

Resident Engagement Report 2025/26



Contents

About this Report.....	3
Our approach to engaging and listening to residents.....	4
National engagement activity.....	7
Our Group Board and Customer Committee.....	11
The difference residents have made.....	19
Involving residents in the procurement of contractors.....	24
Clearer and fairer policies.....	26
Acknowledgement and thanks	34



About this report

This report sets out how we have delivered the commitments in our **Resident Engagement Strategy** over the past year and demonstrates how resident feedback has influenced the decisions we make and the services we provide. It highlights the opportunities residents have had to get involved, what they told us, and the changes we have made as a result.

Our Resident Engagement Strategy is built around a clear vision: to create a culture where resident voice is heard at every level of the organisation and resident engagement is embedded in everything we do. We want residents to feel informed, listened to, empowered to shape services, able to scrutinise our performance, and confident that their voice makes a difference.

Over the last year, we have continued to strengthen our resident engagement work, including expanding resident scrutiny through our Customer Committee and Resident Voice panels, delivering impactful consultations on policies and service standards, and involving residents in the design and improvement of services such as repairs and digital services. This reflects our commitment to ensuring residents have meaningful influence over the homes and services they receive.

This report was developed with feedback from our **Customer Committee** and **Resident Voice panels**, helping to ensure the content is relevant, accessible and focused on the outcomes that matter most to residents.



If you would like to get involved, scan the QR code for more details.



Our approach to engaging and listening to residents

We know that to be good at what we do, we must listen to the people we are here to serve: our residents. And we must respond to what residents tell us, so they trust us and know their voices are heard and know that what they tell us makes a difference. We want to create a culture where resident voice is heard at every level of the organisation and resident engagement is embedded in everything we do.

This is about making sure residents feel:

- Informed about what’s going on - particularly around their homes and neighbourhoods.
- Listened to and heard - so what they tell us has a visible impact on what we do.
- Empowered - to shape the services they receive from us.
- Able to scrutinise what we do - so their experiences help us improve what we do and how we do it and above all.
- Confident that they are respected and their voice makes a difference.

When we make decisions about policies and services, the Board and Executive Team carefully consider what residents have told us through feedback, consultations and engagement activities.



In our Resident Engagement Strategy we said we would monitor, measure and report the following:





69,925

Total residents contacted
(including repeats)



National engagement activity

	Q1	Q2	Q3	Q4	YTD
Total residents contacted*	11,879	18,012	12,141	47,839	69,925
Total resident who took part	391	186	678	4,458	5,713
Took part in an online focus group	15	25	51	46	137
Took part in an in-person focus group	51	93	45	86	275
Took part in an online survey	253	78	561	4,269	5,161
Took part in an interview – phone/F2F	1	13	0	14	28
Took part via YourVoice	71	33	24	16	144

Figures reflect individual instances rather than unique residents - some residents may have contributed twice.

How We Make Sure Everyone’s Voice is Heard

We want to hear from as many different residents as possible, so that the feedback we receive reflects the communities we serve.

- When we ask for residents’ views, we may also ask for some information about them (such as age or household type). This helps us check whether the people responding are representative of our wider resident population.
- When we run focus groups, we invite a mix of residents from different backgrounds and experiences so that a range of perspectives is included.
- For topics that may affect certain groups more than others, we make a special effort to hear directly from those residents.
- For example, when we asked residents about the use of CCTV, we held a focus group at one of our older persons’ housing schemes, as we recognised that safety and security may be particularly important concerns for older residents.
- Most residents who have told us they would like to be involved in engagement and consultation activities prefer to take part online. We therefore use digital methods extensively, while also offering other ways to get involved where needed.
- We regularly review who is taking part in our engagement activities and report this information to our Customer Committee and Board. This helps us identify any groups who may be under-represented and improve our approach.



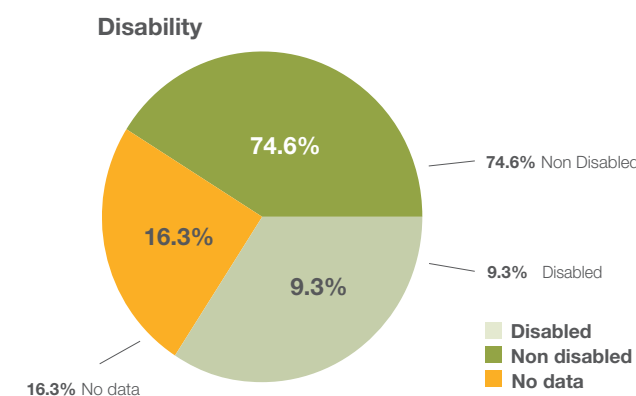
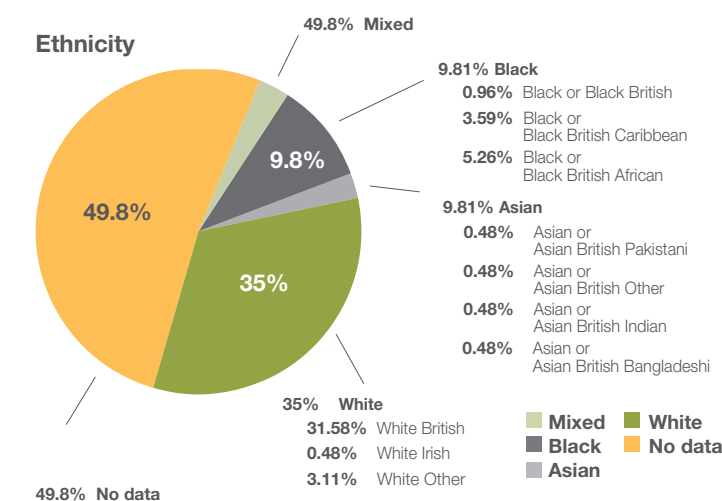
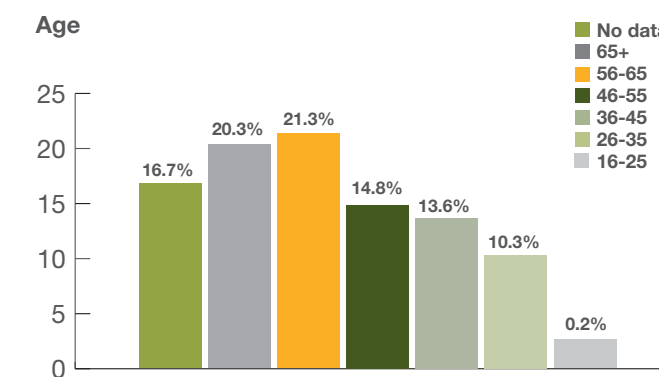
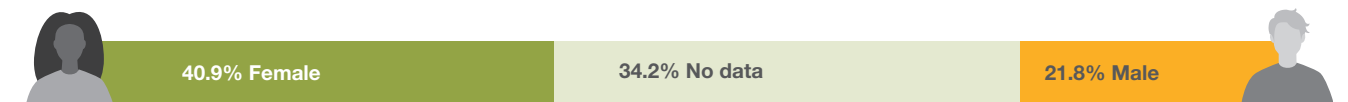


5,713 

Total instances residents took part

Residents involved across 2025-26

Demographics on this page represent the residents involved in the formal engagement structures.



Our Customer Committee is part of our governance structure and helps ensure residents have a stronger voice in how we operate.



Our Group Board and Customer Committee

Group Board

The Guinness Partnership Limited (TGPL) Board is the overall governing body of the Guinness Group. The Committees, including the Customer Committee, report into the TGPL Board. The Board has resident members (one current tenant, one former tenant and one tenant of another housing association). A number of the Board Members sit on the Customer Committee.

The Board hears resident voice through quarterly resident reports, including complaints, case studies and visits to estates. They also review the Resident Scrutiny reports undertaken by the Customer Committee and receive reports on Resident Engagement activity.

Customer Committee

Our Customer Committee is part of our governance structure and helps ensure residents have a stronger voice in how we operate. The Committee brings together residents and Board Members, creating opportunities for residents to work directly with non-executive Board Members and hold senior leaders accountable for service performance.

The Committee focuses on issues that matter to residents, including service quality, fair outcomes for all residents, resident engagement, resident scrutiny, and how resident feedback influences decision-making.

Resident members bring their own experiences and perspectives to discussions, helping us understand the impact of our services. While they do not represent specific groups of residents, manage complaints, or direct day-to-day services and operations, their insights help shape and challenge our approach to delivering services.

Scrutiny reviews

Scrutiny reviews are carried out by the Customer Committee, supported by an independent external consultant, using a range of methods including resident focus groups, mixed staff and resident focus groups, staff interviews, and document reviews.

This year the Customer Committee carried out three reviews, focusing on Damp and Mould, Communication and Anti-Social Behaviour (ASB).



Damp and Mould scrutiny review

What residents told us

During 2025, residents carried out a detailed scrutiny review of our Damp, Mould and Condensation. Working alongside an independent advisor, residents reviewed policies, procedures, resident communications, complaints and performance information, as well as speaking directly to other residents and staff about their experiences. The review highlighted many positive aspects of the service and identified opportunities to further improve the resident experience. Residents particularly emphasised the importance of:

- Clear and consistent communication throughout the inspection and repairs process.
- Regular updates following inspections, surveys and repairs.
- Strong information sharing between teams.
- Continued focus on meeting the expectations of Awaab’s Law.
- Flexible appointments that meet their needs.
- Consistent service delivery across regions and contractors.
- Access to the right expertise to diagnose and resolve damp and mould issues effectively.

The review provided valuable insight into residents’ experiences and helped shape a series of resident-led recommendations.

What we committed to

We welcomed the findings and developed a comprehensive action plan in response to the recommendations. The action plan was approved by the Customer Committee in October 2025 and is helping to shape ongoing service improvements and influenced our approach to the implementation of Awaab’s Law. Key areas of focus included:

Strengthening communication and follow-up throughout the damp and mould journey.	Enhancing training and development for colleagues and contractors.
Improving the quality and consistency of case information.	Reviewing processes to provide a more joined-up experience for residents.
Exploring greater flexibility in appointment arrangements.	Strengthening oversight of contractors and subcontractors.
Ensuring policies and procedures continue to align with the requirements of Awaab’s Law	Promoting greater consistency across all regions.

Anti-Social Behaviour scrutiny review

What residents told us

The review sought to understand how effectively we support residents experiencing ASB and to identify opportunities for improvement. The review found a number of strengths in the service, alongside areas where residents felt their experience could be enhanced. Residents particularly emphasised the importance of:

- Receiving clear and timely communication throughout an ASB case.
- Understanding what actions Guinness can take in law and what outcomes can be expected.
- Faster and more consistent updates on case progress.
- A proactive approach to tackling more complex ASB issues, including drug-related ASB.
- Ensuring residents feel supported throughout what can often be a challenging experience.
- Strengthening prevention and early intervention to help address issues before they escalate.

The review provided valuable insight into residents’ experiences and helped shape a series of resident-led recommendations.

What we committed to

We welcomed the findings from the scrutiny review and developed a comprehensive action plan, which was approved by the Customer Committee. Our commitments include:

Improving communication with residents throughout the ASB process.	Introducing a more consistent approach to keeping residents updated on case progress and outcomes.
Providing clearer information about the role of Guinness, the powers available to us and how ASB cases are investigated.	Strengthening support for residents affected by anti-social behaviour.
Enhancing our response to more complex ASB cases through improved partnership working with external agencies.	Increasing focus on prevention and early intervention to help reduce ASB in our communities.
Improving the use of harm and risk assessments to support residents more effectively.	Monitoring progress through the Customer Committee to ensure improvements continue to be delivered.

Communications scrutiny review

What residents told us

The review explored written communications, resident contact processes, communication channels and residents’ overall experience when interacting with Guinness.

Residents stressed the importance of clear, timely and accessible communication and identified opportunities to strengthen the resident experience. Key themes included:

- Making communications clearer, more consistent and easier to understand.
- Ensuring written communications are empathetic and resident-focused.
- Improving how resident information is recorded and used so residents do not have to repeat their circumstances.
- Making better use of technology and communication channels to keep residents informed.
- Providing consistent information and service updates.
- Improving accessibility and making it easier for residents to understand what actions Guinness is taking and what they can expect next.
- Strengthening oversight of contractor communications to ensure residents receive a joined-up experience.

The review highlighted the important role communication plays in building trust and confidence in our services.

What we committed to

We welcomed the findings from the scrutiny review and developed an action plan, which was approved by the Customer Committee. Our commitments include:

Delivering communication skills and writing training for colleagues to promote clear, consistent and empathetic communications.	Improving the quality and consistency of resident information held within our systems, reducing the need for residents to repeat information.
Making better use of technology and automation to improve communication and service updates.	Reviewing and introducing communication templates to ensure residents receive clear and consistent information.
Strengthening communication quality and accessibility across services.	Improving oversight of contractor communications and monitoring how often contact is made with residents on Guinness’s behalf.
Exploring opportunities to enhance digital channels and resident contact methods.	Continuing to involve residents in testing and reviewing communication improvements before they are implemented.

Resident scrutiny remains a key part of how we improve our services. We are committed to listening to residents, acting on their recommendations and providing regular updates on the improvements we make. Together, we are ensuring resident voices continue to shape decisions and drive positive change across Guinness.

	Total no of recommendations
Damp and Mould Scrutiny Review Review on Guinness’s approach to handling cases of damp and mould.	14
Anti-Social Behaviour Scrutiny Review Review on effectiveness of our approach to anti-social behaviour by assessing progress since the introduction of the new ways of working which were implemented as a result of the first initial review.	20
Communications Scrutiny Review Review on service-related communications, like those during repairs, complaints, and anti-social behaviour cases – as well as how we handle urgent or crisis situations.	23



Resident Voice panels

Resident Voice panels give residents in each region a direct way to share local insight and help shape our services. Following a successful pilot, we launched four panels across five regions in 2026, with plans to expand further. Panel members review performance, challenge services, contribute to scrutiny reviews, and help shape policies, ensuring residents’ views are consistently heard in decision-making. While panels do not make decisions themselves, they help influence them and strengthen accountability by linking regional resident feedback to the Customer Committee through a formal escalation route.

Resident feedback has already helped improve how the panels operate, including clearer roles and responsibilities, stronger links into decision-making, more meaningful performance information, and tailored training and support for panel members. The London Resident Voice panel also includes former members of the Shepherds Bush Housing Association (SBHA) Resident Voice, helping to retain valuable resident experience and local knowledge.



Building Safety Panel

Our Building Safety Resident Engagement Panel brings together residents who live in our taller buildings (referred to in legislation as High Risk Buildings, or HRBs) across the country. The panel meets every three months and works closely with us to ensure residents’ views help shape our approach to building safety. Its main focus so far has been helping to develop and improve our Building Safety Resident Engagement Strategy.



The Panels’ impact

Building Safety resident engagement

The panel’s feedback directly shaped a new national approach to building safety engagement. As a result, residents in our taller buildings (HRBs) will receive clearer and more consistent building safety information, have more opportunities to provide feedback on building-specific safety plans, and benefit from a more structured approach to consultation and involvement. This approach is now being rolled out across our taller buildings (HRBs) to ensure residents have a stronger voice in building safety matters.



Clearer resident communications

The London Resident Voice Panel shared resident feedback that some estate-wide letters can feel targeted because it is not always clear that they have been sent to all households. Residents asked that future communications clearly state when they are being issued across an entire block or estate.



In response to this feedback, we updated our communications templates to clearly identify when a message has been sent block-wide or estate-wide. Where communications may be sent to either all residents or a specific group, we created separate template versions to avoid confusion. We have also strengthened our approach to using residents’ names, helping communications feel clearer, more personal and less likely to make residents feel singled out.



Interested in joining a resident panel?

Let us know and we’ll contact you when future recruitment opens in your area. Scan the QR code to register.



SCAN ME

Being a good landlord is our top priority, with a strong focus on well-maintained homes and responsive repairs.



The difference residents have made

Our 5-year Guinness Strategy

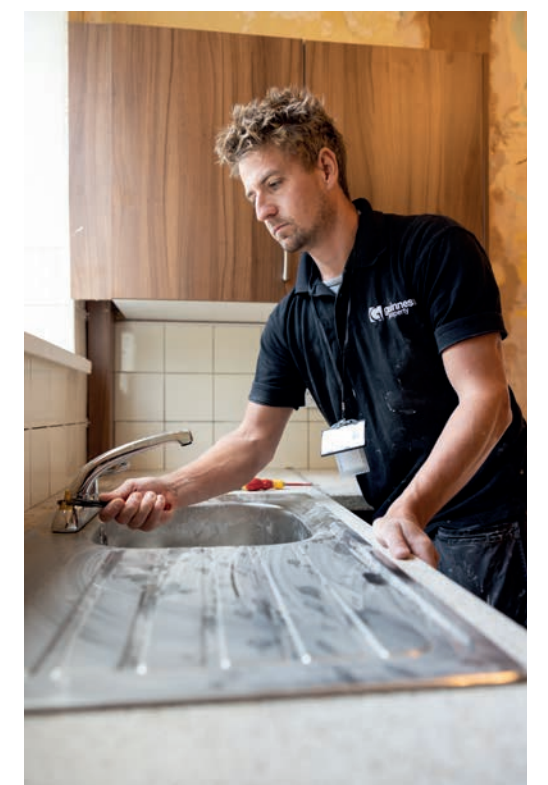
What we did

As we developed our new 5-Year Guinness Strategy, we spoke to residents across the country through focus groups and other engagement activities. Residents shared their views on our priorities, the choices we face, and where they believe we should focus our efforts. This feedback was reported to and discussed by the Board as part of the strategy development process.

What residents told us

- Being a good landlord is our top priority, with a strong focus on well-maintained homes and responsive repairs.
- Our responsibility must extend beyond residents' front doors and includes the wider neighbourhood and estate, particularly when it comes to safety, security and the quality of shared spaces.
- Residents expect to be treated with respect in everything we do, including how we communicate, how we deliver services and what we ask of them.

These views helped shape the priorities and commitments set out in our 5-Year Guinness Strategy, ensuring it reflects what matters most to residents.



Better digital services

What we did

Over 60 residents from across the country took part in five rounds of testing to help design and improve our new online services. Residents aged 19 to 79, with varying levels of confidence using digital services, shared their experiences and feedback to help create a service that is easy and accessible for everyone. We also received over 5,000 responses to our launch survey, giving us valuable feedback on what was working well and where improvements were needed.



What residents told us

Residents told us they wanted easy-to-use, accessible online services which enabled them to register and log in quickly. They also wanted a single secure portal for managing their home and engaging with us digitally. They felt the registration and log in steps were straightforward and wanted to be guided through the steps with jargon-free information. Residents liked the professional and simple look and feel of the portal.

What we changed

Resident feedback led directly to more than 100 improvements to the portal, including:

- Clearer navigation**, including redesigned icons and improved signposting, making it easier for residents to find key services such as updating their contact details.
- Helpful error and success messages**, giving residents clear guidance on what went wrong and what they need to do next, such as ensuring they meet password requirements.
- Clearer explanations** and step-by-step guidance throughout registration and account setup, including plain English descriptions of features such as Multi-Factor Authentication and how to complete the steps.
- Quicker access** to the services residents use most via a simpler, more intuitive homepage.

These changes have made the portal easier to use, more reassuring for residents, and better aligned to the services they told us they wanted.

“It’s much better than the old portal. Everything is smoother, loads quicker and it looks much clearer.”

Making repairs easier and more responsive

What we did

We worked with residents to improve both our repairs service and the way repairs are reported. In July 2025, 54 residents took part in regional focus groups and a national online session to share their views on repairs priorities, timescales and service standards. Later in the year, residents also helped test a new online repairs reporting tool designed to make it easier to report issues and help us diagnose problems more effectively. Eleven residents took part in testing and shared feedback before the service was relaunched.

What residents told us

Residents wanted more flexibility when booking appointments, clearer explanations of repair categories and timescales, and a new priority level for repairs that are important but not urgent. Residents also wanted better communication throughout the repair process and services that meet the needs of residents with additional needs. When testing the new online reporting tool, residents said they preferred the new approach, valued being able to upload photos, and wanted clearer guidance on emergency repairs, responsibilities for repairs and the information being requested.

What we changed

Resident feedback helped shape our updated Responsive Repairs Policy and improvements to our online repairs service. As a result, we:

- Introduced** a new mid-tier repair priority with a target timescale of five days for repairs that need attention quickly but are not emergencies.
- Increased** our focus on providing clearer and more timely communication throughout the repairs journey.
- Added** clearer guidance on what constitutes an emergency repair.
- Provided** clearer information on whether a repair is the responsibility of Guinness or the resident
- Improved** signposting to third-party organisations, such as utility providers, where appropriate.
- Enabled** information and guidance to be provided in residents’ preferred languages.
- Included** simple advice to help residents resolve some issues themselves without needing to contact us.
- Explained** why certain questions are asked when reporting a repair, providing greater transparency and context.

Many of the improvements have enhanced the information we collect when a repair is reported, helping us send the right contractor with the right materials and reducing the need for repeat visits.

Shaping better Neighbourhood Services together

What we did

Worked with residents to understand what matters most when it comes to local housing and neighbourhood services, and used this feedback to help shape how our services will operate in the future.

What residents told us

Residents wanted housing services that are visible and easy to access, with local teams who know their communities and work proactively with residents and partners to keep neighbourhoods safe, supported and thriving.



What we changed

Resident feedback has helped shape a new approach to delivering housing and neighbourhood services. We are now testing this approach in a small number of areas, with local teams taking a more visible and community-focused role to provide a better experience for residents.



Supporting residents through temporary moves

What we did

We reviewed and redesigned that way we manage temporary moves through feedback from residents. We then tested the new approach with residents through an online focus group and survey to make sure it addressed the issues that matter most to residents.

Communication is important. We want to know who to contact throughout the process.



What residents told us

Residents told us the process needed to be more consistent and clearer, with better communication about eligibility for a temporary move and about their move back home, and expenses payments whilst away from home. Residents also said it was important we properly understood individual needs before a move takes place, helping to ensure suitable temporary accommodation and support can be arranged.

What we changed

We made a number of improvements to create a smoother experience for residents who need to move temporarily:

- Updated** the initial assessment to better identify individual needs and ensure appropriate support is in place.
- Agreed** and managed residents' expenses in advance to reduce uncertainty.
- Opened** dedicated cases on our system for residents requiring a temporary move, with staff recording all contact and interactions.
- Maintained** regular contact throughout the resident's journey, ensuring residents receive timely updates, support, and assistance.

Involving residents in the procurement of new contractors

Communal cleaning

What we did

Worked with residents to identify the key priorities for a good cleaning service. We engaged 78 residents through a validation survey to help shape the evaluation criteria for our cleaning procurement and involved a resident in reviewing and validating the contractor scoring approach.

What residents told us

Residents wanted to be involved in helping us select the right cleaning contractors and for us and our contractors to provide consistent cleaning schedules, clear communication and high-quality cleaning standards.

What we changed

We strengthened the evaluation criteria to place greater emphasis on cleaning quality, consistent schedules, resident communication, staff training, health and safety compliance, and processes for resident feedback and continuous improvement. Independent assurance was also provided to ensure contractor scoring was applied fairly and consistently, giving residents greater confidence in the selection process.

Heating and hot water services

What we did

We involved residents in how we are going to procure heating and hot water services. We gathered feedback through listening sessions and a survey involving 158 residents, to understand what matters most and used this insight to shape the evaluation criteria for our heating and hot water procurement process.

What residents told us

Residents wanted to be involved in helping us select the right heating and hot water contractors and for services to provide clear communication about appointments and follow-on works, knowledgeable engineers, and accurate diagnosis of issues the first time.

What we changed

We enhanced the evaluation criteria to place greater emphasis on proactive communication, appointment updates, effective first-time problem resolution, appropriate engineer allocation, flexible appointment options, resident engagement and ongoing service communication. This will ensure the next stage of procurement focuses on the outcomes residents value most, driving more responsive, reliable, and resident-focused services.



Clearer and fairer policies

Recharge Policy

What we did

Engaged with residents through a survey involving 253 residents and focus groups with 18 residents to understand their views on when residents should be charged for repairs or services that are not Guinness's responsibility.

What residents told us

You said that residents should be responsible for the cost of repairs or services where they are at fault, and that charges should be applied fairly and transparently.

What we changed

We introduced a new Recharge Policy that clearly sets out when residents may be charged for repairs or services that are their responsibility, helping to ensure a fairer and more consistent approach for everyone.

I'm very impressed that Guinness are asking us instead of just doing it.

Supporting residents with significant additional needs

What we did

Worked with residents to understand how we can better support people with significant additional needs and used their feedback to shape our new Residents with Significant Additional Needs (RSAN) Policy. In total, 166 residents took part in focus groups and surveys sharing their experiences and views.

What residents told us

Residents said that communication should not rely solely on digital channels, direct conversations are often more effective for complex issues, and residents should not have to repeat information to different colleagues. Residents also highlighted the importance of privacy, consent and personalised support.

What we changed

The new policy is clearer about the flexible communication options available to residents, including non-digital methods, and takes a personalised approach by assessing needs on a case-by-case basis. Agreed support is recorded clearly so residents receive a consistent service, while decisions are explained and followed up where needed. The policy also reinforces our commitment to privacy and consent when collecting or sharing personal information.



Community grants

What we did

Worked with residents to design a new Community Grants programme that is easier to access and better supports local community projects. We gathered feedback through surveys, analysed programme data, and involved residents in workshops and discussions to understand what would help them apply for and manage community funding. We also tested different application processes, support options and payment methods to make sure they worked for residents.



What residents told us

Residents told us they wanted community funding to be easy to access, with a straightforward application process, clear guidance and practical support to help turn ideas into community projects. Residents also shared their views on the best ways to receive funding and the type of support they would need to successfully deliver local activities.

What we changed

Resident feedback directly shaped the development of our new Community Grants programme. As a result, we:

Simplified the application process.	Increased the guidance and support available to residents applying for funding.
Strengthened collaboration between residents and local Guinness colleagues.	Tested the grants programme with resident groups across the country and used their feedback to make further improvements.
Introduced additional community funding opportunities through our 2025 Festive Campaign.	Developed a more accessible and resident-focused approach to community grant funding and payments.

The feedback and learning gathered throughout the design and testing process will continue to inform the final Community Grants programme ahead of its full launch.

Estate inspections

We regularly carry out estate inspections with residents to understand what is working well in neighbourhoods and where improvements are needed. These inspections provide residents with an opportunity to share their views on local services, the condition of communal areas and their priorities for their neighbourhood. Around 1,000 joint estate inspections are scheduled with residents every quarter across our communities.

Resident feedback from estate inspections helps us identify and address local issues, improve neighbourhood services and prioritise improvements that matter most to residents. We are also testing monthly estate inspections in some locations to understand whether more frequent inspections can help us respond more quickly to resident concerns and improve neighbourhood standards.



Learning from complaints

When something goes wrong, it is important that residents feel listened to and that issues are resolved quickly and fairly. Complaints provide valuable feedback, helping us understand residents’ experiences and identify opportunities to improve our services.

We regularly review complaint feedback and use what residents tell us to make changes, improve services and ensure we continue learning as an organisation.

The top three reasons for complaints were:

- Unreasonable delays to carry out agreed actions
- Communication failures
- Repairs not complete as promised

What we changed

We use learning from complaints to make improvements across our services. Changes we’ve made include:

- **Making** it easier to access our services through improvements to MyGuinness, making it simpler for residents to report repairs, manage accounts and raise concerns online.
- **Improving** communication by providing colleagues with additional training and guidance to help them keep residents informed, manage expectations and explain decisions more clearly.
- **Strengthening** our repairs service through clearer repair categorisation, improved prioritisation of health and safety issues, and the use of technology and video diagnostics to help identify problems more accurately.
- **Improving** contractor performance and repairs quality through stronger contract management, enhanced oversight and new long-term maintenance and investment contracts.
- **Reducing** noise issues by improving soundproofing works carried out in empty homes before new residents move in.
- **Improving** record keeping and follow-up through enhancements to our systems, helping us maintain more accurate resident information and better track actions and commitments.
- **Supporting** residents with additional needs through the introduction of our Residents with Significant Additional Needs Policy and improvements to how we communicate and engage with residents.
- **Reviewing** policies and processes including updates to our Pets Policy, Leasehold Services review procedures and tree maintenance processes to improve fairness and consistency.
- **Building** colleague skills and confidence through enhanced complaint handling training, updated compensation guidance and a review of our Compensation Policy to support fair and consistent outcomes.
- **Improving** how we analyse complaints so we can identify root causes, spot trends earlier and make targeted service improvements more effectively.

This learning helps us improve services, resolve issues more effectively and provide a better experience for residents.

Section 20 consultations

Section 20 consultations often span a lengthy period, from the initial notice through to contractor appointment and completion of the consultation process. In many cases, consultations can take more than a year to conclude. Therefore, in-year figures should be viewed as a snapshot of activity rather than a measure of consultations completed within a single financial year.

During 2025/26, our Section 20 programme continued to support the delivery of essential investment, safety and maintenance works across a range of homes and communal areas. At the end of the reporting period, residents were involved in 16 live consultations, comprising:



The live consultations included a variety of improvement and compliance projects such as fire safety works, lift upgrades, external repairs and decorations, communal improvements, roofing works and other major investment programmes.

It is important to note that Section 20 consultations often span a lengthy period, from the initial notice through to contractor appointment and completion of the consultation process. In many cases, consultations can take more than a year to conclude. As a result, annual figures should be viewed as a snapshot of activity rather than a measure of consultations completed within a single financial year.

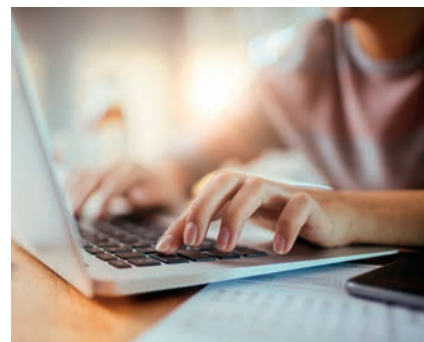
The volume of qualifying works consultations during 2025/26 was lower than in previous years due to the procurement and mobilisation of new 15-year planned maintenance agreements, which resulted in fewer instructions being issued by the Planned Delivery Team during the year. This was a temporary reduction in activity, and we expect consultation volumes to increase from 2026/27 onwards as new investment programmes progress.

Through the Section 20 process, residents continued to play an important role in shaping proposed works by raising observations and queries, helping to ensure that planned investment is delivered transparently and with consideration of homeowner feedback.

What's next?

By the end of 2026/27, we'll build on the progress we've made by making it easier for more residents to have their say and by showing more clearly how resident feedback influences our decisions. We will:

- Involve residents earlier in decision-making.
- Make engagement more accessible and inclusive.
- Reach a wider and more diverse range of residents.
- Gather feedback at the right points in the decision-making process.
- Improve how we measure and report the impact of resident feedback.
- Deliver a consistent engagement experience across all regions.
- Share more clearly what residents told us and what changed as a result.



Residents are involved through consultation activities, information-sharing events and opportunities to ask questions and provide feedback.



Acknowledgement and thanks

This report highlights the difference that residents have made across The Guinness Partnership over the past year. The improvements, policies, services, and strategies described throughout these pages have all been influenced by the time, insight and commitment of residents who chose to get involved and share their experiences.

We would like to extend our sincere thanks to every resident who contributed through surveys, focus groups, resident panels, scrutiny reviews, estate inspections, consultations, and engagement activities. Whether you shared feedback on a local issue, helped shape a policy, tested a new service, scrutinised our performance or challenged us to do better, your voice has helped influence the decisions we make and the services we deliver.

In particular, we would like to thank the members of our **Customer Committee, Building Safety panel** and **Resident Voice panels** for the time, expertise and constructive challenge they provide. Their commitment helps ensure that resident perspectives remain at the heart of our governance, decision-making and continuous improvement.

We would also like to thank the many colleagues across Guinness who work alongside residents, listen to feedback and turn insight into action. Building a culture where resident voice is valued and acted upon is a shared responsibility, and we are grateful for the dedication shown across the organisation.

Most importantly, thank you to all residents who continue to engage with us. Your feedback helps us learn, improve, and make better decisions. We remain committed to listening, acting on what you tell us and demonstrating the difference that resident involvement makes.

Together, we are creating better services, stronger neighbourhoods, and a better Guinness for everyone.



great+ homes
service
neighbourhoods
place to work
business



INVESTORS
IN PEOPLE | Gold

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