

Easy read guide: Golden Lane Housing Tenant Involvement Plan



Tenants have told us that having information that is accessible is important to them.



This is an easy read guide to help you to understand our Tenant Involvement Plan at Golden Lane Housing.



What is tenant involvement?

Tenants are at the heart of everything we do at Golden Lane Housing.



Tenant Involvement is when people who live in Golden Lane Housing homes, take part in activities to help us make decisions about how we work.



Involved tenants share their feedback on our services, help us write reports and rules about how we work and help us review and improve how we are doing.



This guide will explain to you our plan with Tenant Involvement over the next 3 years.



Why do we have the Tenant Involvement Plan?



Our we wrote tenant involvement plan with tenants.

The plan explains how we will:



- Build open and honest relationships
- Listen to tenants and involve them in improving our services and have a say in decisions about their homes.



- Understanding what tenants need and want from our service.



- Involving tenants in reviewing 'How we are doing'.



- Get more tenants involved in a range of activities both online and face to face.



- Follow the rules set by the Regulator of Social Housing.

 Regulator of Social Housing



- Follow the National Housing Federation's Together with Tenants way of working.



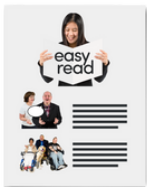
What matters most to our tenants about being involved?



What tenants have told us they want:



- We need to respect the individuality of each tenant.
- Tenants want to be kept up to date about Golden Lane Housing's work and services we provide.



- Tenants want clear communication about things that matter to them.



- Our activities should be enjoyable and about things that matter most to tenants.



- We need to offer a wide range of ways for different tenants to take part in activities.



- We need to involve people who support our tenants and work together.



- We need to help tenants understand the way we work.



- We need to share clear feedback to tenants



What matters most to our tenants about being involved?



How Golden Lane Housing will meet what tenants want:



- We will build trust with tenants from different backgrounds by working in line with our values.
- We will write an annual report, hold tenant groups, and share how we are working.



- We will find out how are tenants want to be contacted and offer tenants easy read, plain English, different languages, audio, video braille and more



- We will work with tenants to find meaningful, creative and fun ways they can be involved.



- All teams across Golden Lane Housing and board members will take part in tenant involvement activity.



- We will work with support workers and families to help us work better with our tenants.



- We will train tenants to understand our how we work and increase their skills and confidence.



- We will use social media, the website, annual report, surveys tenant groups and newsletters to feedback to tenants in a clear and accessible way.



Our tenant involvement activities



At Golden Lane Housing, we offer lots different ways for tenants to get involved and take part in activities that suit their needs.

Please read our 'How you can get involved' guide for more information.

Training and Coaching



We offer training and coaching to help tenants take part and feel more confident. We use lots of different ways to keep all tenants informed and get involved.

Types of Training and Coaching



- **Coaching with Staff Buddies:** One-on-one support from staff to build trust and help tenants provide feedback.



- **Scrutiny Training:** Teaches tenants how to review how we are doing and how we work.



- **Getting to Know the Board:** Sessions where board members introduce themselves and answer tenant questions.

- **IT Training:** Improving tenants digital skills take part in online activities.



- **Tenant Involvement 1-2-1's:** Person centred training and coaching with our Tenant Involvement Officer.



How will we know if we have done well?



We will report on our Tenant Involvement Plan to the Board and the Tenants Working Together group.



We will share updates on our website and in our Annual Report.



We will know we have done well by:

- More tenants will be involved in different activities over the next 3 years.
- We will involve tenants from different backgrounds, ages, races, religions, and cultures.
- 8 out of 10 tenants will be satisfied with our service in annual surveys.
- More Voices, More Choices group and the Board and Tenants Working Together committee will meet regularly to review how we are doing.
- We will use tenant feedback from complaints to make improve the way we work.
- Involved tenants will have training to help them feel more confident and understand how we work.



**More Voices,
More Choices**

WE ARE STRONG TOGETHER





How to get involved



If you would like to become involved or if you would like to learn more you can...

Call us



You can call Golden Lane Housing on [0300 003 7007](tel:03000037007) and press option 2.

When you press this option the Tenant Experience Team will talk to you about the ways you can get involved.

They may ask you some questions to get to know you better.



Email us

You can also email the new Tenant Experience Team at getinvolved@glh.org.uk



In your email please can you tell us:

- your name
- your address
- how you would like to be involved
- your phone number - if you would like us to call you and tell you more information





Report a repair



Phone 0300 003 7007 and press option 1



Anything that is not a repair



Phone 0300 003 7007 and press option 2

Golden Lane Housing
Parkway Four
Parkway Business Centre
Princess Road
Manchester
M14 7HR



0300 003 7007
enquiries@glh.org.uk
www.glh.org.uk