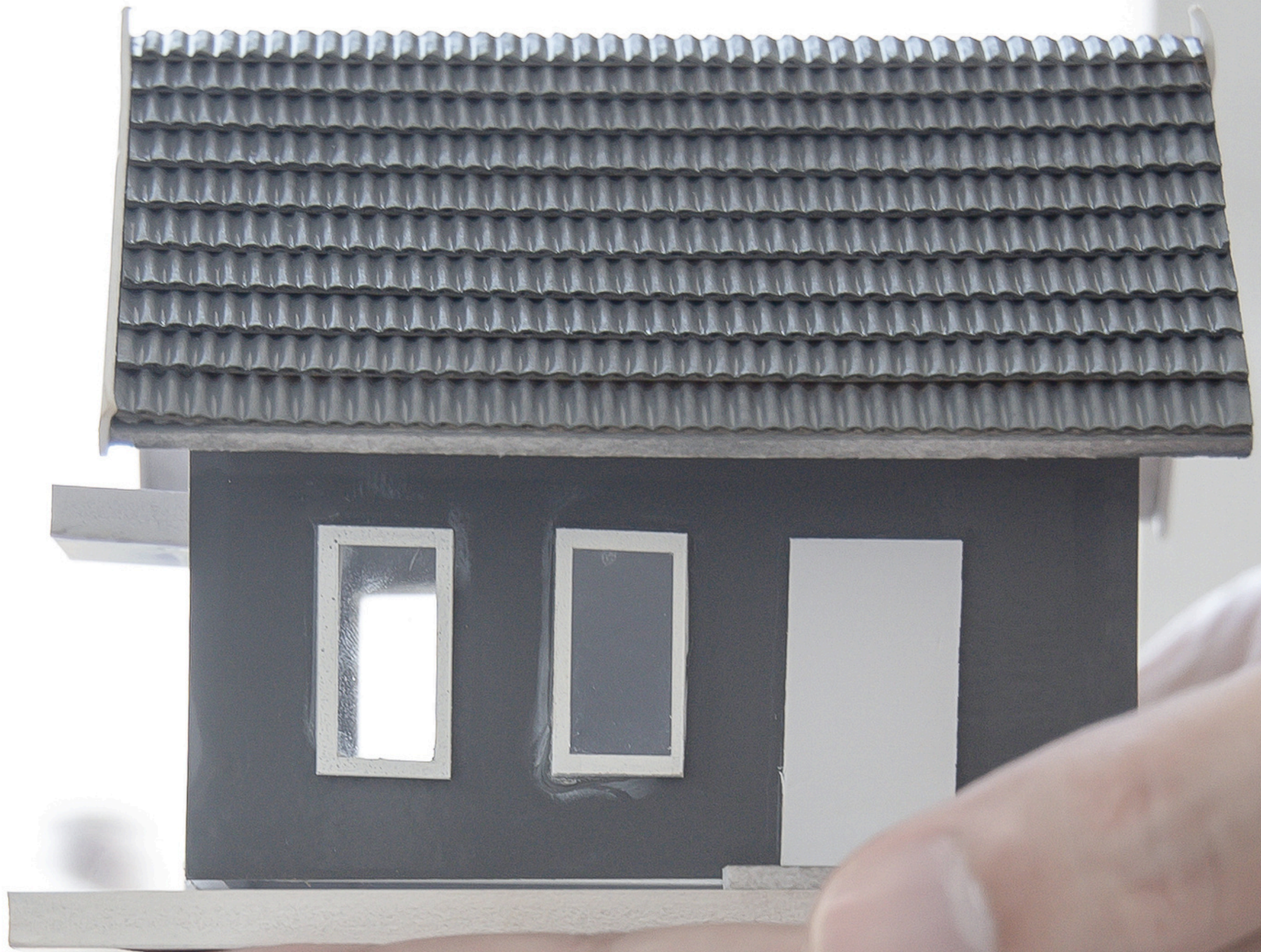


# Service standard



# Housing management



This guide explains what you can expect from your Housing Officer and Housing Manager when you live in a Golden Lane Housing property.

## Helpful words

### **Tenancy pack**

Information given to you when you sign your tenancy agreement.

### **Tenancy agreement**

A tenancy is your agreement between you and your landlord. Your agreement has terms and conditions.

Terms and conditions are rules about what you can do in your home and what your landlord will do.

### **Occupation Contract**

This is what a tenancy agreement is called, if you live in Wales.

### **Tenancy management**

The actions we will take to help you live in your home.

### **DBS Check – Disclosure Barring Service Check**

A government checking service that helps Golden Lane Housing make sure we have suitable people working for us.

### **Support network**

The people that support and help you.

### **Housing Officer**

A Golden Lane Housing member of staff who will help you manage your tenancy.

# When you live in a Golden Lane Housing property, we will:



give you the name of your Housing Officer and make sure they are DBS checked.

make sure all our housing staff have photo ID, so that you know who they are when they come to visit you.



make sure all our Housing Officers are well trained on things like learning disability and autism.



make sure Housing Officers are trained to help keep you safe in your home. We call this safeguarding.

# When you live in a Golden Lane Housing property, your Housing Officer will:



help you with managing your tenancy.

We will take time to understand your needs and work with you in a way that helps you.



work with you, your support provider, and social services to try to make sure you are happy and safe in your home



work with you and your support to look at other options for you if your housing needs change. For example, if you need an extra bedroom for your support worker to sleep over.

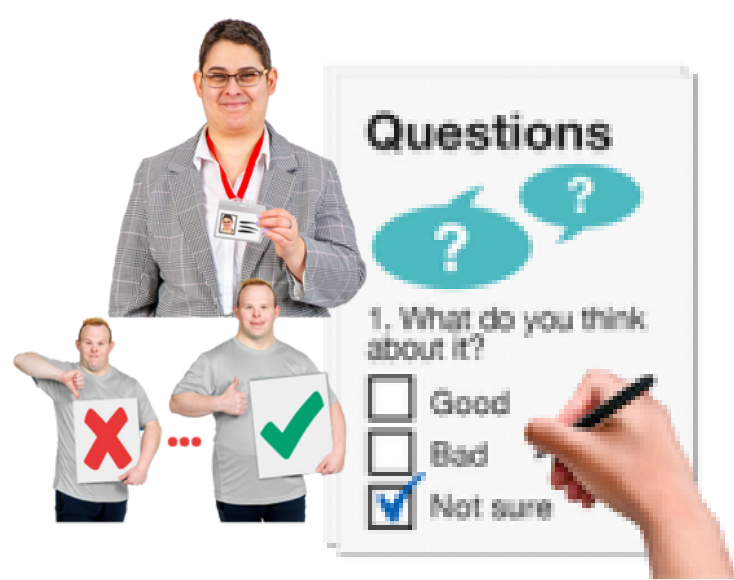


If we think your housing needs are not being met, we will raise concerns on your behalf and work with your support and other services.

# When you live in a Golden Lane Housing property, your Housing Officer will:



If you break the rules of your tenancy, we will work with you to make an action plan to try to help you continue living in your Golden Lane Housing property.



ask you how happy you are with the services our Housing Officers and Housing Managers provide and ask you how we can improve.



talk to you about any changes we plan to make and ask you how you feel about any changes.



If you are unhappy with our housing management services you can let us know using Golden Lane Housing complaints service.

For alternative versions of this guide, please  
contact the Communications Team:  
0300 003 7007 select option 2  
[communications@glh.org.uk](mailto:communications@glh.org.uk)

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