

Annual Report for Residents



2019/20

Introduction

We pride ourselves on being a customer service organisation because our customers are at the heart of what we do.



We were founded in 1890 to improve people's lives and create possibilities for them. What we're here for hasn't changed.

We fulfil our purpose by providing great homes and services - including care services - to over 140,000 customers across the country.

We're proud to provide services to a very diverse range of customers, the tenants and owners who live in Guinness homes, and the people we provide care and support services to, in our homes or their own.

We operate in 155 local authority areas across England. Most of the homes we provide are at rents significantly lower than those charged in the private market.

These homes are also on tenancy terms which offer far greater security.

We also provide affordable home ownership options, and homes that can be purchased outright on the open market.

These different housing options meet a wide range of housing needs and a variety of affordability needs.

Our vision is for Guinness to:

Deliver great service – to be one of the best service providers in the housing and care sectors

Provide great homes – to provide as many high quality homes as possible, and to play a significant part in tackling the country's housing crisis

Be a great place to work – to be one of the best employers in the country

Be a great business – to be a strong, efficient, effective business that does things well, and that people can trust and rely on

These are the things that matter most to us. This is our social purpose. Everything we do is about our customers, our communities and our people. And every pound we make is invested in achieving that purpose.

Customer contact

We value and respect our customers and their time. We do what we say we're going to do, and keep our customers informed about what is going on. We respond quickly when things go wrong.

We make it easy for our customers to contact us by offering many different channels.



Customer focus

We listen to our customers and see things from their point of view. To help us understand how we are performing and what could be improved we conduct regular surveys by phone and text message. We engage with customers to help us shape our services.

17,900

number of surveys completed this year

73%

customer satisfaction



67%

of customers think we do what we say

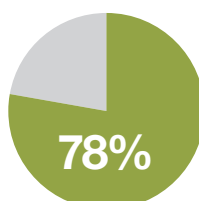


92%

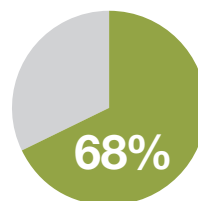
think Guinness employees are warm and friendly

85%

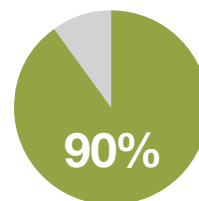
of customers think their rent is value for money



think we are **easy to deal with**



think we **respond quickly** when things go wrong



think we treat our customers **with respect**

Customer engagement

We run consultations to seek your views on key policies and on our services. In 2019/20 we spoke to over 400 Guinness residents on subjects ranging from the design of kitchens, to the decoration of communal areas, estate services, the alarm systems we have in our homes for older customers and the development of our online services.

We continue to ask for customers' feedback and for help to co-design our products and services.

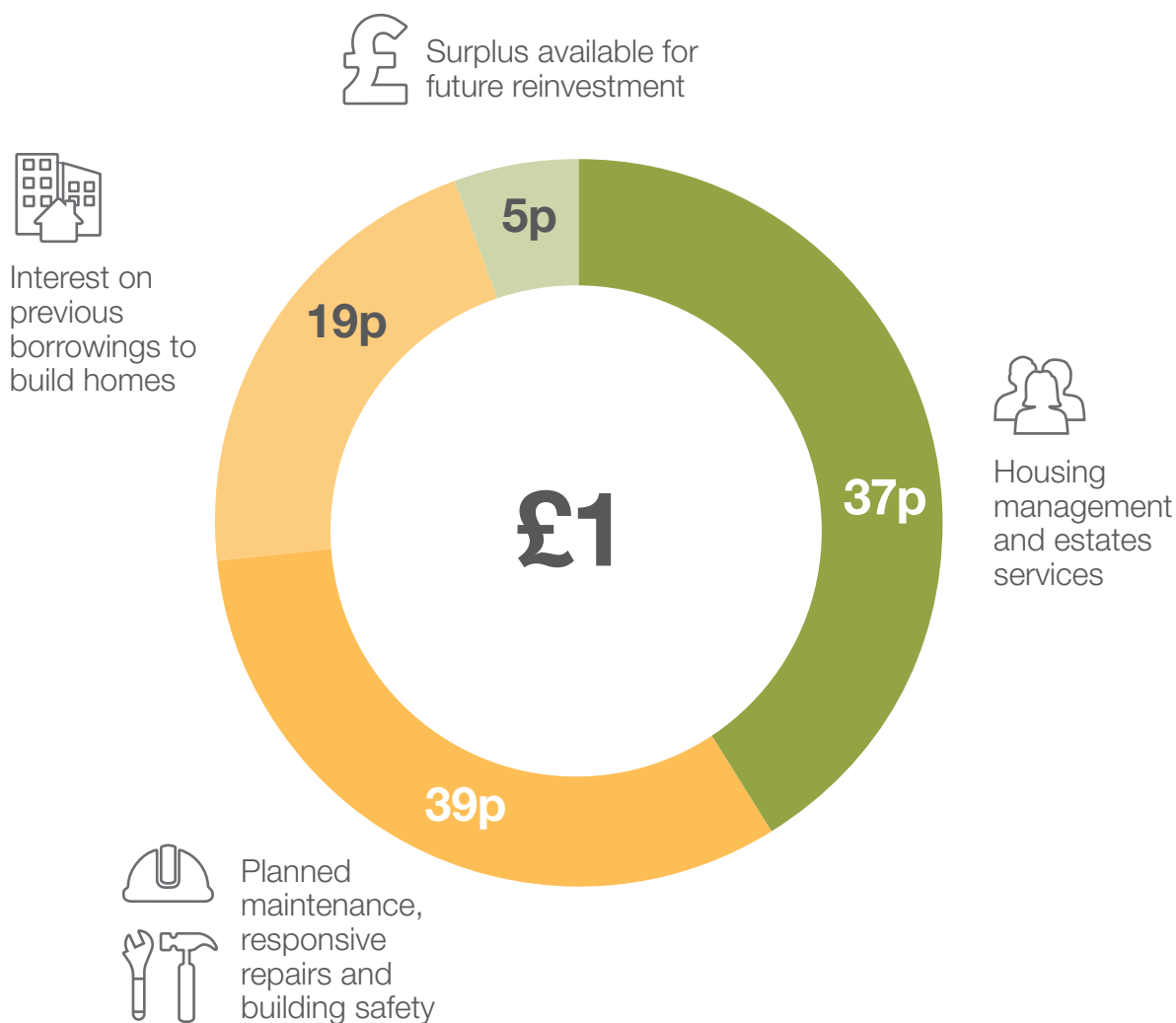
If you would like to be involved in our customer engagement programme, please register here:

www.guinnesspartnership.com/your-community/get-involved/

Finance

At Guinness we are transparent how our money is spent, whether it's spent delivering services day to day, or invested in upgrading existing homes or developing new homes for the future.

For every £1 of income we receive, we spend:



Looking after our homes

In 2019/20 we spent £119m on repairing and maintaining our homes.



Supporting our customers

We help customers sustain their tenancies and avoid falling into arrears. Last year we helped customers claim over £12.6 million additional income due to them in benefits. Our Customer Support team can help with advice on benefits, budgeting and money issues. We treat contacts confidentially and deal appropriately with sensitive information.

Support	Customers	Amount
Housing related income	4,834	£8,136,324
Income maximisation	4,680	£3,510,385
Council Tax Support	2882	£880,843
Food provision	711	£14,755
External grants	82	£15,200
Fuel provision	59	£11,679
Hardship fund	681	£99,200

Our **Tenancy Enforcement team** can support you if you are experiencing antisocial behaviour in your neighbourhood:



Our **Customer Liaison Officers** are there to support you and help look after our homes and estates.



great service
great homes
a great place to work
and a great business

INVESTORS IN PEOPLE™
We invest in people Gold

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www.guinnesspartnership.com

The Guinness Partnership Ltd is a charitable
Community Benefit Society No. 31693R
Registered in England and is Registered
Provider of Social Housing No. 4729.

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