

Your Guinness

Winter 2022



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Local London artist **Rose Hill**
on how **Aspire funding** helped
her community get creative

Inside:

Cost of living
support available

Saving energy advice | Safety in your home | How we are doing and more!

How to get involved

There are a number of ways you can be involved, choose from the following:



SCAN ME:
to sign up and get involved today or visit www.guinnesspartnership.com/get-involved/



Feedback: tell us how we're doing



Online / telephone

Complete a **survey**

5-10 minutes



Influence: help shape the information and services we provide



Online / telephone

Review documents

2-3 hours

Join a focus group

1-3 hours

Join a procurement panel

10-20 hours

Telephone interviews

30-60 mins

Scrutinise: our performance and services



Online / face-to-face

Scrutiny **panel**

participate in 2-4 reviews per year involving formal meetings and engagement between meetings



circa **30 hours**



Join the Guinness Board

Over the next month or so, we'll be looking for applications for a resident to join the main Guinness Board (following the retirement of our last resident Board member).

The Board discusses and agrees the overall direction of Guinness, approves significant decisions, and monitors performance. So your voice as a resident will be a really important one. You don't have to have been on a Board before as we will provide training and support. The Board meets around 8 times a year and there are papers to read in preparation for meetings. This means a commitment of around 1-2 days per month. The role is paid.

We'll be able to tell you more over coming weeks about the skills we are seeking. We will also share more details like the dates, venue and other arrangements for Board meetings.

But for now, register your interest by sending an email to the address below and we'll be in touch with further information soon.

Email: recruitment@campbelltickell.com

In the subject space say: **Please send details of the Guinness Board role**

Welcome

to the Winter 2022 edition of **YourGuinness**

In this edition of YourGuinness we share how we're performing, how you can get involved in shaping services, and let you know about some of the support available to help with the current cost of living crisis. This includes support we provide and support other local organisations may be able to offer.

Over the last year we've spoken to thousands of residents – your views have helped shape our policies, our services, and the contractors we work with. Thank you to everyone who's been part of this.

Your views are really important to us and residents play an important role in governing our organisation. At the end of September we said goodbye to Lee, our resident Board member who retired after a number of years. We're currently looking for a new resident Board member – if you're interested in the role, please have a look at the information on the opposite page.

We're also keen to see more resident representation elsewhere across Guinness and included with the magazine is a short consultation document which asks you to share your thoughts. We'd be grateful if you could complete and return to us in the freepost

envelope provided (alternatively please scan the QR code on the consultation document to complete it online).

Our work to improve the services you receive continues, as does our programme of investment in the safety and quality and energy efficiency of our homes. We will keep talking to you about the things you tell us matter most to you – please do share your feedback with us.

Thank you for being a Guinness resident.

Take care

Catrina

Catriona Simons,
Chief Executive



Use your phone to scan the QR codes that are shown throughout the magazine, for quick links to websites.

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95%
emergency repairs completed on time

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If you'd like to receive emails about free training opportunities, and funding, and local resources and support as they become available, please sign up to our email list by completing our online form here: www.guinnesspartnership.com/subscribe.

Support available cost of living

The cost of living in the UK is increasing at the fastest rate for over 40 years.

This means the cost of every day essentials such as food, energy and transport are rising faster than household incomes.

visit our Cost of Living hub on our website for more help and advice
[guinnesspartnership.com/cost-of-living-hub/](https://www.guinnesspartnership.com/cost-of-living-hub/)



Support available

If you're worried about rising costs, we may be able to help: –

- Our customer support team can work with you to **improve your finances**. In 2021 they helped customers claim £13.9m of benefits that they didn't know they were entitled to. Find out more at www.guinnesspartnership.com/customersupport
- We've introduced dedicated **Energy Advice Officers** who can provide practical help on reducing fuel bills and accessing available funding. You can book a one-to-one appointment with them over the phone or in person to review your energy bills, how you use your heating system and heat saving measures for your home. See more details on page 6.
- We support a number of agencies and charities in our communities from **food pantries** to **baby banks** and agencies offering **free training and support** - find out more on page 8.
- This year we've **increased our hardship fund**, we use this money to help residents in extreme hardship or facing a life crisis. This can help to provide support such as emergency food, heating, basic furniture and so on.

We've introduced dedicated Energy Advice Officers who can provide practical help on reducing fuel bills

Other help and support available

The majority of households are getting a £400 government energy grant spread over six months which started in October – a discount will be made automatically to your bill by your energy supplier. If you're on a smart pre-payment meter the discount



The majority of households are getting a £400 energy grant spread over six months - these started in October 2022.

is credited directly to your meter in the first week of each month. If you have a traditional pre-payment meter your energy provider will provide redeemable vouchers or Special Action Messages (SAMs) either via text, email or post – you will need to redeem these at your usual top up point.

- If you work from home you can **claim tax relief** via the government website – a basic rate tax payer gets £62.50 each year.
- If you are over 67 and/or on a low income you may be eligible for financial support from the government. Pensioners can receive one-off **winter fuel payments** from the government of up to £300, while the **warm home discount**, worth up to £140 a year and the **cold weather payments** of up to £25 a week, are designed to support people who live at risk of fuel poverty.
- If you are in debt to your energy supplier there are **grants from charitable trusts** to help pay it off. British Gas Energy Trust offers help. Check with your supplier to see if they offer grants.
- Water suppliers also have **schemes** available to help customers pay the bills – get in touch with your provider to find out more.

The Chancellor announced further support in the Autumn Statement on 17th November 2022. You can find more information on our website.



SCAN ME:
for more cost
of living advice
and information



Saving Energy Advice

Earlier this year we introduced dedicated Energy Advice Officers thanks to funding from our gas servicing contractors K & T Heating and Sure Maintenance.

We talked to Katie, one of our Energy Advice Officers to find out more about how these new roles can help you, and she shares her top tips for managing energy bills.

Get a referral to our Energy Advice Officers online at:
www.guinnesspartnership.com/energyadvice



Q. Tell us a bit about your role and what you do?

A: Three Energy Advice Officer roles were recently created to offer support and advice to Guinness residents. Although we are employed by the gas contractors, we're fuel neutral, which means we cover homes heated by gas, electricity, and renewable energy.

I'm employed by K & T Heating to cover the South East of the country and my colleagues Aaron and Clive work for Sure Maintenance and cover the South West and the North of England.

Q. What types of advice and help can you offer Guinness residents?

A: I support residents with lots of different energy issues, below are some of the most common problems I come across:

Issues with suppliers – I can be with you to support you whilst you contact your supplier and discuss concerns around estimated bills, smart meter fitting and smart meters connectivity issues. I can also contact the energy supplier on your behalf.

Debt with energy suppliers – Communication with your supplier is essential when you're in debt. I can support by talking to your energy supplier and then help you to create a repayment plan.

Energy bills/tariffs – If you are on a credit meter, I can help by reviewing the energy tariff to make sure it's the best one for you. If you're on direct debit or prepayment meters I can help with advice about using smart meters and how to keep costs down with effective use of appliances.

“As well as offering advice and support I also look at issues which a number of residents are facing and see if there is anything else Guinness can do to provide support.”

Heating system/controls – The way you use heating can be a large contributor to the amount spent on energy. I can show you how to make the most efficient use of your heating system, for example residents with storage heaters often use the boost button, which is expensive, so I can talk you through how storage heaters should work.



Financial support – The government has announced a package to help with the increased cost of energy, I inform residents on what payments they should expect to receive in the upcoming months.

Q. Do you provide advice over the phone or in person?

A: Initially I give advice over the phone, but if a follow-up appointment is needed, I am more than happy to come to your home.

Q. How have you helped residents so far?

A: I've helped residents to save money on their energy bills, sort out historic debt on their meters and make better and more efficient use of their heating systems.

For example, by installing the radiator reflectors that Guinness are giving to their residents, you can reduce heat loss by 45%.

Q. What are your top tips on saving energy?

A: My personal top tips are as follows: Programming your hot water to come on only when you need it will help you save money and energy all year round. Do you know that by turning your thermostat down by one degree you can save money straight away?

Q. How can residents access this help and advice from Energy Advice Officers?

A: You need to get a referral to our team – you can do this by using our online form (which is the quickest and easiest way) at guinnesspartnership.com/energyadvice. We'll then be in touch within 10 working days to book an initial telephone appointment. We look forward to helping!



SCAN ME:
for more saving
energy advice
and information





We work with a number of organisations to support you and your family.

Support when you need it

Free help for you and your family

Free or discounted food

Food pantries are membership schemes where, for a small weekly fee (usually around £3.50), you can visit and select at least 10 food items from a range of frozen, tinned, and fresh food. We support pantries in Crewe, Sheffield, Salford, Cheltenham, Hackney, Kensington and Havant – you can find out more on our website www.guinnesspartnership.com/foodpantries. You can also find details of your nearest food bank here www.trusselltrust.org/get-help/find-a-foodbank/. This year we invested



in the mobile food bank in Milton Keynes – to help people who were struggling to get to one.

Free baby clothes and essentials for new parents

Operating like a food bank, but supplying children's equipment, the Family Centre (baby bank) in Hackney provides essentials for babies and young children up to the age of five, including items like clothes, shoes, nappies, toiletries and toys.

We supported the creation of the Family Centre at our community space in Hackney.

It's run by three local charities: Little Village, Boiler House Spaces and Sal's Shoes and provides good quality second-hand shoes and other essentials to those who need them.

Families in Hackney with children under five needing support from the baby bank can ask a professional, such as a midwife, health visitor, or social worker to refer them. www.guinnesspartnership.com/babybank

Free kids shoes

Sal's Shoes redistributes outgrown (but not outworn) shoes to children in need and has grown to be the leader in the shoe recycling sector.

Working with them we've set up branches in Crewe, Salford and Hackney which are filled with preloved shoes organised by size and colour and laid out like a normal shoe shop.

Children can have their feet measured and choose the shoes they like best.

CJ Bowry from Sal's Shoes tells us "We try to make it as close to a real-life shopping experience as possible: the only difference is, families don't have to pay." You can find out more at guinnesspartnership.com/sals-shoes/



Free, confidential counselling

Now, more than ever, it's important to look after your wellbeing. Talk, Listen, Change (TLC), provides

a range of ways to improve your mental wellbeing. You can access up to five free online or telephone sessions. Find out more here on our website: guinnesspartnership.com/tlc

Supporting you into work



We've partnered with a number of agencies to provide support and opportunities to help you into work or to improve your career prospects. www.guinnesspartnership.com/trainingandemployment

Smart Works assist women aged 16+ with free interview support and interview clothing.

Springboard Cheshire and Torus Foundation help newly unemployed people in Warrington and Cheshire by offering advice, training, and one-to-one support over a 10-13 week programme. It includes mental health support, help with digital skills, interview training, and financial advice.

Riverside training offers free employment advice to people aged 25+ in Sheffield, Doncaster, Barnsley and Rotherham. This includes CV writing, interview skills and one to one support.

Havant employment programme helps support unemployed adults (18+) into learning, training, or employment opportunities.

Sheffield Council pathways programme provides free 1-2-1 support to people in Sheffield who are 18+ and looking to move into work, education, or training.

The Guinness Partnership also offer grant funding through our Aspire awards – find out more on page 23.

Build your skills

We're working with organisations to provide free training and qualification opportunities.

The Skills Centre runs construction courses offering innovative, on and off site training.

Wates Community Learning platform provides more than 50 FREE online accredited courses available on Wates Community learning platform. The courses are available for anyone over 19 and range from mental health, wellbeing and social care to business and digital skills.

Barclays Digital Wings programme helps improve your digital skills and confidence, for FREE. From the basics of using digital to helping you do more online, there is learning to help you get to grips with technology.

There are also 47 Level 2 courses on offer for people over 19 via the Skills Network and our contractor Kier.

Opportunities for young people

Groundwork Greater Manchester, an environmental organisation, runs a face-to-face four week training programme, including an optional two-week work placement. for unemployed residents in Manchester, aged 18+ to support



Tell us your views and have the chance to win a £50 shopping voucher!

Each year we invest in community resources such as free training, activities for young people and supporting local food banks and pantries and we're interested in finding out what is important to you. Take part in our 3-minute survey to be in with a chance to win one of five £50 shopping vouchers.

Complete the survey and see the terms and conditions on our website guinnesspartnership.com/community Survey closes on **Sunday 8 January 2023**.



training and skills in low carbon careers to hopefully lead towards a job in a growing sector.

Rio Ferdinand Foundation offers free mentoring and training by the leading youth charity Rio Ferdinand Foundation (RFF) for people aged 16 to 25 in Greater Manchester and the Lambeth and Southwark areas of London.

HITZ is Premiership Rugby's award-winning education and employability programme working with over 2,000 16-23 year-olds across England every year. It uses rugby's core values of teamwork, respect, enjoyment, discipline and sportsmanship to get young people back into education, training, apprenticeships and/or employment, and is delivered nationally by Premiership Rugby's shareholder clubs. Clubs are available in Gloucester, Bristol, Bath, Exeter, Northampton, London or Manchester.

Find out more and tell us what you would like to see us investing in, in your area on our website:

www.guinnesspartnership.com/your-community/



Email updates

Sign up to our email updates to get the latest info direct to your inbox. Complete our online form here:

www.guinnesspartnership.com/subscribe

Universal Credit (UC) is the UK benefit system for people of working age. You can claim Universal Credit to help with your housing costs.

Migration



From the 9 May the Government started the process of moving people who claim benefits onto Universal Credit (called Migration).

What this means for you

Universal Credit is different from the previous benefit system as it is paid monthly and you have to wait five weeks for your first payment. You can take an advance to help cover your living costs, but you must pay this back every month. On UC you get a personal allowance to meet, or go towards, your living costs such as food and to heat your home.

If you claim Housing Benefit to pay your rent, when you move onto UC the amount you receive to cover your rent is paid directly to you rather than to your landlord. It is your responsibility to set up a direct debit to pay this money to your landlord for your home.

What do I need to do?

If you are claiming any of the benefits listed to the right, you need to wait until you get a letter from the Department of Work and Pensions (DWP) telling you the date from when you can claim UC. If you contact the DWP about moving to UC before the date and your legacy benefits are higher than the payments

you will receive under UC, you could lose money. The DWP are only applying transitional protection eg topping up the difference to those that apply once they've received their migration notice.

When you get your Migration letter you need to decide when the best time is to move onto UC. Think about when you pay your bills, including your rent and make sure it is the right time for you to move.

UC is a big change, especially moving to monthly budgeting, and this can take a little while to get used to.

Paying your rent directly to us is important. When you move to UC please make sure you speak to us about setting up your monthly rent payment.

www.guinnesspartnership.com/contactus

Universal Credit benefits

UC is a combination of six benefits rolled into one monthly payment. It includes the following legacy benefits:

- Income Support.
- Income-based Jobseeker's Allowance (JSA).
- Income-related Employment and Support Allowance (ESA).
- Housing Benefit.
- Child Tax Credit.
- Working Tax Credit.



Our Customer Support Team is here to support and help you through this change. They can help you apply and understand what you are entitled to, help plan your budget and to make sure you get all of the right elements in your Universal Credit.

Find out more here www.guinnesspartnership.com/customersupport

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

Be safety aware

Throughout the year we carry out regular checks to make sure everything is working as it should be.

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.

For more safety tips and info, visit our website at www.guinnesspartnership.com/staysafe



Safety checks

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.

If you have a Carbon Monoxide (CO) detector, test it monthly – press the button and the alarm will sound and flash – showing it is operating correctly. If it is battery operated, change the batteries as needed. If the whole unit needs replacing, let us know urgently.

Give us access to carry out checks - including an annual gas safety check.

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 catch fire 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. Turn the heat source off and cover with a damp tea towel or fire blanket. Call the Fire Service if you need to. Do not attempt to move the pan for at least 30 minutes.
- 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.

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.
- Do not overload freezers or fridge freezers.
- Electrical leads should not be run under carpets as damages will go unseen. Do not use damaged cables or plugs – throw them away.
- Unplug appliances when you're not using them and also when you are asleep, to help reduce the risk of fire.

Taller buildings and new fire safety regulations

- We've introduced Building Safety Managers to inspect and manage safety in our taller buildings.
- If you live in a taller building and feel you could need more assistance if you ever needed to evacuate in an emergency, get in touch with us. We will work with you to understand your needs and ensure this is included in the fire brigade's evacuation plan for your building.
www.guinnesspartnership.com/building-safety/



New fire safety regulations are coming in **January 2023** which will mean that if you live in a building over 11 stores we will need to:

- Complete an annual fire door safety check of your front door
- Complete quarterly checks to communal fire doors
- Send you an annual Fire Action Notice (FAN) to help you understand the evacuation strategy for your building.

If you live in one of our taller buildings, we will write to you in the new year to share more information with you.

- Do not 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 not a halogen, bar or convector heater.
- Always keep clothes, curtains and furniture well away from heaters.



Register your electrical appliances with www.registermyappliance.org.uk for recall notifications.

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 and into your home.
- Do not smoke on a balcony or allow guests to do so. Do not drop cigarettes on or over the side of the balcony, as this can cause a fire.
- If the balcony is a communal balcony it may be a fire escape route and should be kept clear at all times.



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.

There have been reports in the press about people improvising open fires in their homes with over 100 fires reported by the London Fire Brigade recently (in non-Guinness homes) as a result.

For your safety if you do have a solid fuel fire installed in your property, use a fire guard and keep anything that could catch alight well away such as logs and kindling which could be ignited.

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.

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 fire doors open or shut.
- 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 compromise 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 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. Plan what to do if there was a fire in your home:

- 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).
- 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. You can let us know by using this web form: **www.guinnesspartnership.com/building-safety/**

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.

Call 999 as soon as it is safe to do so.

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.

However, 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.

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. (Unless this is a designated fire lift and you have been told you can use it). 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**.

For information from the London Fire Brigade (our Primary Authority Partner) about fire safety at home, visit: **www.london-fire.gov.uk/safety/the-home/**



**SCAN ME:
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advice and
information**



Damp, mould & condensation



If you are having problems with damp and mould, it's important you tell us as soon as possible - and if anyone in your home has a health condition you should tell us urgently.

Mould

Mould is a type of fungus. Mould can quickly grow on surfaces where there is dampness or water. It spreads through spores, which are invisible but are in the air around us all the time. This can cause health problems or worsen them. Any concerns about mould in your home should be reported to us.

Damp

Dampness occurs when there is excess moisture on a surface or in a structure. It can cause unsightly and harmful mould and can cause damage to your health and to your home.

There are four main causes of dampness in homes in England. It's important to understand the difference because they have different solutions:

Condensation is the most common cause of damp and mould. Condensation happens when moisture in the air inside the home comes into contact with a colder surface, such as a window or wall. The drop in temperature causes water to form on the surface. It's usually found in kitchens, bathrooms, the corners of rooms, on north facing walls and on or near windows. Kitchens and bathrooms are areas of the home where everyday activities (such as cooking and washing) create moisture in the air. Condensation is also found in rooms where there is low air flow and a lack of ventilation and behind furniture, particularly when it is against outside walls.

Water leaks from defective pipework (particularly in bathrooms and kitchens) can affect walls, floors, and ceilings. The affected area looks and feels damp. It stays damp in all weathers because the water leak will continue until it is repaired. Please report water leaks to us as soon as possible, so we can complete repairs where needed.

Penetrating damp appears because of a problem with the structure of the home, such as damaged brickwork, missing roof tiles, loose flashing, or leaking guttering. These can allow water to come into the home and into the floors, walls, or ceilings. Penetrating damp is much more noticeable after it's rained. There will be an obvious damp-patch which looks and feels damp. It is the result of a problem or fault with the home, which requires a repair. Please report it to us as soon as possible, so we can complete repairs where needed.

Rising damp is caused by water rising from the ground and coming into the home. It is not very common. It happens when water gets through or around a defective damp proof course (DPC) or



passes through masonry where there is no DPC. It only affects basements and ground floor rooms. It will be present all the time but can be more noticeable in winter. Please report it to us as soon as possible, so we can complete repairs where needed.

More on Condensation

All homes in England can be affected by condensation because the climate is cool and wet, particularly in winter. Normal household activities also constantly release moisture into the air. There are things everyone can do in the home to try and minimise condensation and prevent it causing dampness and mould.

It's important to tackle condensation quickly before mould can form and spread. Where you can, please take steps to reduce condensation and remove mould – we can give further advice and visit your home to assist. If a repair or improvement to the home is needed, we will do this as quickly as possible.



Some examples of how much moisture we produce:

Drying clothes indoors = 9 pints



Cooking and using a kettle = 6 pints



Breathing (2 people at home for 16 hours) = 3 pints



Washing dishes = 2 pints



Taking a bath or shower = 2 pints

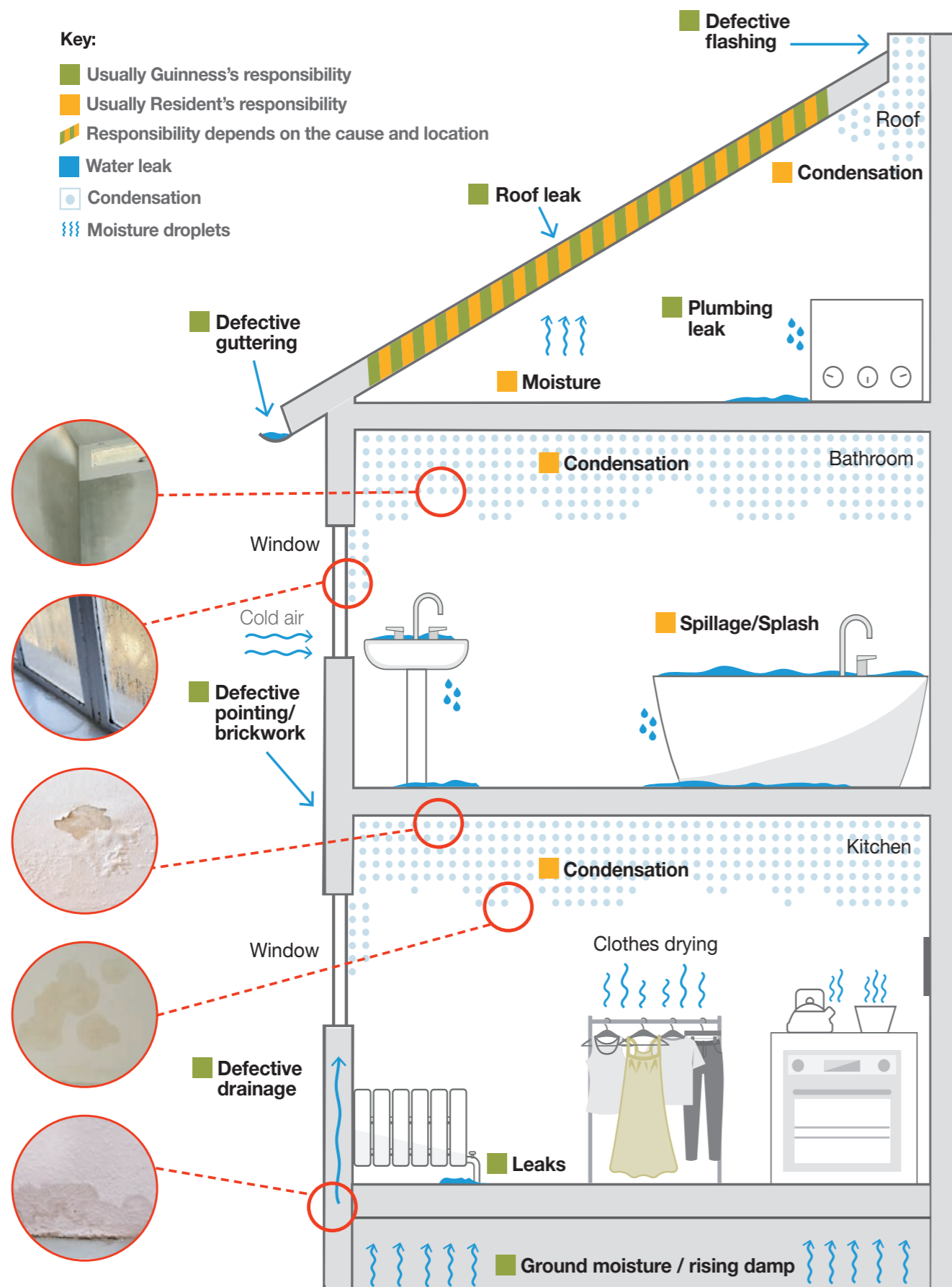


If you did all of the above you would add a total of 22 pints (10.4 litres) of extra moisture to the air inside your home.

Identifying sources of damp and condensation in your home

Key:

- Usually Guinness's responsibility
- Usually Resident's responsibility
- ▨ Responsibility depends on the cause and location
- Water leak
- Condensation
- ☾ Moisture droplets



To treat condensation it is important to ventilate your home by opening your windows and using any extractor fans that have been fitted. To prevent condensation becoming mould, please wipe down any surfaces where condensation has formed each day.

Treating mould

If mould does form, it can be treated. It's best to do it as soon as possible. When it becomes a deep black colour, it is harder to remove:

- Wipe down affected areas with a fungicidal (mould killing) wash, following manufacturer's instructions
- Wash mildewed clothes and shampoo mouldy carpets
- In cases of extensive mould on walls more substantial treatment is needed. Wallpaper may need to be removed and the plaster treated. Any redecoration should use fungicidal paint. Never paint over untreated mould with ordinary paint.

If you or anyone in your household is allergic to mould or has respiratory problems, please report any problems with mould in your home to us immediately.

Please take any immediate action you can, but please report the issue to us as soon as possible so we can help.

Treating mould may not always solve the problem if there is an underlying property issue, not related to condensation. Remember that it's important to maintain your home, and to report repairs to us so we can complete these.



Top tips for reducing condensation

- Cook with pan lids on.
- Open windows and vents to circulate air. If you have trickle vents on your windows, please do not close these, they help circulate air.
- Don't over ventilate in the winter – reducing the temperature of your home can make condensation worse.
- Use extractor fans when cooking or washing. Do not turn them off. If they are broken, tell us, so we can repair them.
- Keep kitchen and bathroom doors shut to prevent steam escaping into the home.
- Fill the bath with cold water first, then hot – this reduces steam by around 90%.
- Wipe away any condensation formed after a bath/shower.
- Try to keep a medium to low level of heat throughout your home. The ideal temperature of a home is between 17 and 21 degrees. If you are struggling to afford heating your home, please get in touch as there may be help or advice available.

Find out more on our website here:
guinnesspartnership.com/damp





Heating & hot water repairs and servicing

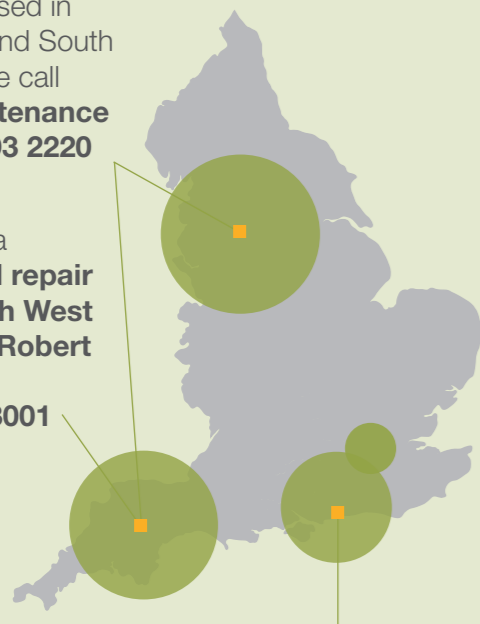
Last year we introduced new gas servicing arrangements.

If you have gas central heating and need to book a heating or hot water repair you can call our contractors directly to speak to a dedicated expert. They can book your appointment over the phone and may even be able to help you rectify issues.

North & South West

If you're based in the North and South West please call **Sure Maintenance** on **0800 093 2220**

If you want to request a **communal repair** in the **South West** please call **Robert Heath** on **0203 764 3001**



South East

If you're based in the South East please call **K&T Heating** on **0208 269 4502**

What you can expect from the service:



If it's an emergency gas appointment (when you don't have any heating or hot water), we'll visit within 24 hours. You'll receive a 5 hour appointment slot so you don't need to wait in all day.



If the engineer can't fix the problem during the visit and needs to come back with parts or to fit a new boiler, the new appointment will be booked straight away, or you'll be given details of the next steps.



Once an engineer has visited your home for a repair, you will be sent a survey by email so you can tell us how things went.



You also have access to an Energy Advice Officer who can work with you to make sure your boiler is running efficiently, and help you switch providers or tariff to save money.

For all other **queries and repairs requests** or if your heating or hot water is supplied through storage heaters and cylinders, or through renewable technology such as heat pumps, please continue to contact us on 0303 123 1890 or via our website.



Contents Insurance

We've teamed up with RSA Insurance Group who offer a contents insurance plan for Guinness residents, which is not available on the open market

This insurance plan starts from only 51p per week for £4,000 worth of cover. This includes:

Nil excess

(meaning you don't pay for the claim)

No set contract

(you can leave at any time)

You choose

how often you can pay

To find out more and sign up, visit our website guinnesspartnership/livingathome



Missed appointments

Each year, where we can't get access to carry out repairs, we lose time and money through missed appointments.

Repairs – letting us in to your home

If we need to access your home to carry out a repair or planned maintenance, we'll give you as much notice as possible prior to the appointment, and if we need to cancel or reschedule, we'll call you to let you know.

Sometimes these calls are from a withheld number, but we'll leave you a voicemail if you're unable to answer the call. If you have a repair booked with us and you receive a call like this, please check your messages.

Help us to help you

We know how important it is when you have a repair in your home that we get there as quickly as possible. Each year we have nearly 16,000 missed appointments when the resident isn't at home as agreed for their repairs appointment. This means that we have to reschedule which may delay the repair and someone else has missed out on the original time slot. You can help us by:


- Letting us know in advance if you need to change your appointment. You can do this online via your myGuinness account.)
- Giving us as much notice as you can.
- Giving us access to your home to fix something that does not directly affect you (like a leak in to the home below you).

We try to be as flexible as we can when we need to visit your home but, we have to carry out certain repairs and inspections within specific timeframes. For example:


- We are required by law to carry out a gas safety check and boiler service every year – this is to make sure your appliances are safe. This can also help ensure they're working efficiently and as cost-effectively as possible.
- We need to carry out electrical testing every five years. (This is where we test all the plug sockets and wiring to make sure it is safe to use).

Reporting and managing your repairs

Call our contractors direct for heating and hot water repairs – find out more on page 20.

 Book and manage your repairs online at www.guinnesspartnership.com/myguinness/ 24 hours a day, seven days a week.

 Speak to us on live chat on our website www.guinnesspartnership.com

 Or call us **0303 123 1890** from 8am–8pm, Monday to Friday.

If it's an emergency repair you can call us 24 hours a day, seven days a week.

aspireawards

backing your potential

Are you looking to boost your career, further your education, or support your local community?
We can help!



Find out more online at www.guinnesspartnership.com/aspire

Here's some of the ways
Aspire funding has helped

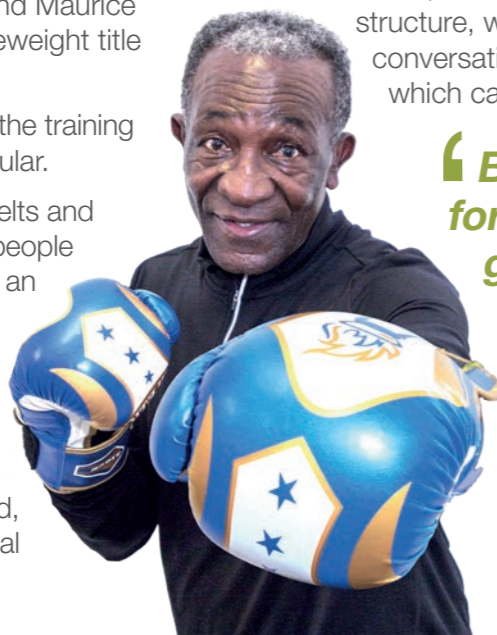
Aspire funding has helped the **Hope of Hackney boxing club** to purchase the all-important boxing ring they need to compete against other clubs in England. And by bringing local people together, the club is strengthening the community around it.

The club's head coach is boxing legend Maurice Hope who held the WBC Light Middleweight title from 1979-81.

Maurice said he could see the impact the training was having on young people in particular.

"They come in all excited. I bring my belts and trophies, which helps motivate them, people think boxing is barbaric but it's not, it's an art. You have to learn how to move, to use your brain as well as your feet. It's strategic – like drafts."

Ali Kakande, Project and Engagement Manager at The Boiler House – the charity that run the centre at Northwold, said the club is more than the traditional boxing club.



World champion is helping boxers aim high at Northwold.

She said: "a young person might not be going to school because of problems they're having there or at home, but the boxing club gives them a structure, week-in, week-out. It's where conversations can happen, unplanned, which can lead to positive changes."

Boxing has done a lot for me, and I wanted to give something back, we just couldn't do this without funding from Guinness.

Maurice

How to apply for an Aspire Award today!

During the past seven years over 400 customers have received Aspire Award grants for community projects, courses, training, and equipment. These grants have helped customers to achieve their dreams, further their careers and progress their talents. Winners have been supported with opportunities including equipment to start their own business or boost their talent, and courses in beauty therapy, construction, IT, and counselling. Aspire awards open for applications twice a year - **The next round is open until 30th Dec.**



SCAN ME:
for information
on how you
can apply.



Does fund		Doesn't fund	
Course fees for an undergraduate degree up to £9,250	✓	Course fees for postgraduate study	✗
Cost of academic books	✓	Driving lessons*	✗
Training fees	✓	Vehicles	✗
Course fees	✓	Insurance costs	✗
Job-specific equipment including Personal Protective Equipment (PPE), books or uniforms.	✓	Funding gap years	✗
One-off business set up costs including equipment, professional advice fees and accreditations	✓	Groups or organisations, salaries or course fees level 6 and above	✗
		Travel costs	✗
		Laptops, computers, mobile phones, broadband packages or software*	✗
		Accommodation costs	✗
		Premises costs	✗
		Staff salaries	✗

* unless there are exceptional circumstances.

It's more than just people learning art, it's helping them with their mental wellbeing.



Rose Hill

Top artist uses Aspire funding for vibrant new mural on her London Estate.

A top artist with a celebrity fanbase has created a vibrant new mural on her estate in London by working with her community and using Aspire Award funding.

Rose Hill led the project with other residents helping to design and paint the mural.

Rose's unique pieces have been commissioned by such famous faces as Charles Saatchi, Robert Webb and Sadie Frost. And she has taught at renowned institutions including the V&A Museum and the British Library.

The way communities came together throughout the COVID-19 pandemic got her thinking about

how her artwork could continue to help people connect with each other through creativity and mindful activities.

"It's more than just people learning art," said Rose. "It's helping them with their mental wellbeing, making a difference to people's lives and helping people leave a lasting legacy behind – something they feel part of and can show off to their friends and families."

The project began with a full-day workshop with 25 residents from the estate and was held at a local primary school. People of all different ages learned about colour and patterns. They picked the colours by voting on which ones to use. It took three days to prepare the wall and eight days to paint.

Residents involved said they were delighted to have taken part. Elena Lorenzo said: "The mural brought colour and happiness. It was beautiful to see neighbours helping and children taking part in this project."

See how you can save money and help the environment with advice and tips on leftovers, recycling and rubbish

Manage your waste



Recycling

Did you know that 88% of UK households consider recycling an established norm. 9% admit only recycling occasionally and 3% don't recycle at all*

Are your recycling efforts going to waste?

If you live somewhere that has shared or communal recycling bins, it's really important to use them correctly. Cross contamination in communal recycling bins can lead to the council or contractor having no choice but to send the full bin to landfill, literally wasting your recycling efforts.

We can all take a few simple steps to avoid this:

- Know your bins - find out what you can recycle in which bins in your area through your local council.
- Check the label to see if the item is recyclable.

*According to WRAP recycling tracker report 2021

- If you don't have a recycling collection at home you can find your nearest recycling drop off point at the recycle now website: www.recyclenow.com/recycle-an-item
- Make sure you collapse and fold cardboard boxes to leave more space in the bin.

Find more recycling tips at www.recyclenow.com

Flytipping and overflowing bins

Overflowing bins can lead to foul smelling bin stores, potential problems with vermin and potentially higher service charge or council tax costs.

The council or bin contractors may not empty overflowing communal bins or bins they're not able to move because rubbish is piled up in front of them.

When issues are reported to us about communal bins or waste scattered around the stores, we will inspect the area and then arrange a clear up or disposal. The cost of this is charged back through your service charges for your estate.

Where there are repeated issues with fly tipping of bulk waste we'll work with the local council to introduce measures to prevent it, as well as investigating and taking action against the people responsible. But there are things you can do too to help us to keep your communal bins collectable and clean:

- Report any fly tipping on Guinness land to us. If it's on the street, pavement or public land, report it to your local council.
- If the bin is full put your rubbish in the next appropriate one – if there are none available and the collection day is soon, wait until the waste has been collected before you add your rubbish.



- Check which day bins are collected in your area (with your local council) – often it's not just about which day they're collected but also which week recycling bins are collected too. And remember if you move home, even if it's nearby, it could change your bin collection day.
- If you need additional bins, please contact your local council.

Food waste



According to **Love Food Hate Waste** UK households waste 4.5 million tonnes of edible food a year – leftover food that could have been transformed into something delicious, and helped save you money.

www.lovefoodhatewaste.com have loads of tasty recipes to make from your leftovers as well as great tips to help you get the most of your food shop like:

- Washing rather than peeling vegetables, creating less waste and getting the most nutrients out of them
- Using all the edible bits of your vegetables eg use the stalk of broccoli in a stir fry
- Freezing leftovers or food close to its use by date such as cheese and milk.





Shaping our services

Your feedback is important to us, it helps us shape how we do things and deliver good services to you.

Our Customer Experience team works with residents to gather feedback and review our services to identify where we can do better. So far you have been involved in:

Activities residents have been involved in

Renewing our estates and gas contracts:

Residents shared feedback on how satisfied they were with grounds maintenance and pest control services. The feedback led to extension of contracts in some instances and recommendations for improvements in others.

Residents were also involved in agreeing what the service from our gas servicing contractors should be, and they helped select the contractors we use through a formal tender process. Find out more about our gas contractor service on page 20.

Residents have also been involved in:

- Reviewing our Resident Consultation policy to ensure it was clear and easy to read.
- Feeding back on our new Damp and Mould policy, including the advice we provide on how to prevent mould and damp (see more on page 16).

1,400



of you have attended events, taken part in surveys and helped us to make improvements to our services.

- Feeding back on our arrears policy to make sure it was clear and easy to read.
- Feeding back on joining the Experian Rental Exchange policy.
- Feeding back on our service standards to make sure the things we measure and publish our performance against, are the things that matter most.
- Reviewing of our building safety tender documents to ensure our tenders for services reflect resident requirements.

Complaints Update

We work hard to provide a great service to all our customers but there may be times when we don't get things right. We want to know, so we can do something about it. If you need to make a complaint, our team will do their best to put it right



You can make a complaint in the following ways:



Online
complete the form on our website

www.guinnesspartnership.com/complaints



Speak to us
on Live Chat on our website



Call us on
0303 123 1890



Text Relay
service



Social media
contact us on any of our social media channels



Speak to your Customer Liaison Officer or another customer-facing staff member (any member of staff can take a complaint).



3,916

complaints received
(2021/22)



52%

of complaints upheld
(2021/22)

We use the feedback from complaints to improve our services and processes. In the last year, complaints highlighted that we need to:

- Improve the way we keep residents informed about repairs
- Improve our timeliness in responding to complaints within 10 working days
- Ensure the solutions we offer to complaints are fair and proportionate
- Improve our anti-social behaviour case handling

Housing Ombudsman Service



We will do what we can to resolve your complaint in our two stage process, but if you're not satisfied with our response, you can now contact the **Housing Ombudsman** direct after our final response and they will review it. You can contact the Housing Ombudsman at any point within your complaint for general advice and assistance.

How we're doing this

- Improving our complaints policy so it's clearer
- Improving the quality and timeliness of our complaint responses
- Reviewing our compensation policy
- Investing in additional customer service training
- Improving our internal systems to ensure better record keeping around repairs
- Extending customer feedback surveys to all complaints
- Improving the quality of our ASB responses, keeping residents updated on the progress of a case where we are able to disclose details
- Improving the IT systems we use to manage Anti-Social Behaviour cases.



SCAN ME:
for more on our complaints process.






How are we doing?

To make sure we're providing you with a great service, we asked what matters most to you. These are the things we focus on below. We publish the results on our website every quarter so you can compare how well we're delivering our services over time.



March 2022 - Sep 2022

Your Home	Your Community	Your Voice
		
We complete or make safe emergency repairs within 24 hours	We inspect your estate at least once every three months	Satisfaction with our customer service team
We complete non-emergency repairs within 28 days	We complete communal repairs within 28 days	Satisfaction with the outcome of your query
We complete repairs at the first visit	We investigate and action urgent reports of ASB within 24 hours	Satisfaction with our Live Chat service
We always keep repairs appointments	Satisfaction with our cleaning service	Calls answered within 60 seconds
We keep our rental customers safe by carrying out an annual gas safety inspection	Satisfaction with our grounds and maintenance services	Complaints resolved within 10 working days
Satisfaction with repairs	Satisfaction with the maintenance and upkeep of internal fixtures in your communal area	Satisfaction with the outcome of your complaint
	Overall satisfaction	



CAMPBELL
TICKELL

Resident Board Member

Paid role / Flexible location (meetings in London)

At Guinness everything we do is about our customers and our communities. Every pound we make is invested in achieving our social purpose, which is to provide great homes and great services.

The Board at Guinness takes overall responsibility for our organisation. We need to make sure that we have a range of skills and experience at Board level so that our organisation remains well-run. We are now seeking a current Guinness resident to join us on the Board. You will bring important skills and experience, helping us to shape decisions by bringing a customer perspective to all of our discussion and decisions as a Board.

We want our Board to reflect the diversity and needs of our residents. So, we welcome applications from residents from all backgrounds and a range of life experiences.

You do not have to have been on a Board before, as we will provide support and training. But you will need to be committed to working with others, and someone who likes to contribute to discussion and is also a good listener.

This is a great opportunity to get further involved in influencing how Guinness does things.

There is an information pack about the Resident Board member role at this link www.campbelltickell.com/jobs.

We have employed an agency (Campbell Tickell) to help us with this recruitment. **Bill Barkworth** and **Gera Patel** from the agency are available to have a chat with you and to talk you through what the role involves and give you advice on your application.

The information pack includes their contact details, so after you have looked through the pack you can get in touch with one of them for further conversation about this opportunity.



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

Closes: 12 noon on Tuesday 24 January 2023

Contact us



With a **MyGuinness** account you can view and manage your account instantly, update your details and pay your rent at any time at guinnesspartnership.com/myguinness



Speak to us online with **Live Chat** at www.guinnesspartnership.com



Call Customer services on **0303 123 1890**
We're open Monday to Friday, 8am – 8pm.
For urgent out-of-hours repairs you can call us anytime.



If you have hearing or speech difficulties, you can contact us via **Text Relay**:
18001 0303 123 1890



We also offer a wide range of other online contact methods, you can report a communal repair, anti-social behaviour, neighbourhood issue or other general queries via our online forms www.guinnesspartnership.com/contact-us/



Visit our Facebook page [guinnesspartnership](https://www.facebook.com/guinnesspartnership) or follow us on Twitter [@yourguinness](https://twitter.com/yourguinness)



**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 أيضاً أن نقدم إليك هذه الوثيقة مطبوعة بالخط الكبير أو على هيئة

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.

Punjabi

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

Bengali

আমরা এই কাগজটি আপনার পছন্দ করে ভাষায় অনুবাদ করতে সক্ষম।
অনুরোধ করলে, আমরা এটিতে বড় অক্ষর অথবা অডিও আকারে দিতে সক্ষম।

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 formacie audio lub dużego druku.

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。

Resident and colleague safety: Our priority is keeping our residents and colleagues safe and we are here to support you if you need it. There's been an increase in aggression and violence towards staff working across all public services and recently the law has been changed which now makes this a criminal offence. We have thousands of residents and the majority are respectful to our colleagues, but sometimes when life and personal situations get difficult we've had cases where customers have taken that out on our staff. Physical or verbal abuse towards our staff will not be tolerated.