communications and Involvement

Annual Report to Tenants



You should now have received your Annual Report to Tenants calendar in the post. You can use your calendar throughout 2023 and learn more about what Golden Lane Housing did for tenants in 2021/2022.



Thank you to everybody who allowed us to use their photos in the Annual Report calendar.



Thank you to our Annual Report Rep, Michele Doyle, for helping us to create the calendar.

Dixie on the road



Our fab Resolve Solutions repairs service mascot, Dixie, paid a visit to our Manchester office and to our Design a Dixie competition winner, Connor, in Middlesbrough.



Dixie had a great time having cuddles with everyone and meeting Connor and his housemates.

Keep an eye on our social media pages and website for more on what she got up to

You can find the Autumn issue of Voices Together online. It has information on the Tenant Satisfaction Survey results and keeping warm this winter: <https://www.glh.org.uk/wp-content/uploads/2022/10/Voices-Together-Autumn-edition.pdf>

Get in touch with Golden Lane Housing



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**.

If you would like to talk to us about this newsletter or getting involved, please email **communications@glh.org.uk**



You can also find out more information about Golden Lane Housing on our website and social media channels.

Website: www.glh.org.uk/

Facebook: www.facebook.com/goldenlanehouse

Twitter: www.twitter.com/GoldenLaneHouse

YouTube: YouTube/GoldenLaneHousing

LinkedIn: www.linkedin/company/golden-lane-housing

