

# Your **Guinness**

*Winter 2020*

## Fire **safety**

Helping you to keep  
**safe in your home**

  
backing your potential

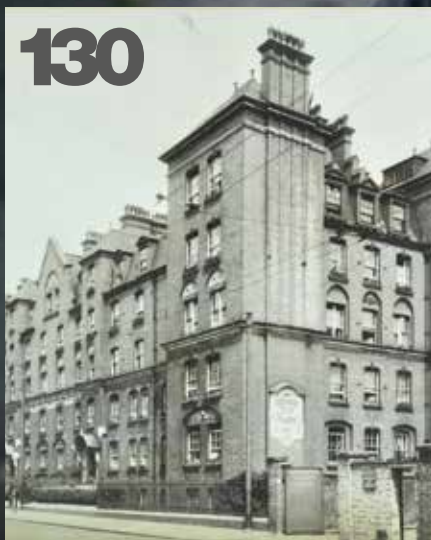
Find out how you can  
**apply for an award**

Guinness at **130**

How are we **doing?**

Dementia Services  
**and much more...**

**130**





# Welcome

## to the Winter 2020 edition of **YourGuinness**

**This year is a special anniversary for Guinness, as it marks 130 years since the Guinness Trust was founded in 1890. Have a look at page 15 for more information and a quick overview of our 130 year history.**

Our history as an organisation is interesting, but what matters most is how good our services are today. Your feedback on how we perform helps us improve. I'm pleased that this year we are launching a Tenant Scrutiny Panel, creating a new formal mechanism for us to hear your feedback. We are recruiting Panel members now. There is information on the next page about how to get involved. I am very much looking forward to working with our 12 Panel members.

One of the themes in this edition of the magazine is fire safety. You can pull out and keep the advice in the middle section. Your safety is always our priority – and by working together we can keep your home safe.

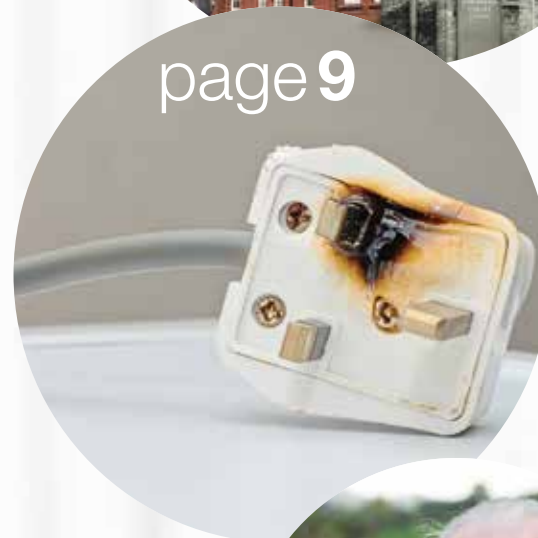
We've made the magazine longer than usual so we can share more information with you. Amongst other things, we've included information about funding available to support learning or career development, details of our work placement scheme for younger residents, and details about the food pantries we are helping to create across the country. We've also included information about support for customers with dementia.

YourGuinness is *your* magazine. Please let us know what you think of the content and share your thoughts and ideas for future editions by emailing [communications@guinness.org.uk](mailto:communications@guinness.org.uk)

I'm really proud of Guinness's 130 year history – and I want you to be proud to live in a Guinness home. If you've got a personal Guinness story to share, please get in touch with us, so you can be part of our documented history.

I hope you enjoy this edition of YourGuinness.

**Catriona Simons,**  
Chief Executive



**Would you like to work with other tenants to review how Guinness is doing and feedback your findings to Guinness's Board and Service & Performance Committee? We are looking for tenants to join a newly created Panel to influence how services are delivered and scrutinise how we are doing. You are invited to put yourself forward as a candidate.**

## Tenant Scrutiny Panel



### What is the Tenant Scrutiny Panel?

The Tenant Scrutiny Panel is a new body we are setting up comprised of twelve tenants from across Guinness who will review a range of performance and customer feedback information. Tenants, or family members who have lived in a Guinness home for more than 12 months, are eligible to apply.

The Panel will make recommendations to the Board and the Service & Performance Committee. The Board/Committee will respond to any recommendation and will put plans in place to address issues raised by the Panel. In this way the Panel will have real influence in how Guinness provides services to its tenants.

### How much time do members need to give?

The Panel will meet once every three months and meetings will be held in London. We are asking for the views of those who apply on what time of day would be most convenient for Panel members. There may be occasional additional meetings, or you may be asked to give us your views outside of the meeting.

### Why should I get involved?

- Your involvement will ensure Guinness focuses on what is important to our tenants, and where we should focus improvement activity. You will be a voice for our tenants and hold us to account as your landlord.
- Guinness will fund a Chartered Institute of Housing qualification for any Panel Member who wishes to gain this qualification. However, this is not required.
- An induction and other support and training, e.g. on how to scrutinise performance information, will be provided.

Travel, accommodation and other expenses will be paid.

### What qualities and skills do I need?

You must be a Guinness tenant or a family member who has lived in a Guinness home for at least 12 months. We are looking for people who will:

#### Help Guinness improve

- Be passionate about making sure we provide a great service, and achieve our objectives.
- Attend Panel meetings and take an active part in discussion.
- Weigh up issues and make fair judgements.

#### Work with others

- Respect others' views and keep to the Panel's terms of reference.
- Work as part of a team and share skills with others.
- Work in partnership with Guinness, with staff and other residents.

#### Be a critical friend

- Have good listening skills.
- Challenge performance or service issues in a constructive manner.
- Able to use your experience as a resident, give your views, and help Guinness to provide good service.

Further details, including a Role Profile and Terms of Reference for the Tenant Scrutiny Panel, are available at [www.guinnesspartnership.com/scrutiny](http://www.guinnesspartnership.com/scrutiny). Applications will be accepted until **13 March 2020**.



# Dementia services

**We want to support residents living with dementia, helping more people affected by the condition to remain independent and live in their homes for longer.**

By 2050 the number of people living with dementia in the UK is projected to have risen to two million people from 850,000 today.

Our research indicates that there are likely to be more than 1,000 older people living with dementia in Guinness homes or receiving care services from us.

The range of homes and services we provide gives us a real opportunity to make a difference. A sensitive support offer helps enable those living with dementia to lead more independent and fulfilling lives.

In 2015, Guinness committed to becoming a dementia-friendly organisation. Since then, we have invested in training and research, and in the physical fabric of our buildings, in order to do this.

Today, we have 1,400 Guinness staff trained as Dementia Friends, to recognise and understand the needs of those living with dementia, helping them to access the services and information they need to live independently.

Our focus on becoming dementia-friendly is having a real impact on people's lives. Our customers living with dementia can be more assured we will provide support should they need it, and know that we will help them to live as they want. We are improving our knowledge of which customers are living with dementia so we can tailor our services. Because staff awareness is now so much higher, dementia-friendly thinking is a part of our day-to-day approach.

**Find out more about dementia, how you can support those living with it and how to recognise the early signs, online at [www.alzheimers.org.uk](http://www.alzheimers.org.uk)**

As part of our commitment to support all customers living with dementia, we've partnered with The Alzheimer's Society and the LGBT Foundation to promote the **Bring Dementia Out** campaign. This aims to support and encourage LGBT people living with dementia to speak out and ensure their voices are heard.

LGBT people are more at risk of suffering from feelings of isolation and experiencing discrimination, which is why we want to help build awareness and provide support.

**Specialist dementia services**

# Moving on to Universal Credit

## What is Universal Credit (UC)?

UC is a single benefit payment that replaces a number of individual benefits and tax credits you might be getting now including, Housing Benefit; Child Tax Credit; Income Support; Working Tax Credit; Income-based Jobseeker's Allowance; Income-related Employment and Support Allowance.

The Government intends to move everyone onto UC by 2024. However, if something changes in your life, the Government may move you sooner. UC works differently from previous benefits - so it's important to know the differences.

## The biggest differences are:

- You'll usually get a single payment each month, rather than weekly or fortnightly - you'll need a bank account\* to receive the payment
- Instead of Housing Benefit being paid direct to us, you receive it as part of your UC payment. You then need to pay your rent to us from that money.

## What to do to make your claim

You need to make your claim online\* by going to <https://www.gov.uk/apply-universal-credit> You will need some information readily available to make your claim, including proof of ID, your National Insurance number, email address, bank account\* details, rent details, details of savings and salaries, and details of other household members.

After you have applied it will take five weeks to get your first UC payment. Once you've applied for UC, you can request a short term advance payment to help you during this period. When applying for the advance payment make sure you plan what you need for the next five weeks, as this is a loan and you do have to pay it back. You then pay this back out of your future UC payments every month.

**\*For help and advice, or if you aren't online and/or don't have a bank account, contact us on 0303 123 1890**

# Work with us

**We are currently growing our Care at Home services\* and are looking for carers to work with us to deliver a great service to our customers.**

## We offer:

- Competitive salary
- Guaranteed hours
- Paid mileage, travel time and holiday
- Free DBS check
- Discount schemes
- Various shifts available

If you are interested in a rewarding career with Guinness Care or for more details, please contact:

**[workforus@guinness.org.uk](mailto:workforus@guinness.org.uk)  
or call 01392 686390**

**\*We are recruiting in the following areas;** Bristol, Devon, Cornwall, Havant, Stockport, Gloucester and Cheshire

Guinness Care is a charitable organisation that specialises in services for older people and people with learning disabilities and is part of The Guinness Partnership.



**guinness**  
care



# Backing your Potential

**Whether it's to help you build your skills to get into work, move up the career ladder, start a small business or become a sports superstar, artist or musician – we want to help.**

Over the last six years we've given more than 280 customers Aspire Award grants to help pay for education courses, training and equipment. These grants have helped Guinness customers to further their careers, start new businesses and progress their talents.

We've also backed community projects, creating art pieces and turning unused space into vibrant allotments, helping to build better and brighter communities for everyone.

We offer grants in three different categories – Your Career, Your Talent, and Your Degree

Read about the three different categories and how some of our previous Aspire Award recipients have put their grant funding to good use.

## Your career

Funding is available to cover the costs of starting your own business, training course fees, specific course equipment and workwear, or transport costs.

Leila-Rose received a Your Career Aspire Award to enable her to study for a Higher Education Diploma.

Leila-Rose said: "In the last two years, I've developed a real interest in law and criminology. My ultimate dream is to become a solicitor practising in Criminal Law."

Her two-year course through the Distance Learning Centre, started in April 2019.

This course will give her the required qualifications to apply for a competitive Portsmouth course, before progressing to further training.

"I'm really excited about completing the course and hope I am able to utilise the skills I obtain to give back to the community. The Aspire Awards Scheme has also shown me that it's never too late to go back to studying or change your career."

***The Guinness Aspire Awards is a great scheme which gives you the tools and opportunities to do the courses which otherwise, may feel out of reach.***

Our next round of funding will open for applications in the summer of 2020. To find out more visit [www.guinnesspartnership.com/aspire](http://www.guinnesspartnership.com/aspire)

*Leila-Rose*

## Your talent

Your Talent funding is available for customers with a proven talent in their field to cover the costs of training or equipment to help them achieve the highest level of success.

Irobosa is using her Your Talent Aspire Award to boost her rising career as a cellist and violin player.

***I was so happy when I heard that I'd got an award. It will make a really big difference, especially as it means I can now buy a new instrument. My ambition is to be a professional musician or a music teacher.***

**aspireawards**  
backing your potential

Irobosa picked up her first violin at primary school. Inspired by listening to classical music, she worked hard at her music lessons and is now Grade 6 in both violin and cello. As Irobosa's talent developed, her music tuition became a financial challenge for her family. Aspire Award funding means Irobosa can continue developing her talent and pursuing her passion for music.

*Irobosa*



## Your degree

In 2017, Georgina was a Year 1 student at Lancaster University (a top 10 law university), studying for LLB Law degree. She is the first member of her family to go to university.

***I am going to university to study law to help vulnerable people, so the money will help more people than me in the long term.***

Georgina was successful in her Your Degree Aspire Award application, receiving funding for her tuition fees for the second year of her course. University course fees are a financial burden for many students across the UK, leaving them in debt after university. So it comes as no surprise that this Aspire Award funding has come as huge relief to Georgina, meaning she can solely focus on her studies, making the most out of her talent and opportunity.

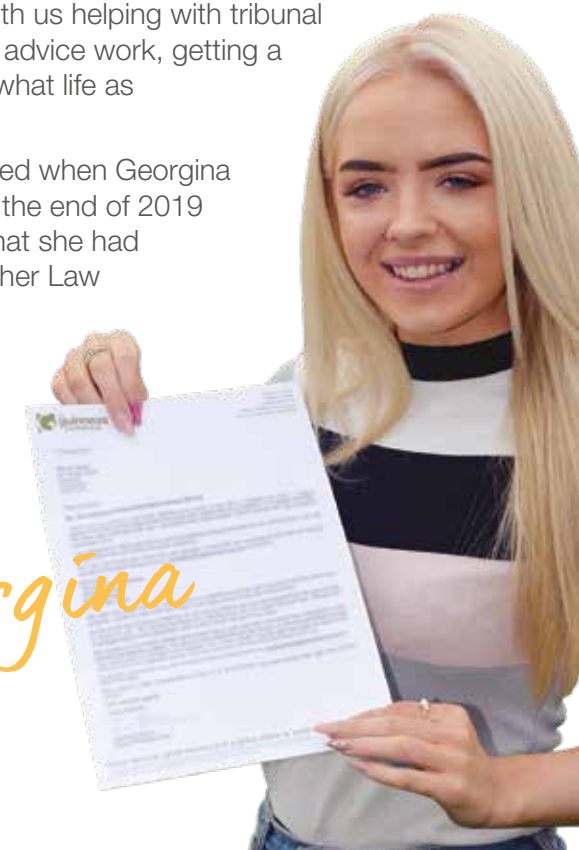
We were so impressed by Georgina's commitment and determination to her course, as well as her impressive results, that we extended her grant to her third academic year as well.

As part of our support for Georgina's education, we also helped her find a summer placement with Devonshires, a leading law firm. Kirsty Thompson, Employment Team Partner at Devonshires said:

"It has been a real pleasure to be able to offer a work experience placement to Georgina. She spent a week with us helping with tribunal preparation and advice work, getting a real insight into what life as a lawyer is like."

We were delighted when Georgina contacted us at the end of 2019 to let us know that she had graduated from her Law degree with first class honours.

*Georgina*





Are you aged 18-24,  
living in a Guinness  
home and in **education**  
or **pursuing further**  
**education?**

Work  
placement  
scheme

**In the summer of 2019 we launched our Work Placement scheme, offering opportunities for younger Guinness residents to get real experience in their chosen career field.**

A work placement can provide a valuable opportunity to help signpost the way towards a rewarding career, as well as supporting ambitious younger residents in exploring career options.

We are now welcoming applications for work placements throughout 2020. As a Guinness work placement participant, you will:

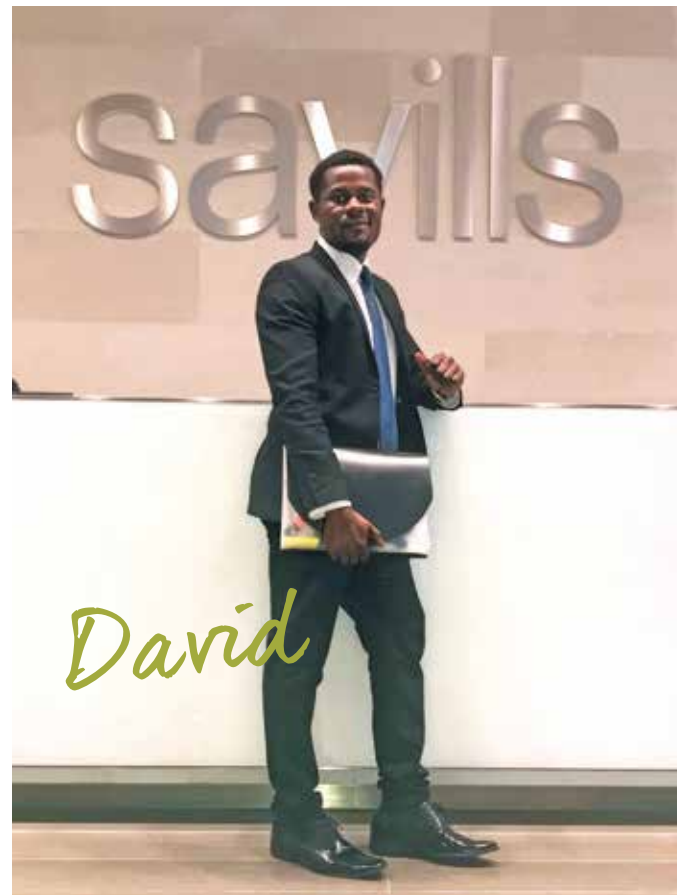
- Have the opportunity to experience working in your area of study / chosen career field
- Gain more insight into the qualifications and experience required to pursue your chosen career
- Develop an understanding of the demands, as well as the possibilities, of the workplace environment
- Be able to include your work placement experience on your CV.

Our work placement opportunities are not paid, however travel expenses will be refunded.

David was a successful applicant in our 2019 summer programme. He joined global real estate services provider Savills for a week, to learn more about Facilities Management, which gave him real experience while completing his MA in Business Management.

***I would definitely recommend others to try a work placement. It was a good experience and a great way to kick off a career.***

We were then able to offer David support with his CV and interview preparation. We're delighted that David has now secured an interview for a role in his chosen field and wish him the best of luck.



David



visit [www.guinnesspartnership.com/workplacement/](http://www.guinnesspartnership.com/workplacement/) to see the range of work placement opportunities available (each placement lasts for one or two weeks).

# Fire safety

**Your safety is our priority.**  
**We do all that we can to make sure you are safe and that you feel safe in your home.**

Throughout the year we carry out regular checks to make sure everything is working as it should be – things such as boiler inspections and fire safety inspections in common areas. We also make sure common areas have emergency lighting and fire doors, in case there is ever an emergency event.

It is important that we work together on fire safety issues. Please follow this guidance to make sure that you are helping to keep yourself, your family and your neighbours safe.

**Pull-out and keep**





## Smoke alarms

If you have a smoke detector in your home you should regularly check that it is working. If it is battery operated you should also change the batteries when necessary.

Vacuuming your smoke alarm will remove dust and dirt that can stop it from working. If you are concerned that your smoke alarm may not work, you need to contact us as soon as possible.

## In the kitchen

Most fires start in kitchens, so make sure yours is safe.

- A major cause of fire is the build-up of fat and oil in pans, as it can easily ignite when heated. Clean your pans regularly.
- If a pan catches fire do not attempt to move it. Only turn off the heat if it is safe to do so.
- Never use water on an oil pan fire. Water will expand the oil and make the fire worse.
- Do not leave cooking unattended. Take pans off the heat or turn the heat down if you are called away from the cooker and turn the cooker off when you are not using it.
- Alcohol and some medicines can make you feel drowsy or impair your judgement. If you have been drinking alcohol and/or taking medicines that have this effect, you should avoid using cooking appliances.

## Preventing electrical fires

- Make sure electrical appliances have a British or European safety mark when you buy them.
- Keep to one plug per socket, especially for high-powered appliances like washing machines and freezers.
- Do not overload freezers or fridge freezers, especially older models.
- Electrical leads should not be run under carpets as damages will go unseen. Do not use damaged cables or plugs – throw them away straight away.
- Unplug appliances when you're not using them and also when you are asleep, to help reduce the risk of fire.
- Don't charge mobile phones when you're asleep, especially on your bed or under your pillow. Batteries can overheat and catch fire.
- If you have a tumble dryer, make sure to regularly remove the fluff that accumulates.
- If you use a portable heater, use an oil filled one instead of a halogen, bar or convector heater.
- Always keep clothes, curtains and furniture well away from heaters.

## If you have a balcony

We want you to enjoy use of your balcony, but we want you to do this safely. We expect all our customers to take the following simple steps:

- Keep your balcony free of any flammable items and materials. For example, you may be surprised to hear that a kilo of plastic is equivalent to a kilo of fuel, which is why we ask you to limit the amount of storage you have there. Flammable materials include items such as large storage boxes, cushions, small balcony sheds, tins of paint, and electrical appliances such as dryers and fridges, etc.
- Never store gas cylinders on your balcony. There is a risk they may explode if they are left in the sun, even in winter.
- Never use barbecues, chimineas, fire pits or patio heaters on your balcony. Fires caused by these types of items can spread very quickly to the balcony above and below. They could also spread quickly into your property if doors or windows are left open.
- Do not smoke on a balcony or allow guests to do so. If you do not follow this advice, then it is really important that you stub cigarettes out in a closed metal ashtray. Do not drop cigarettes on or over the side of the balcony, as this can cause a fire.
- Never use or store fireworks on your balcony (or anywhere in your home). If you have fireworks that you no longer want, some fire services will collect them free of charge and arrange to dispose of them safely.
- If the balcony is a communal balcony it may be a fire escape route and therefore should be kept clear of any items at all times so you and your neighbours can get out safely if you need to.

**Do not leave lit candles unattended and make sure you extinguish them before you go out, or go to sleep**

## Smoking

Smoking is not allowed in communal areas. Should you choose to smoke inside your own property, never throw cigarettes on the floor, out of a window or over a balcony. Make sure you put cigarettes out fully and dispose of them correctly.

## Your rubbish

Last year thousands of fires across the country were caused by rubbish. They start easily and a large number of them are deliberate. Dumped furniture, car tyres, scraps of wood, old mattresses and cardboard boxes are potential fire hazards and a target for arsonists (as well as looking bad).

- Always use the refuse bins provided on site wherever possible.
- Always keep rubbish away from buildings and doors.
- Always keep exits and escape routes clear, as rubbish may prevent your escape and stop fire fighters accessing the building.

**Take care**

Follow this advice to help **keep safe in your home**

- Test all smoke alarms regularly.
- Dispose of rubbish and cigarettes properly.
- Do not store anything on balconies or in communal areas where it can provide fuel for fire, cause an obstruction or cause someone to trip.
- Do not store flammables, including BBQs, fire pits, chimineas, or gas bottles in your home or on a balcony.
- Take care when cooking and never leave cooking unattended.
- Take special care with candles and incense burners. Always use holders and keep them well away from curtains and fabric. Make sure you put them out fully before you go to sleep or leave your home.
- Make sure you know how to leave the building safely.

Register your electrical appliances with [www.registermyappliance.org.uk](http://www.registermyappliance.org.uk) for recall notifications.



## Shared areas

We understand that you want the entrance to your home to feel welcoming, but it is really important that items are NOT stored in corridors and stairwells.

- Items left in shared areas or corridors can act as fuel for fire and obstruct escape routes. Please don't leave anything like bikes or buggies in corridors or communal areas.
- Never wedge communal doors open or shut.
- Please don't smoke in communal areas and don't let your family or any visitors to your home smoke in these areas.
- If you notice any repairs needed in communal areas, let us know as quickly as possible so we can fix these. This is even more important if you think the repair could relate to fire safety, such as a broken fire door.
- Do not tamper or interfere with any self-closing devices fitted to fire doors. These are intended to close doors in the event of a fire.

If our staff see items in shared areas that present a serious fire hazard, they may remove them without notice. If you see anything obstructing a shared area, please report it by contacting us on **0303 123 1890**.

## Fire escape plan

Being prepared for a fire can save lives. With everyone in your household:

- Make sure you know what the fire evacuation strategy is for your building (if you live in a flat this information will be on signs in your building).

### Plan what to do if there was a fire in your home

- Familiarise yourself with your escape route out of the building (and an alternative route in case your first route is not accessible).
- Keep any escape routes clear of obstacles.
- Make sure you know where the keys to the front door and windows are kept.
- Learn how to navigate the stairs in darkness so you could do the same in thick smoke.
- If you envisage needing help to leave the building in the event of a fire, due to restricted mobility or a disability, or for any other reason, please inform us as soon as possible and we will put a specific plan in place for you and alert the fire service to your needs.

## What to do in event of fire

**Thankfully there are relatively few fires, but when they do occur it is vital that you know what to do.**

**If you live in a house**, you should get out of the property as soon as you can by the safest means possible and should not return until the fire service says you can.

**If you live in a flat**, follow the safety instructions on the notices displayed around your building. Your building will have either a "stay put" strategy or an "evacuation" strategy depending on its design and/or any specific arrangement that may temporarily be put in place.

It is important to remember that, regardless of the strategy for your building, if at any time you are affected by smoke or fire, feel it is unsafe to stay in your property (even if the fire is somewhere else in the building), or you are instructed to leave by the Fire and Rescue Service, you should leave the building by the nearest exit, closing any doors behind you.

If you are in a communal area and discover a fire, you should leave the building immediately – do not return

to your flat. If your building has an alarm point in the communal area, you should activate this as you leave to alert others in the building to the fire.

**Call 999 as soon as it is safe to do so** – the sooner you call the fire service, the sooner they will arrive to help.

Do not tackle a fire yourself unless you have received training in how to do this – you could be putting yourself and others in more danger.

Try to stay calm and, if you can, close all doors and windows to prevent smoke and fire spreading.

You should not use a lift in the event of a fire in case you become trapped. You should always use the emergency exit staircases and designated fire escape routes.

Once you have left your property, you should not return until the fire service says you can.

For general fire safety information please visit our website at [www.guinnesspartnership.com/firesafety](http://www.guinnesspartnership.com/firesafety).

For information from the London Fire Brigade (our Primary Authority Partner) about fire safety at home, visit: [www.london-fire.gov.uk/media/1107/fsith\\_web.pdf](http://www.london-fire.gov.uk/media/1107/fsith_web.pdf).



## Supporting you

Learn about the teams working to help solve any issues you may have **in your community**

### Customer Accounts Team

The team supports customers that are having difficulty with their rent payments. They can offer simple budgeting information and create affordable payment plans to help stop you from falling into arrears with your Guinness account.

### Customer Support Team

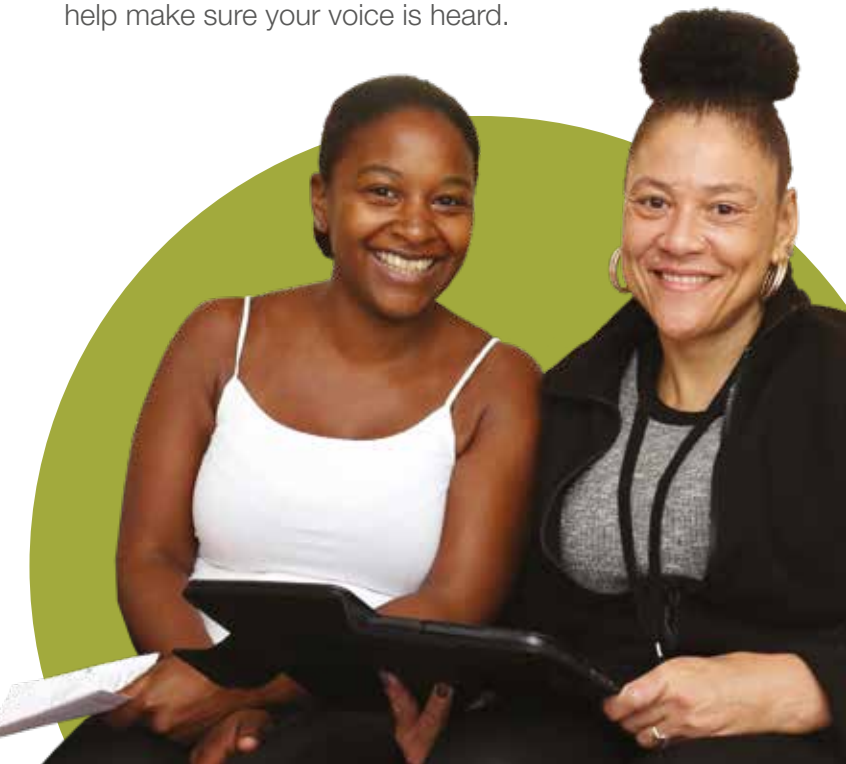
We know that not all of our customers get all the benefits or support that they are entitled too. Our Customer Support Team is here to help. They will talk through your situation and help you to get the right money and support in place to help you pay for your home and your life expenses. There is a new benefit system called Universal Credit. This is a monthly payment which can include your housing costs. We can help you claim and guide you through the Universal Credit journey.

### Tenancy Enforcement Team

This team is here for you if you're experiencing anti-social behaviour. They'll help find a solution, and can arrange for disputes to be settled by offering different options, including offering a mediator to ensure a fair solution is reached and agreed to.

### Customer Liaison Team

Customer Liaison Officers are the local face of Guinness in your community. They regularly check the quality of service in our buildings and our estates. If you need in-person support or advice, or want to report an issue in your home, on your estate or anything in relation to your tenancy, your Customer Liaison Officer can help make sure your voice is heard.





# Community update

**In partnership with other housing associations, Guinness has five food pantries across the country.**

Food poverty is an issue for an increasing number of people. As part of our commitment to building great communities, Guinness is working with local community partners to open food pantries in areas that are in need, ensuring local experts have the support and resources they need to deliver a vital service in their neighbourhood.

Food pantries help create a sustainable and long-term solution to food poverty. The food pantry is a way to make sure that people's budgets go further. The benefits of pantries are that they offer fresh, frozen and ambient foods for households experiencing difficulties. Pantries also help customers to manage tight budgets and refer customers into local assistance projects such as Citizens Advice.

Members pay a small weekly fee, typically £3.50, for which they can choose at least ten items of food each week, along with additional opportunities of volunteering and training.

Guinness recently opened a new food pantry in Kensington, South London in partnership with Southern Housing Group and Clarion Futures.

The Kensington pantry is the fifth that Guinness is supporting, with others in Cheltenham, Oldham, Crewe and Sheffield.

**For more information about the work we are doing to support communities go to [www.guinnesspartnership.com](http://www.guinnesspartnership.com)**



## Food pantry locations

**Kensington** St Giles, Ixworth Place, London SW3 3QA

**Cheltenham** CCP, 340 High Street, Cheltenham, GL50 3HW

**Salford** Emmaus, 101 Fitzwarren Street, Salford, M6 5RQ

**Sheffield** Manor Community Centre, 33 Vinkinglea Rd, Sheffield, S2 1BE

**Crewe** Chance Changing Lives, 1-13 Coronation Crescent, Crewe, CW1 4EJ

# 130

## Guinness at 130

**2020 marks 130 years since Guinness was founded. Over the next few pages, we take a look at some of our history.**

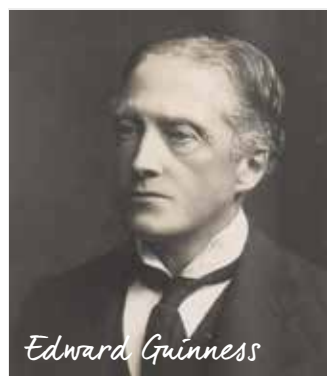
In 1890, Sir Edward Guinness set up The Guinness Trust, donating £200,000 to the Trust in London, with an additional £50,000 for the Dublin Fund, which later became the Iveagh Trust. His vision was to provide decent and safe homes for working class people.

Since then, we have built and managed thousands of homes across England and today look after over 140,000 customers. Our ethos remains the same as in 1890: to improve people's lives by providing better homes for those that need them. This year we celebrate our customers, our people and our achievements.

If you have any stories or memories you would like to share with us of living in a Guinness property, email us at [communications@guinness.org.uk](mailto:communications@guinness.org.uk)



**1890 Philanthropist Sir Edward Guinness donates £200,000 (equal to at least £25m today), to set up The Guinness Trust in London, to improve the lives of ordinary people and create possibilities for them.**



*Edward Guinness*



*Columbia Road, London*



*Brandon Street, London*

**1891 Our first estate is opened at Brandon Street in Walworth, London, providing 190 homes at a rent of 2 shillings and sixpence.**



*Fulham Palace Road, London*



*Newhaven Holiday Home, East Sussex*

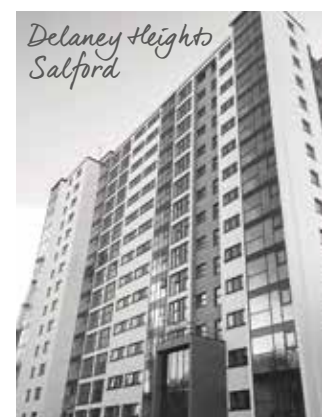
**1939 Our Newhaven holiday home opens, providing a week's holiday for tenants who have paid their rent on time, but is requisitioned by the Admiralty at the start of World War Two. Newhaven reopens in 1945.**



*Iveagh House, London*



*Delaney Heights Salford*



**1993 Managing 15,600 homes, we become the country's 7<sup>th</sup> largest housing association.**



*Loughborough Park, London*

**1973 Our first housing scheme outside London, is built in Gosport, Hampshire.**



**2020 Over 140,000 customers in 65,000 homes across the country.**



# Rent increase

Each year we notify you of changes to your weekly rent that take effect from the start of April (for most households). This year when we send you that letter we will be notifying you of a rent increase.

The way rents are set and the annual changes to rents, reflects regulation / legislation. Rent increases are limited to CPI +1% and so your rent increase will not exceed this.

The increase will take effect from April and applies only to your rent. If you pay a service charge this is calculated separately and added to give you your overall charge. You will be notified of this at the same time as your rent.

We will be writing to you to let you know what your new charges will be. If you have a direct debit in place, your charges will be amended automatically.

For other payment types, including Housing Benefit, you will need to make arrangements to change your payment amount.

If you are in receipt of Universal Credit you will need to update your online payment journal with the amount of your new rent. This must be done after 1 April 2020.

Any and all increases in rents (and service charges where applicable) are invested in managing and maintaining our homes.

If you need advice or want to talk about financial support that might be available, you can visit our website or call 0303 123 1890

# Making payments

Paying your rent is an important responsibility for everyone.

There are a range of ways you can pay your rent:

- by direct debit or standing order
- online using MyGuinness
- using the AllPay app
- over the phone

If you're struggling with your finances we may be able to help.

We can make sure you're receiving all the benefits you're entitled to, build a budget to help manage your money, and put you in touch with debt relief charities.

To speak to us about how we can help you, or to set up regular payments, call us on 0303 123 1890.



# How are we doing?

We measure our performance to make sure we're providing you with a great service

We asked what matters most to you, and these are the things we focus on below. We publish the results every three months so you can compare how well we're delivering our services over time.

73%

satisfaction




97%

emergency repairs completed on time

80%

satisfaction with repairs

## October - December 2019:

Your Home	Your Community	Your Voice
		
We complete or make safe emergency repairs within 24 hours92%	We complete communal repairs within 28 days88%	We resolve complaints within 10 working days73%
We complete non-emergency repairs within 28 days88%	We investigate and we action urgent reports of ASB within 24 hours98%	We update you on the status of your complaint within 2 working days of it being reported100%
We complete repairs at the first visit73%	We make sure you are satisfied with our cleaning service78%	We respond to your live chat requests within 30 seconds79%
We always keep repairs appointments89%	We make sure you are satisfied with our grounds maintenance services80%	We resolve your phone queries at first point of contact82%
We carry out an annual gas safety inspection for rental customers100%		

Take a look at all of our most recent results at [www.guinnesspartnership.com/performance](http://www.guinnesspartnership.com/performance) and tell us how you think we can improve the quality of our services.



# Contact us



Go online to **MyGuinness** where you can view and manage your account instantly, update your details and pay your rent at any time at [www.guinnesspartnership.com/myguinness](http://www.guinnesspartnership.com/myguinness)

Speak to us online with **Live Chat** at [www.guinnesspartnership.com](http://www.guinnesspartnership.com)

Call Customer Services on **0303 123 1890**  
We're open 8am-8pm Monday to Friday  
and Saturday 9am-5pm.

For urgent out-of-hours repairs you can call us any time. In an emergency always call the emergency services on 999 or 112.



**We can translate this document into your preferred language.  
We can also provide it in large print or audio format on request.**

## Arabic

نحن نستطيع ترجمة هذه الوثيقة إلى اللغة التي تفضلها. ويمكننا أيضًا أن نقدم اليك هذه الوثيقة مطبوعة بالخط الكبير أو على هيئة

## Bengali

আমরা এই কাগজটি আপনার পছন্দ করে ভাষায় অনুবাদ করতে সক্ষম। অনুবাদে, আমরা এটিতে বড় অক্ষর অথবা অডিও আকারেও দিতে সক্ষম।

## Chinese

我們可以將文件翻譯成你首選語言。  
我們也可以應要求提供大字版和語音版本。

我们可以将文件翻译成您首选的语言。  
我们也可以应要求提供大字版和语音版本。

## French

Nous pouvons traduire ce document dans la langue de votre choix. Nous pouvons également l'éditer en gros caractères ou en format audio sur demande.

## Portuguese

Podemos traduzir este documento para o idioma da sua preferência. Também podemos fornecê-lo, a pedido, em letra de tipo grande ou em formato áudio.

## Polish

Dokument ten może zostać przetłumaczony na wybrany przez Państwa język. Na Państwa prośbę możemy go również dostarczyć w formie audio lub dużego druku.

## Punjabi

ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਤੁਹਾਡੀ ਤਰਜੀਹੀ ਭਾਸ਼ਾ ਵਿਚ ਕਰ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਬੋਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਸ ਨੂੰ ਵੱਡੇ ਪ੍ਰਾਇੰਟ, ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟ ਵਿਚ ਵੀ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

## Somali

Waxaan u turjumi karnaa dukumintigan luuqadda aad doorbidayso. Waxaan sidoo kale ku bixin karnaa iyadoo ah qoraal far weyn ah, ama qaab cod ah codsi haddii la codsado.

## Tamil

உங்களுக்கு விருப்பமான மொழியில் இந்த ஆவணத்தை எங்களால் மொழிப்பெயர்க்க முடியும். கோரிக்கையின்பேரில் பெரிய அச்ச அல்லது ஆடியோ வடிவிலும் எங்களால் வழங்கமுடியும்.

## Urdu

ہم اس دستاویز کا آپ کی پسند کی زبان میں ترجمہ کروا سکتے ہیں۔ ہم درخواست پر اسے بڑے پرنٹ یا آڈیو