

Your Guinness

Summer 2016. Issue 3

‘I really like
meeting our
customers
and getting
to know
them’

Meet some of
our dedicated
apprentices
who are
working hard
to kick-start
their careers



Welcome

Welcome to the latest issue of *Your Guinness*, which includes updates from **neighbourhoods** and **communities** across the country.

We hear from some of our **apprentices** about learning while working at Guinness, and we tell you how you can apply for an **Aspire Award** to help you get training or secure funding for projects that make a difference to the community.



We've included a **short guide** on how changes the government is making to benefits could affect your rent account – and what you can do about it. We also provide a short update on the **Right to Buy**: the government's scheme isn't available yet, but we let you know how you can get more information about it.

Last autumn when I was newly appointed to my role as Chief Executive I told you how important it is to me that we deliver great customer service. Ten months on, I know there's more we need to do at Guinness to make sure we deliver a consistent, high quality, reliable service to you, but I hope that many of you have seen signs of improvement. Thank you for the compliments you've given us – and thank you also for letting us know when we've got it wrong and for giving us the chance to fix things.

We've worked with some of our customers to redraft our letters about **planned maintenance** – to make sure they're as clear as

possible and contain all the information you need – and to make them friendlier than the letters we used to send. We're also focused on **improving** our complaints service so we can respond more quickly to issues.

It's our job to make sure we get it right and that our services are easy to use and we get things done on time. But we welcome your involvement in that. If you want to help us shape our services, and how they're accessed, please **get in touch** with us – contact details are included on page 9.

Over the past few months, we've visited a number of you in your homes – and met a number of you at different customer events – to find out more about your experience of our services. We're using your feedback to improve your experience of Guinness.

Catriona Simons, Chief Executive

Your News

SEVEN PAGES of Guinness news from your homes and communities across the country



Doris with her birthday cake

MANCHESTER

From tower block to theatre stop

Performers took centre stage during a programme of events which saw our Matthias Court development in Manchester transformed into a theatre for three days.

We're busy converting the former student accommodation block into 119 homes for affordable rent. However, we took a short break to help Guinness customer and theatre producer Tamsin Drury, who lives locally in Hulme, stage an arts project she created. Lucky attendees enjoyed a stellar lineup which included storytelling, live art and performances.

Allan Ramsay, our lead director on the initiative, said: "We welcome the opportunity to support our customers and play an active role in the neighbourhoods where we work."



Performer Liz Clarke dazzles the audience

inside



The dangers of using cheap chargers

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Our Aspire Awards are back and better than ever

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How benefit changes might affect you

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Hear from some of our hardworking apprentices

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LONDON

Happy 90th Birthday Doris!

We helped a very special customer celebrate her 90th birthday in January. Doris Davies was born in a flat at Guinness Square, London, in 1926 and has lived on the estate her whole life, moving only once when it was redeveloped in the 1970s.

She celebrated her big day at home with her nieces Patricia and Barbara, so we popped

in to drop off a personalised cake along with some historic photos of Guinness Square dating back to her younger years.

Doris said: "It was a wonderful surprise. I wasn't expecting anything so I really appreciate these gifts. Seeing the photos of the area from when I was a little girl has brought back some great memories."

Your Guinness Magazine, 30 Brock Street, London, NW1 3FG. Email: magazine@guinness.org.uk





Working together to improve our communities

NATIONWIDE

Amazing Estates

Amazing Estates is our community initiative which creates cleaner, tidier and more attractive communal spaces across our homes and neighbourhoods.

We completed more than 100 projects last year, from planting flowerbeds to significant improvement works. They included a tidy up event in Balby, Doncaster, where a 14-tonne skip (equivalent to the weight of two elephants!) was filled with rubbish, and installing a handrail at the rear entrance of one of our homes in Derby for customers with limited mobility.

With your help we look forward to transforming more of our estates and continuing to bring pride to our communities.

Did you know you can now apply for funding for community projects as part of our new, revamped Aspire Awards? Turn to page 16 to find out more.

in brief

NATIONWIDE

Becoming dementia-friendly



There are likely to be more than 1,000 older people with dementia living in our homes or receiving our care services. We want to help them live well and retain their independence for as long as possible, so we're taking practical

steps to become a dementia-friendly organisation. Earlier this year we kicked off a year-long pilot project with our customers in Hampshire, looking at how we can adapt our services to meet the needs of those with dementia, with a view to rolling out the recommendations across the country. Our Housing and Dementia Project Lead, Wendy Wells, said: "I'm really excited to be leading this piece of work and I hope we can make a real difference to our customers who are living with dementia." Our services were also recognised at the first International Dementia Awards, where we won the 'Housing & Dementia' category for organisations that provide high-quality housing support.

For more information, visit www.guinnesspartnership.com/dementia

HAMPSHIRE

Grow your own herbs

After reading a book about the benefits of healthy eating, Geoff Lawes, who lives at Rivermead Court in Emsworth, was inspired to grow his own herb garden.

"I call the book my bible," Geoff said. "It tells you what all the different plants do for your body so I got

my herb garden and started growing my own.

"I've got every herb you could want and I use them for basically everything I eat. The ones I use the most are basil, mint, chives and coriander because they help with your digestive system."



BATH

Exhibition with a difference

More than 70 Guinness Care and Support customers proudly displayed their art at a public exhibition held at Bath's Guildhall towards the end of last year. 'Creative Times' was the result of a six-month collaboration between our customers and local artists.

The free exhibition included photography, prints and mosaics, storytelling, audio-visual installations, fine art and willow sculpture.

Marion Williams from Bath who had her artwork on display said: "This was a fantastic way to bring us together and help us learn new skills and crafts. It's a huge help in combatting isolation. Some people have a tendency to shut themselves off but if you're in a group like this you become a little team."



Marion Williams holding her artwork



Ryan Hosken (second left), Head of Development Delivery at Guinness with local councillors and project partners on site

DEVON

Work gets underway on Totnes retirement homes

We recently started work on a major new retirement scheme in Totnes. The Riverside development will provide 60 high-quality one and two bedroom apartments for people aged over 55 from autumn 2017.

Our Riverside residents will have access to a café bistro, activity areas and a 'pamper suite' where they'll be able to arrange haircuts, manicures and beauty treatments. They'll each be able to enjoy a private balcony with views over the River Dart, or over private

courtyard gardens.

Ryan Hosken, Head of Development Delivery, said: "We are extremely pleased to be starting these high-quality, affordable homes for the people of Totnes and the surrounding areas."



LONDON

Getting to know you

Our 'Meet the neighbours' event at Loughborough Park in London was an afternoon of fun, food and festivities as residents from the newly regenerated estate got to know each other while taking part in a mosaics workshop and putting their local knowledge to the test for a quiz.

Customer, Ola Akintunde said: "I'm new to Guinness and moved to Loughborough Park

last year. Everyone is considerate and we're all getting to know each other so it looks like it's going to be a nice community."

Senior Project Delivery Manager, Helen Dobbs, who organised the event, said: "The aim of today was to bring everybody in the community together so we're really happy that so many tenants took the time to come and spend the afternoon with us."

 To find out more about our plans to improve our estates and develop new homes, visit www.theguinnesspartnership.com/regeneration

in brief

Eat well, spend less



Our Food Sense campaign was a big success this year. As well as collecting lots of food and other essential items for local food banks, our staff volunteered at collections in London and Milton Keynes.

We worked with food blogger, Thrifty Lesley, to develop some healthy, budget-friendly recipes and delved into our food history with historian Dr Bryce Evans. We also worked with the Trussell Trust to run healthy eating courses in some of our communities.

Absolutely fabulous



Brindle Mews tenants

Earlier this year, we handed over the last of our brand new Brindle Mews properties in Lancaster to excited new tenants. Jean Creavey, 71, said: "It's absolutely fabulous here, I can't believe my luck. I've got a laundry room, an open-plan kitchen, a nice bedroom and a lovely bathroom. I've also got French doors and a garden, I love it."

Putting an end to tenancy fraud

We are working hard to combat tenancy fraud, a crime that takes housing away from those who really need it. David Mayner, our Head of Tenancy Enforcement, said: "We're absolutely committed to tackling tenancy fraud in our communities. Once we regain possession of those homes, we can offer them to those who need them most."

Recently a court found in Guinness's favour that homes Milton Keynes had been sub-let, and we were able to allocate the property to someone who had been forced to move because of flooding.

Another tenant who spent a year at a hostel after becoming homeless has moved into a Guinness property in Crawley, after the previous tenant was confronted with evidence that they had been making an unlawful profit from sub-letting.

 If you suspect that someone is committing tenancy fraud, please contact our tenancy enforcement team on 0303 123 1890 or email housing.investigation@guinness.org.uk



PLYMOUTH

Cause for celebration



Earlier this year we hosted an open house event to celebrate the completion of Stonehouse Arena – 56 new homes in Plymouth built on the site of a derelict sports ground.

Modern, spacious and energy efficient, the properties are a mixture of affordable rent and shared ownership.

New tenant, Kim Duce, said: “When I found out that I’d been accepted for the property I was obviously thrilled. I came for a viewing and absolutely loved it. I think it will be a lovely home.”

Ryan Hosken, Head of Development Delivery, said: “We’re really pleased to be able to offer our customers such high-quality homes, and we are particularly grateful to the Homes and Communities Agency and Plymouth City Council for their support.”

To find out more about shared ownership, visit www.guinnesshomes.co.uk



New tenant Kim Duce (left) in her brand new kitchen with housing officer Keely Earl

GLOUCESTER

Driving out ASB

We’re always working hard to prevent anti-social behaviour (ASB) in our neighbourhoods, so we’re really proud of our ASB team in Gloucester who were shortlisted for a Resolve ASB award for an innovative community scheme called The Gloucestershire Youth Mini Bike Project.

Run by a number of local organisations including Guinness, Gloucestershire Constabulary, Project

Solace, Greensquare and Gloucester City Council, the project provides young people aged six to 16 with a safe and legal space to ride mopeds and mini-scooters.

Our Tenancy Management and Enforcement Officer, Rachel Stafford, said: “Before the project launched, anti-social bike riding was a recurring problem in the Gloucestershire area. In the first year we’ve



welcomed 325 young people to the project and moped nuisance has

decreased by 84% in Gloucester as a result.” Well done team!

Right to Buy – latest news

In May, the government passed a law – the Housing and Planning Act – which includes opportunities for housing association tenants to buy their homes. It’s too soon for us to be able to confirm if you are eligible to buy your home, or how it will affect individual properties, because we are still waiting for full details from the government. For example, we need to know how they are funding the scheme before we can implement it.

We’ll keep our website updated with all the latest news. Visit: www.guinnesspartnership.com/rtb

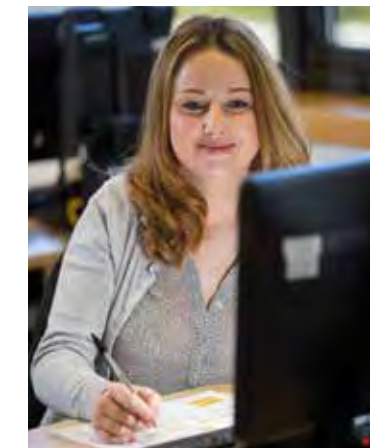
To find out more about home ownership options, including the right to buy, visit: www.ownyourhome.gov, or call the government’s helpline on 0300 123 0913.

If you’re interested in other forms of affordable home ownership we offer, visit www.guinnesshomes.co.uk

improving our services

- ✓ Listening to you
- ✓ Clearer communication
- ✓ Responding quickly

We’re committed to listening to you to help us improve our services. You told us you weren’t happy with the way we communicate with you when we replace kitchens, bathrooms and carry out other refurbishment work in your homes. In particular, you said we sometimes don’t prepare you for the disruption the work might cause.



In response to this we’ve worked with customers to redraft our letters to make sure they are as clear as possible, and contain all the information you need. Guinness customer Lee Bolton who was involved in the project, said: “The new letters give everyone a good amount of knowledge about what is due to take place.”

We also encourage feedback from residents to hear your thoughts on the standard of service you receive. Earlier this year a group of customers met with our complaints team to tell them firsthand what they thought about the complaints service, how it compares to other companies and how it can be improved.

Kari Greaves, Head of Customer Experience, said: “There were lots of brilliant ideas and suggestions and we were really pleased to hear positive feedback about much of what the team already do. The areas that we can improve include responding more quickly to queries, making our letters more personable, and monitoring issues until they are fully resolved.”

To get involved in projects that help improve our services, please contact us on 01908 544 781 or email customerexperienceteam@guinness.org.uk

Will benefit changes affect you?

The government is changing benefits in 2016. The Benefit Cap will be lower, Universal Credit will continue to be brought in across the country, and new rules will be implemented for claiming backdated Housing Benefit.

If you receive benefits, there will be changes to the way you pay your rent, as well as the amount of benefits you receive.

Read on to find out what's changing and what you can do about it.

Universal Credit

What's changing?

Universal Credit continues to be brought in for people who claim benefits across the country.

It's a single payment which combines Jobseeker's Allowance, Employment and Support Allowance, Tax Credits, Child Benefit and Housing Benefit.

How will this affect me?

If you move onto Universal Credit, you will receive only one monthly payment all those benefits, including help with your housing costs. This means you will be responsible for making the payment to us for your rent, instead of it coming to us directly.

Universal Credit is also paid in arrears – after the period it's due – and is only paid to one person in your household.

What can I do about it?

First of all, make sure you have a bank account that your Universal Credit can be paid into. It's important to pay all of your essential bills, like your rent, Council Tax, gas and electricity. The easiest way to make sure your rent is up-to-date is to set up a Direct Debit (see below).

Visit www.gov.uk/universalcredit for more information

Housing Benefit

What's changing?

Previously, Housing Benefit could be backdated for up to 26 weeks. This meant if you didn't claim it straightaway, you could still claim the money at a later date, up to 26 weeks later.

The change will mean that the maximum time a Housing Benefit claim can be backdated is coming down from 26 weeks to four weeks.

How will this affect me?

If you delay making a new claim for Housing Benefit for more than four weeks, for example if your circumstances change, you'd then become liable to pay the additional rent for the time over that limit.

What can I do about it?

Check what you're entitled to and, if you are eligible, make your claim as soon as you can. Also, read all of your letters carefully. The most common cause of Housing Benefit cancellation is because people don't respond to the letters they receive in time.

Find out more about Housing Benefit at www.gov.uk/housing-benefit

Benefit cap

What's changing?

The government is bringing down the cap on the maximum working age benefits you can receive – it's coming down from £26,000 to £23,000 a year in London, and to £20,000 a year across the rest of the country. The changes are being introduced in phases during 2016, although not all benefits are subject to the cap – visit www.gov.uk/benefit-cap for a full list.

How will this affect me?

If your total benefits exceed £23,000 in London or £20,000 outside London, your Housing Benefit will be capped.

This means it'll no longer cover all of your rent. It's really important to find out about any reduction to your Housing Benefit early on – so you can make up the difference and avoid falling into arrears.

What can I do about it?

First, add up all of your benefits which are subject to the cap. If the total is more than £385 a week (£257 for single people) outside London or £442 a week in London (£296 for single people), your benefits will be capped at those amounts. If you receive more than this you'll need to make up the shortfall in your Housing Benefit – the most convenient way to do this is by setting up a Direct Debit with us (see below).

To calculate your benefits, visit www.gov.uk/benefit-cap-calculator

How do I set up a Direct Debit?

Weekly or monthly payments can be taken straight from your bank account. We deal with the changes in your rent, and the Direct Debit guarantee protects you against any changes being made without you knowing. Call us on 0303 123 1890 for further details and to set yours up today.

You're hired!

Apprenticeships are a fantastic way to gain hands-on experience of working in your chosen field and can lead to industry-recognised qualifications as well as permanent employment.

At Guinness we're dedicated to building a skilled and diverse workforce that our staff and customers can be proud of. We have more than 40 apprentices in a range of different areas, from trade roles with our in-house repairs team, to business administration positions in our offices across the country.

Ian Simpson, Routes to Work Manager, said: "It's important that we develop potential: Over 80% of our apprentices move into permanent employment after they've completed their programmes – either with us or another company."

Want to join the other Guinness customers who've made it onto our apprenticeship scheme? Visit www.guinnesspartnershipcareers.com to see if there are any vacancies in your area.



John O'Neill



Jamie O'Neill

Apprentice approved

Brothers John and Jamie O'Neill started their apprenticeships with Guinness last November and both work as estate assistants in Manchester.

What do your roles entail?

John: Cleaning schemes and carrying out gardening duties, as well as removing dumped rubbish and graffiti. It's hard manual work which I enjoy doing. We also do minor repairs like fitting and repairing fence panels, changing light fixtures and fitting door handles.

What time does your day start and end?

Jamie: We wake up around 6am and get to work for 8am. The day tends to finish at 4pm.

What's the most challenging part of your apprenticeship?

John: Keeping on top of the gardens, cleaning and disposing

of rubbish. It can be difficult to cover a big area within a time limit, but I like the challenge.

What do you enjoy most about your apprenticeship?

Jamie: Travelling to different neighbourhoods, meeting new people and helping out when we can. I really like meeting our customers, getting to know them and understanding what's required on each estate.

Where do you hope to be in five years time?

John: I want to go straight into work after my apprenticeship, so in our manager's seat leading the team!



Apprentice profile

Name: Yasmin Bannelick
Joined: October 2013
Department: Planned maintenance

"I enjoy the fact that I'm still learning and I'm able to approach my colleagues when I need help. I think it's incredibly important to have a good support network where I'm able to ask questions. I also like being able to attend college and meet other trainees, it's nice to know that I'm not alone."



Apprentice to employee

Name: Sunraj Singh
Joined: July 2015
Department: Customer services

"I started at Guinness as an apprentice in July last year and became a full-time Customer Advisor in February. I was able to gain employment through my commitment and hard work but the key ingredient to my success was the invaluable support provided to me by my peers and colleagues."

REPAIRS Whose job is it?

We both have a responsibility to keep your home in good condition and, as a Guinness customer, you have access to our repairs service if you ever need us. However it's not always obvious who is responsible for what. If you're in any doubt, read on.



SAFETY FIRST

Make sure you're wearing the correct protective clothing and equipment for the task at hand

We've got you covered on:

- the roof, walls, windows and doors
- drains, gutters and outside pipes
- internal walls, ceilings and floors
- internal doors, kitchen and bathroom fittings and internal water pipes
- gas boilers and fires – we will visit once a year to check these are working safely and aren't a risk to you or your family
- electrical wiring and fittings
- smoke alarms and carbon monoxide detectors
- criminal damage to windows, doors or locks (you'll need to file a crime report)
- any areas you share with your neighbours.

In return, we ask that you:

- keep your home decorated and in a good, clean condition
- replace lost or damaged keys, broken toilet seats, light bulbs, bath/sink plugs and other minor items
- provide and repair TV aerials, washing lines, shower heads, curtains, and curtain rails
- install domestic appliances like washing machines and cookers correctly
- repair or replace dividing fences (any fence that divides two Guinness homes) and front and back gates, as well as any windows broken accidentally
- repair any areas of your home that are damaged by you or your guests
- unblock sinks and toilets and bleed radiators

Thinking of making some home improvements? Here's our top three DIY money-saving tips to get things off to a good start.

- 1 Set a budget and stick to it** Before starting any work decide how much you want to spend and don't go a penny over.
- 2 Borrow any specialised tools you may need** Phone a friend, family member or neighbour who won't mind lending you their equipment.
- 3 Ensure your measurements are accurate** Be careful with any materials that need to be cut, trimmed or chopped. Make a mistake and you could end up with expensive materials that are no longer useable. Remember: 'measure twice, cut once'.

Last but not least always follow manufacturer's instructions.

Did you know? Our free Handy Hints repairs manual is full of advice to help you get the most out of your home. From frozen pipes to fuses, plumbing to painting, it contains a range of information on DIY and repairs. Visit www.guinnesspartnership.com/repairs to download your copy.

Paying the price for cheap chargers

When was the last time you checked a phone, tablet or other electrical charger you bought had the right safety markings? Electrical chargers that don't comply with UK safety regulations are becoming increasingly common, and they can be extremely dangerous.

These chargers are often cheaper

than those sold by reputable brands, and can be purchased easily, both from market traders and shops, as well as online.

Andy Mackay, who heads up our health and safety team, said: "Last year we dealt with a number of fires in our homes that were caused by cheap chargers. One in particular caused considerable damage to a customer's home and

the house next door. Fortunately no-one was injured but the damage was so bad they had to move out of the property while we completed the repairs.

"Sadly, there are plenty of people who will sell unsafe goods to make a quick profit, and there are serious risks if you use poorly made electrical items that don't carry the required safety marks."

Make sure you're covered

Contents insurance pays for any personal possessions that are damaged or lost in your home by theft, fire, explosion, lightning or earthquake, water leakage, storm or flood damage. It's impossible to plan for these occurrences so it's important to make sure that you are covered in the event of an unforeseen incident to ensure that your belongings are protected.

To find out more about contents insurance, visit www.moneyadvice.service.org.uk



Check it – and if in doubt, throw it out

- ✓ Does your charger fit easily into the socket? If not, the pins could be the wrong size which is a sign that it may be counterfeit.
- ✓ Does it have a manufacturer's logo AND a visible CE marking? If either is missing it's likely that the charger is unsafe to use.
- ✓ Did your charger come with user instructions? These must be provided. If they were missing when you purchased your charger think about getting a reliable replacement.

Funding for the future

APPLY TODAY!

Find out how our Aspire Awards are changing

Do you want to get back into work but need a new qualification? Or perhaps you'd like help to kick-start an initiative which will improve your neighbourhood? If so, we might be able to help.

Over the past four years more than 200 Guinness customers have received Aspire Award grants for courses, training and equipment. The awards have helped customers find jobs and given them the confidence and motivation to change their lives for the better.

This year for the first time the Aspire programme will be split into three categories:

Into work – helping customers to enter employment or work their way up the career ladder

Into education – providing crucial financial support for

those who want to start an undergraduate degree

In the community – working with customers and local groups on projects that help make their communities great places to live.

Judging for the 'Into work' and 'In the community' grants will run three times a year, so if you miss one deadline you can still put together an application for the next phase of submissions.

The 'Into education' grant will be awarded to two customers annually and timed in line with the academic year. It will fund one year of an undergraduate degree course or other associated costs including money for travel and textbooks.

aspireawards

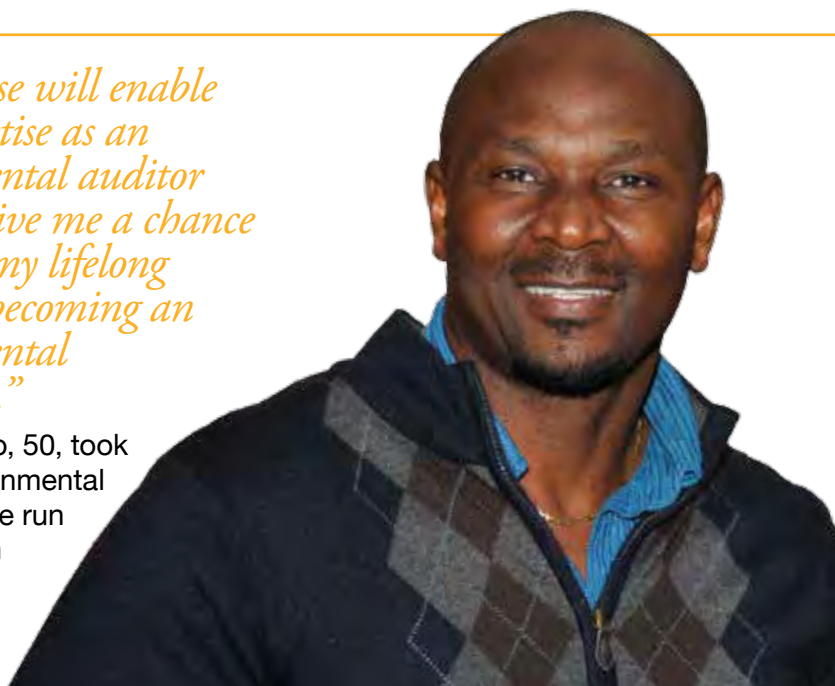
To find out more, including how to apply and the next deadline for applications, visit www.guinnesspartnership.com/aspire

2015 winners

Last year we handed out a record number of Aspire Awards in celebration of our 125th anniversary. Here's what some of the winners had to say:

"This course will enable me to practise as an environmental auditor and will give me a chance to pursue my lifelong dream of becoming an environmental consultant."

Arnold Zimuto, 50, took a Lead Environmental Auditor course run by The British Standards Institution.



"I'm so happy that I've been successful in getting the Aspire Award and I'm really looking forward to using my empathy and understanding to help others."

Samantha Gosney, 44, chose to study for a diploma in therapeutic counselling which she will use towards becoming a fully qualified counsellor.



"The course is giving me the opportunity to learn more about the jewellery industry as well as the technical design aspects."

Joanna Luton, 45, is undertaking a year-long metal-work course to improve her skills for her jewellery-making business.



How are we doing?

An overview of our performance in key areas

We're committed to giving you great customer service and, as part of that, it's important we let you know how we're doing. We measure our progress in key areas across Guinness: this tells us where we're doing well, and where there's room for further improvement. We asked you about the performance information you'd like us to share in *Your Guinness*, and you told us you'd like to see:

Homes



Rent arrears
4.6%

This is the money we're owed as a proportion of the total rent due from current tenants. The lower the figure, the better we are at collecting rent.

Our target for this is 4.7%

Managing empty homes

29.8 DAYS

This is the average length of time when one tenant moves out before another moves in. We want to improve performance to ensure our homes are empty for the shortest time possible.

Our target for this is 24 days

People



Overall satisfaction

76%

This is the percentage of tenants who are satisfied with the overall service we provide.

Our target for this is 80%

Following up complaints

76%

This is the percentage of actions completed to resolve a customer's complaint, within the time we agreed with them. To find out more about the improvements we're making in this area turn to page 9.

Our target for this is 95%

Repairs



Emergency repairs

96.3%

This is the percentage of emergency repairs we are completing within our target of 24 hours.

Our target for this is 96%

Satisfaction with repairs

86%

This is the percentage of tenants satisfied with the repairs service we provide.

Our target for this is 87%



Love2shop vouchers can be spent at a wide range of stores

Win £50 of high street vouchers!

Every issue, we give you the chance to win a fantastic prize

Simply enter below for your chance to win vouchers that can be spent at a range of high street stores.

Congratulations to Janet Baird who was picked at random as the winner of our last competition. It could be you next!

To be in with a chance, answer the following questions

1 Name the three new Aspire Award categories.

Your answer:

.....

2 What percentage of our apprentices are successful at finding full-time employment?

Your answer:

.....

3 Name two types of benefits that are included as part of Universal Credit?

Your answer:

.....

Name:

Address:

Phone:

Email:

✉ Send this page to Your Guinness Magazine, 30 Brock Street, London NW1 3FG

➦ Or complete the answers online at www.guinnesspartnership.com/magazine

@ Or email your answers to magazine@guinness.org.uk

Remember to include your name, address, phone number and email address if you have one, so that we can contact you if you've won! The closing date for entries is 16 October 2016.

TERMS AND CONDITIONS APPLY. If you win and your rent account is in arrears, any winnings will be deducted from arrears before being paid. If you receive benefits, this prize is unlikely to affect your entitlements. For more information, visit www.guinnesspartnership.com/magazine

Get in touch

Whether you want to pay your rent, report a repair or ask us a question, our friendly, experienced staff are on hand to help. There's also a range of information and support on our website



@ Email us

customerservice@guinness.org.uk

☎ Phone us

Monday to Saturday, 8am–8pm on 0303 123 1890 (24 hours a day, seven days a week, for emergency repairs and rent payments).

🖱 www.guinnesspartnership.com

Translation services

We can translate your magazine, or produce large print and audio versions on request

Arabic

هذا المستند متوفر بلغات أخرى، وبتباعة كبيرة، وبطريقة برايل للمكفوفين، وبتنسيق صوتي وذلك عند الطلب من مكتبك المحلي.

Bengali

আপনার স্থানীয় অফিস থেকে অনুরোধ করলে এই ডকুমেন্টটি অন্য ভাষায়, বড় প্রিন্টে, ব্রেইলিতে এবং অডিও ফরম্যাটে পাওয়া যাবে।

French

Ce document est disponible dans d'autres langues, en gros caractères, en Braille et en format audio sur demande auprès de votre bureau local.

Polish

Na życzenie, niniejszy dokument dostępny jest w lokalnym biurze w innych językach, wydrukowany dużą czcionką, pisany językiem Brajla lub w wersji dźwiękowej.

Portuguese

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Punjabi

ਤੁਹਾਡੇ ਸਥਾਨਕ ਆਫਿਸ ਦੁਆਰਾ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਸੁਣੇ ਜਾ ਸਕਣ ਵਾਲੇ ਰੂਪਾਂਤਰ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

Somali

Dokumentigaan waxaa lagu heli karaa luqado kale, daabac far waa-weyn, farta indhoolaha Braille iyo hab la dhegaysan karo markii aad ka soo codsato xafiiska xaafaddaada.

Tamil

தங்கள் உள்ளூர் அலுவலகத்தின் வேண்டுகோளுக்கிணங்க, மற்ற மொழிகளிலும், பெரிய அச்சு, பிரெய்ல் மற்றும் ஒலி வடிவங்களில், இந்த ஆவணம் கிடைக்கிறது.

Urdu

یہ دستاویز دیگر زبانوں، بڑی چھپائی، بریل اور صوتی شکل میں اپنے مقامی دفتر سے درخواست کر کے حاصل کی جاسکتی ہے۔