

Come on in



Ensuring your home is safe and pleasant whilst delivering great service is what matters most to us at Guinness. In this customer magazine, you can read about what we're doing to improve services in your neighbourhood, and how we're making it easier for you to get in touch with us.

Hearing your views is very important. Please tell us if we've got something wrong - we'll always do our best to put it right. Please also let us know if you think we're doing something well or how you think things could be improved.

More and more we're involving you in selecting contractors and designing services, so they're right for you. If you'd like to take part in future, please let us know.

You'll also find other useful information - from career opportunities with Guinness, to Aspire Award funding to help realise a personal or community ambition. And we've included a bit of advice on keeping safe and warm this winter.

Thank you for being a Guinness resident.

With warmest wishes,



**Catriona Simons,
Chief Executive**



Join the team

We're proud of our staff at Guinness. We have a range of career opportunities in care services, property and maintenance and customer services. We also offer paid apprenticeships – many of our apprentices stay on to work for us once their training has finished.

If you want to join the team here at Guinness, **take a look at our careers site www.guinnesspartnershipcareers.com** There are more opportunities than you would think!



Get involved

We value your feedback and involvement in shaping what we do. There are many ways to participate, from testing new services before they go live to taking part in one of our surveys.

Customers have already played an important role in helping to choose gas contractors and design new online services. If you would like to get involved contact **customerexperienceteam@guinness.org.uk**

Coming next year

We're always looking to improve our services and make them easier to access. Next year we'll be introducing more online services, so you can book repairs and contact us more easily through MyGuinness - **www.guinnesspartnership.com/myguinness**

We'll also be making it easier for you to meet us face-to-face – look out for our new Customer Liaison Officers. We developed the Customer Liaison Officer role after listening to your feedback. They will be more accessible and able to resolve issues faster – in most cases at the first point of contact.



What do you aspire to?

Want to learn new skills to develop your career - or do something to improve the area where you live? Guinness Aspire Awards can help you...

Over the last five years we have given more than 230 Aspire Award grants to support community projects, nurture local talent or help pay for educational courses, training and equipment.

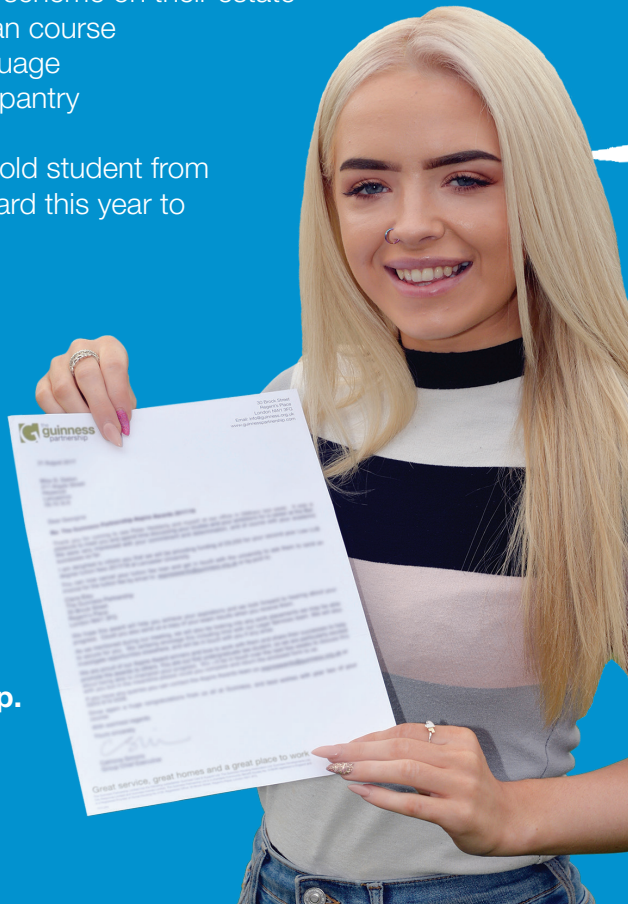
Previous Aspire Award winners have:

- Organised a summer play scheme on their estate
- Completed a nail technician course
- Learned British Sign Language
- Set up a community food pantry

Georgina Dalton, a 19-year-old student from Heywood, was given an award this year to help fund her degree.

I am going to university to study law to help vulnerable people so the money will help more people than me in the long term.

Guinness Aspire Awards help to build better and brighter communities for everyone. **Find out more:**
www.guinnesspartnership.com/your-community/aspire-awards/



Fire safety

Reminding you about fire safety in your home.

Guinness takes fire safety and prevention very seriously. Your safety as a Guinness customer is our top priority.

- We follow guidance from the fire service and take regular advice from independent specialists to make sure our homes are safe.
- All our homes with communal areas are regularly assessed for fire risks.
- Our guidance about what to do in the event of a fire, conforms to the advice of the London Fire Brigade (our lead fire authority as a national housing association).

It's really important that you **familiarise yourself with the fire safety arrangements in your home and any signage that is displayed in your building.**

Further fire safety advice can be found on the London Fire Brigade website:
www.london-fire.gov.uk





TOP TIPS

- 1** Test smoke alarms monthly.
- 2** Make sure you and your family familiarise yourselves with the fire safety arrangements in your home.
- 3** Never store anything in communal areas. Items can block your escape route and be a fire risk.
- 4** Never leave pans unattended when cooking.
- 5** Always check your cooker and heaters are turned off before going to bed.
- 6** Don't overload electrical sockets.
- 7** Keep candles well away from curtains, furniture and clothes.
- 8** Ensure cigarettes are stubbed out and disposed of carefully. Never smoke in bed or anywhere else if you think you might fall asleep.
- 9** Keep matches and lighters well out of the reach of children.
- 10** Keep heaters well away from anything that can catch alight.

How are we doing?

Delivering great customer service to you is very important to us – we take your feedback and the results of our satisfaction surveys extremely seriously. Our customer surveys showed:

77%

customer
satisfaction

97%

emergency
repairs
completed
on time

88%

satisfaction
with repairs

94%

satisfaction
with our care
services

See how we've performed in the last year and our plans for the future at: www.guinnesspartnership.com/annualreport2017

Translation services

We can translate this document into your preferred language. We can also provide it in large print, braille or audio format on request.

Arabic

نستطيع ترجمة هذه الوثيقة إلى اللغة التي تريحها. ويمكننا أيضاً توفير هذه الوثيقة مطبوعة بالخط الكبير أو بلغة برايل أو على هيئة صوتية عند الطلب.

Portugese

Nós podemos traduzir este documento na lingua à sua escolha. Podemos também fornecer um exemplar em letras aumentada, em braille ou em formato áudio, caso requisite.

Somali

Waxa aan dukumeentigan kuugu soo turjumi karnaa luqadda aad doorbidayso. Waxa aan weliba ku bixin karnaa far waaweyn, farta brallle ee dadka indhaha la' ama qaab dhegeysi ah marka la codsado.

Bengali

এই নথিটি আমরা আপনার পছন্দের ভাষায় অনুবাদ করে দিতে পারব। তাছাড়াও অনুরোধ করলে বড় হ্রস্বের ছাপায়, ব্রেইল-এ অথবা কানে শোনার মত আকারে আমরা এটা দিতে পারব।

Polish

Niniejszy dokument może zostać przetłumaczony na wybrany język. Na żądanie istnieje również możliwość wydania niniejszego dokumentu zapisanego dużą czcionką, pismem Braille'a lub jako nagranie audio.

Tamil

உமக்கு விருப்பப்பட்ட மொழியில் இந்த ஆவணத்தை எம்மால் மொழி பெயர்த்து தர இயலும். மேலும் அதை பெரிய பிரகரமாகவோ, பிரெய்ல் வடிவத்திலோ அல்லது ஒலி வடிவத்திலோ தாங்கள் கேட்டுக்கொண்டால், அதையும் எம்மால் கொடுக்க இயலும்.

French

Nous pouvons traduire ce document dans votre langue préférée. Nous pouvons également le fournir en gros caractères, en braille ou en format audio sur demande.

Punjabi

ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਤੁਹਾਡੇ ਦੁਆਰਾ ਚੁਣਿਆ ਜਾਣ ਵਾਲੇ ਭਾਸ਼ਾ ਵਿਚ ਅਨੁਵਾਦਿਤ ਕਰ ਸਕਦੇ ਹਾਂ। ਬੇਨਤੀ ਕਰਨ ਤੇ ਅਸੀਂ ਇਸਨੂੰ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟ ਵਿਚ ਵੀ ਸੁਰੱਖਿਅਤ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

Urdu

ہم اس دستاویز کا آپ کی پسند کی زبان میں ترجمہ کر سکتے ہیں۔ ہم اسے درخواست کرنے پر بڑے پرنٹ یعنی بڑے حروف، بریل یا آڈیو کی صورت میں بھی فراہم کر سکتے ہیں۔

Register your **appliance**



If you register your home appliances you can:

- Be the first to know of any **safety issues** or **recalls**
- **Keep in touch** with upgrade news
- **Improve** your after sales service

If you've recently purchased an appliance, **you can register it right now**. For older appliances, check the details online – most brands will let you register these too.

Register my appliance website: www.registermyappliance.org.uk

Glow this **winter**

There are some simple ways to save money and energy while staying warm in your home during the winter.

Did you know?

- If you are over 63 or claiming certain benefits you may be eligible for **heating benefits** provided by the government.
- Switching energy companies is easier than you think and can **save you money**.
- Draught-proofing around windows and doors could **save** you £25 to £50 per year.
- Bleeding your radiators makes sure the heat circulates **efficiently** throughout your home.

We've got lots of online resources to help you. **Find out more on our website at** www.guinnesspartnership.com/glow





Let's put a stop to **fly-tipping**

Fly-tipping is the illegal dumping of waste. It's in everyone's interest to try to stop fly-tipping so that your home and community feel clean and safe. It is your responsibility to carefully dispose of large waste items and your local council provides a service to help you with this. You can find out more at www.gov.uk/collection-large-waste-items

The cost of removing bulk waste items, where we have to do it, may be added to your service charge.

If you spot fly-tipping in your neighbourhood, report it to your local council at www.gov.uk/report-flytipping

Improving your **neighbourhood**

Everyone has the right to enjoy their home in peace. So we take anti-social behaviour (ASB) very seriously. Lots of issues can probably be solved by a friendly chat with neighbours but there are times when extra help is needed.

If you are having issues on your estate – and a polite chat with neighbours hasn't changed anything – **our anti-social behaviour and neighbourhoods teams are here to help.** Contact Customer Services on: **0303 123 1890.**



Making it
easier

With our newly launched **Live Chat**, as well as our **online** and **phone** services, we've made it easier than ever for you to get in touch with us.

Contact us

Go online to **My Guinness** – where you can view and manage your account instantly, update your details and pay your rent at any time at www.guinnesspartnership.com/myguinness

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

Call Customer Services on **0303 123 1890**.
We're open **8am – 8pm Monday to Saturday**.
For urgent out-of-hours repairs you can call us any time.

In an emergency always call the emergency services.