

MyGuinness

To make things easy for you, **MyGuinness** offers you **24/7 online access to your account. You just need to register your email and then you can contact us through your account, view or book repair appointments and access other services you need.**

So we can keep in touch with you about things like repairs, it's really important that we have your up-to-date contact details. Head to **MyGuinness** to check your details and update them if necessary.

🖱 Visit [guinnesspartnership.com/myguinness](https://www.guinnesspartnership.com/myguinness)

There is also lots of useful information on our website about your home, tenancy and being a Guinness customer, including handy tips about staying safe and looking after your home.

Contact us

There are many ways you can get in touch with us:



Chat with us on Live Chat through our website www.guinnesspartnership.com



Call us on **0303 123 1890**. We're here Monday to Friday 8am to 8pm and offer an emergency repairs service outside of those operating hours



We also provide TextRelay on **18001 0303 123 1890** if you need assistance with hearing or speech

We can translate documents into your preferred language. We can also provide in large print or audio format on request.

Making a complaint

We work hard to provide a great service for all our customers but there may be times when we don't get things right. When we make a mistake we will always apologise, aim to put it right and do things better, so we don't make the same mistake again. We learn from our mistakes and use your feedback to improve our services.

We have a dedicated team to help you with your complaint. Full information on how to make a complaint is on our website.

You can contact the Housing Ombudsman at any point for general advice and assistance. Should you want the Ombudsman to consider your complaint for a full investigation, you can contact the Housing Ombudsman directly, but you must wait eight weeks after hearing our final response.

Looking after your home

Guinness will:

- Maintain and repair the structure of your home and building.
- Respond to emergency repairs and make safe within 24 hours. Other repairs will be fixed within 28 days.
- Maintain and repair fire safety systems, fans, door entry systems and CCTV monitoring in communal areas.
- Maintain and repair any heating, water heating and sanitation that we supply.
- Inspect and service any gas central heating systems every year. We will need access to your home for this. It's important that we work together to find the right time to carry out this essential safety inspection, because not allowing access is a breach of your tenancy.

How you can help:

- Keep your home and garden clean and tidy.
- Look after your property and keep it in good condition. You can make your home your own by decorating. You can find some handy tips on how to look after your home on our website. For some home improvements you may need to check with us first.
- Carry out the minor non-structural repairs you are responsible for, such as minor cracks in plaster, or repairing damage caused by your household members or any visitors to your home.
- Familiarise yourself with the location of your stopcock, gas, electric and water meters and how your heating works.
- Report any repairs to us as soon as you are aware of them using MyGuinness, so we can sort them out.
- Allow Guinness staff or representatives access to your home when we need to do your annual gas safety checks, inspections and repairs.
- Be responsible, be safe and be respectful of your neighbours and local community.

It is important that, in line with your tenancy agreement, you report any repairs needed to your property. Failure to do this could put your tenancy at risk.

Safety

Your safety is our number one priority. Your home has been designed, built and is maintained with safety in mind.

Here at Guinness, there are lots of actions we take to keep you safe in your home, from gas safety and water safety checks to fire risk assessments and fire safety inspections. Let us know about any safety concerns you have - we are here to resolve them for you.

How you can help:

- Keep fire exit routes clear and do not store items such as mats and plants in corridors, communal areas or exits.
- Know what action to take if there is a fire - if you live in a block of flats this information will be on the notice board near the exit.
- Regularly test any battery operated smoke alarms in your home by pressing the test button. If these don't work, replace the batteries.
- Regularly test any Carbon Monoxide detectors in your home, and replace the batteries or detector when necessary. You are responsible for this unless you have an open flue boiler or solid fuel source in which case we will provide, test and maintain your Carbon Monoxide detector.
- Switch electrical items off at night, don't leave appliances and chargers plugged in if they don't need to be. It's also a good idea to shut any internal doors when you go to bed - it's a good energy saver too.

Safety cont.

- Unplug any items that aren't being used. Check that items you buy are CE/UKCA marked and visually check cables for any signs of wear and tear. Check the appliance database for recalls and register your appliances here:
🖱 www.productrecall.campaign.gov.uk/
- Do not store highly flammable items such as gas bottles, patio heaters or cans of fuel or paint on balconies.
- Do not have barbecues on balcony areas due to the risk of fire.
- Make sure that you do not leave young children or vulnerable adults alone with heaters, including storage heaters. Please read the manufacturers' guidance, which can be found on their website, for safe use.
- Remember to clean cookers regularly to reduce smoke produced from the build-up of grease.
- Let us know as soon as possible if you live on the first floor or above and window restrictors are not in place so we can get them installed.
- Please do not put beds next to windows in rooms used by children and vulnerable adults.

If you can smell gas call the National Grid emergency number on 0800 111 999 immediately. They'll be able to offer gas safety advice, and will send out an engineer within an hour.

Your community

We look after cleaning and grounds maintenance of the communal areas where you live - this will be detailed in your tenancy agreement.

Weather permitting, we cut the grass regularly and keep it tidy. We also take care of shrubs and plants and we remove weeds.

Our staff are visible in Guinness uniforms and always have a Guinness identification – if you see us on your estate, come and talk to us if you have any views on how we can make your communal areas even better.

Your neighbourhood

As you may share facilities with others, it's important to be considerate and to be respectful of your community. If you do have issues with others in your community we suggest, in the first instance, that you try to resolve the dispute yourselves. If you feel you need extra support we're here to respond and investigate instances of anti-social behaviour.

Find out how to report and get advice on dealing with anti-social behaviour on our website

🖱️ [guinnesspartnership.com/asb](https://www.guinnesspartnership.com/asb)

Bins and recycling



If you live in a larger scheme, there will be communal bins for residential waste and recycling. These are picked up by the local council. If there isn't enough room to dispose of your rubbish in these bins, let us know.

To avoid attracting pests and vermin, always use the communal bins. Don't leave rubbish bags outside your door or in any communal area or by the bin stores. Keep the bin stores shut. Not only does this keep your estate clean and tidy but it also avoids fire risks.

If you do not have communal bins, please dispose of your household waste as requested by your local council, ensuring it is safe and hygienic. Don't forget to fold up boxes before putting them into the recycling.

If you have large items to dispose of, think about recycling. Some charities will collect items from you. If the items are recyclable you can also contact the local council, who will remove them for a fee.

Fly-tipping is illegal and can result in a very large fine. If you spot fly-tipping in your neighbourhood please report it to us or your local council.

It is important that, in line with your tenancy agreement, you dispose of your rubbish and larger items as explained here. Failure to do this could put your tenancy at risk.

Customer Liaison Service

Guinness's local teams are an important part of ensuring your home and community is somewhere you can be proud of.

Our Customer Liaison Officers work with teams from across Guinness to co-ordinate services, such as grounds maintenance and cleaning, to make sure everything is working well. They spend time regularly in your local area and are available to answer questions and provide help, face-to-face support and assistance.

Your Customer Liaison Officer is able to:

- Answer questions you may have about your tenancy.
- Help you access extra support services.
- Deal with issues on your estate like grounds maintenance, cleaning and anti-social behaviour.
- Check on health and safety issues in communal areas.
- Connect you with your customer account on MyGuinness, to help with things like repairs.

Customer support

If you need a bit more help we can:

- Provide free, confidential, friendly and non-judgmental advice, and listen carefully to your personal circumstances to see how we can help you.
- Check if you're claiming the right benefits, at the right rate and that you're receiving everything you are entitled to.
- Offer advice on gas, electricity and water charges, and how to switch energy providers to save you money.
- Help you find the right support when we are unable to help.

We need you to keep in touch and keep talking to us so we can work out a plan together, that will make things better for you and your family.

To get in touch you can:

 Chat with us through Live Chat via our website **www.guinnesspartnership.com**

 Call us on **0303 123 1890**. We're here Monday to Friday 8am to 8pm and offer an emergency repairs service outside of those operating hours

 We also provide TextRelay on **18001 0303 123 1890** if you need help with hearing or speech

If you need urgent support, you can find contact details for your local support agency online. Or if you, or someone you know, are in immediate danger, call 999.

Reporting repairs

Report repairs to us as soon as you are aware of them so we can sort them out.

We make it easy for you to book a repair. You can either:



Go to **MyGuinness** and book your repair



Message us on **Live Chat** via our website



Call our customer service centre on **0303 123 1890**

You can find information that may help you maintain your home and videos to help you complete the repairs you are responsible for at: www.guinnesspartnership.com/diyrepairs/

Emergency repairs are made safe within 24 hours and standard repairs are fixed within 28 days.

If you need to change an arranged appointment with us, help us by letting us know and we can arrange a time that suits you better.

We'll send you a text message when we are on our way, so please make sure we have your up-to-date mobile number.

You're responsible for repairing damage caused accidentally or deliberately by you or your guests and for completing repairs that are not our responsibility.

It is important that, in line with your tenancy agreement, you report any repairs needed to your property. Failure to do this could put your tenancy at risk.

Paying your rent

As long as you pay your rent in advance, you can pay when it suits you.

You can pay rent:

- Weekly
- Fortnightly
- Four-weekly
- Every month

Direct debit is the main way to pay your rent and service charge. Weekly or monthly payments will be taken straight from your bank account. And you won't have to worry about missing a payment. You will have a payment guarantee, so if the bank makes an error, or we do, you'll get a refund as soon as possible.

To set up a direct debit quickly and easily over the phone, contact us Monday to Friday from 8am–8pm.

You'll need your:

- Bank's name
- Sort code and account number
- Payment reference number - we can provide this if you don't know it.

To make additional payments or to pay us before your direct debit is set up, there are several options – you can find the details on our website.

🖱 www.guinnesspartnership.com/payrent

Your rent is your responsibility, even if you are in receipt of benefits. If you anticipate you will have a problem or a delay with your payments, call us first on **0303 123 1890**.

Condensation

What causes condensation?

Warm, moist air condenses and forms water when it comes into contact with a cool surface, such as a wall or window. Condensation is not caused by water penetrating from outside of your home, it is caused by moisture which is produced from inside the home. It is important to manage condensation as it can lead to damp and mould.

Everyday activities add extra moisture to the air inside your home. You may notice there's condensation on your windows first thing in the morning, this is because one person breathing adds half a pint of moisture to the air overnight.

What can I do to prevent condensation?

- Dry clothes outside whenever possible or in a well-ventilated room.
- Keep saucepan lids on when boiling water or cooking.
- Ensure tumble dryers are vented to the outside.
- Keep kitchen and bathroom doors shut to prevent steam getting into the colder rooms.
- Use extractor fans when cooking or washing.
- Increase ventilation to allow the moisture to escape.
- Open windows daily for around 30 minutes, to allow a change of air.
- Where you can, maintain a consistently warm level of heating throughout your home.

Healthy home tips

There are many easy ways to save energy and water in your home. By taking simple steps to improve water and energy efficiency you can:



Save on heating, electricity and water bills



Have a warmer, cosier and healthier home



Reduce your carbon footprint

Your Customer Liaison Officer can offer advice and support on affordable energy. Speak to them about steps you can take, assistance you might need and any questions you have.

If you have further queries about your home's heating and insulation you can contact the Guinness Sustainability team on:



sustainability@guinness.org.uk

For free, impartial advice about your energy contact Citizens Advice:



www.citizensadvice.org.uk/energy



0345 40 40 506