

Section 01 **Welcome and useful contacts**



**A warm welcome.** On behalf of The Guinness Partnership it gives me great pleasure to welcome you to your new home. I hope you will be very happy with it.



The Guinness Partnership provides you with a lot of information, both when you move in and during your time with us. This handbook sets out many of the important details you need to know about living in your home. Please keep it somewhere safe, as the answers to questions you may have can usually be found inside.

At The Guinness Partnership we are committed to giving the best possible service to all of our customers. If you have a question which isn't answered in this handbook, please get in touch with your local Customer Service Centre or Housing Team who will be pleased to help you.

Our staff will also be able to give you details of ways in which you can become involved with The Guinness Partnership and help to shape and improve the services we provide.

I hope you have a long and happy tenancy with us.

Simon Dow,  
Chief Executive

## About The Guinness Partnership

The Guinness Partnership is one of the largest housing and care organisations in the country, owning and managing over 60,000 homes and with nearly 121,000 customers.

Our size means we can offer greater housing choice, provide better care and support services, create more successful neighbourhoods and deliver major improvements in our customer service.

Our services to you are delivered through our three housing companies, Guinness Hermitage, Guinness South and Guinness Northern Counties and our specialist care and support company - Guinness Care and Support.

This allows us to use the benefits of our national strength while providing flexible services to our customers.

At the Partnership, our job is to provide good quality homes and services that will help you

to achieve your goals, ambitions and aspirations. We are continually working to build neighbourhoods where you will want to live, both now and in the future and to provide services which are suited to your needs. We achieve this by the fantastic staff we employ who are committed to and unified by The Guinness Partnership vision:

Great service, great homes and a great place to work.

The Guinness Partnership - together, really making a difference

The front page of your Tenancy Agreement shows which housing association in The Guinness Partnership is your landlord. The Guinness Partnership manages homes belonging to 13 separate housing associations and it is important that you are aware of who your landlord is and which operating company you receive your services from. If you are in any doubt please speak to a member of your Housing Team.



# G Guinness South

Guinness South was created on 1 September 2010 by the amalgamation of Guinness Midsummer Ltd, Guinness Midsummer Homes Ltd and Clapton Community Housing Trust. Guinness South also manages homes on behalf of Guinness Trust and Wycombe Friendship Housing Association in the South East of England.

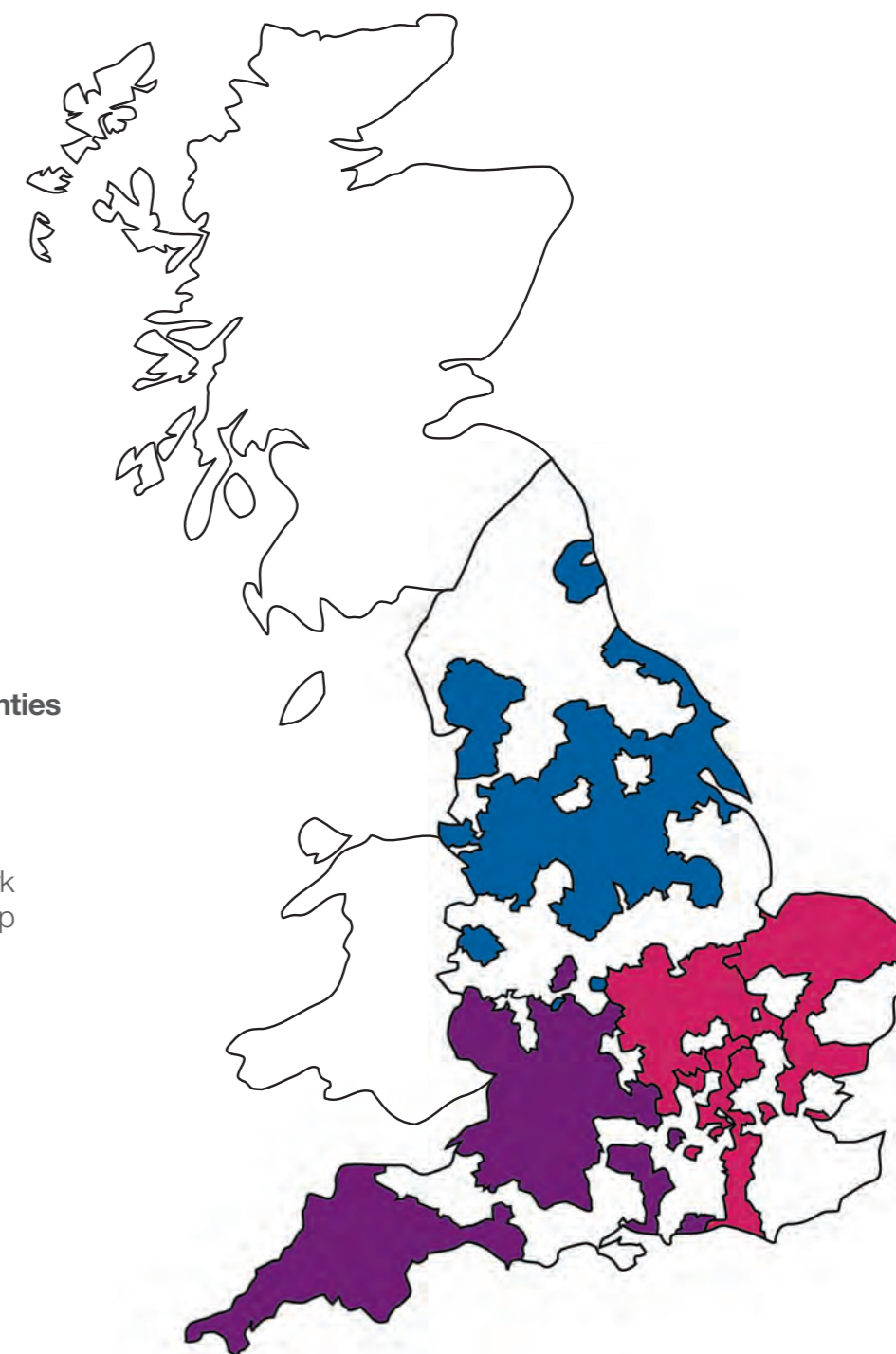
Most of the Guinness South homes provide family or single-person accommodation but there is a proportion of housing for older people, including specialist schemes that are managed on a day-to-day basis by our partnering company Guinness Care and Support. Over a quarter of our homes are shared ownership or leasehold.

In order to deliver responsive local services, Guinness South is divided into four regions, each with its own regional office. The Guinness South Board has overall responsibility for the strategic direction and performance of these areas, ensuring they deliver quality services to residents that are cost-effective.

We work closely with our residents via panels and boards, including a Scrutiny Committee, as well as tenants' and residents' associations, to ensure that customers are involved in both monitoring and shaping the work we do. We have a team of staff working with groups and agencies that help to tackle worklessness and associated issues, using partnerships to help more people.

Guinness South also recognises the important role that our staff play in the success of the business. We are committed to enabling our people to develop their full potential to meet personal and business needs. We provide a positive learning culture for training and development at all levels to achieve continuous and measurable improvement throughout the company. This is embedded in Guinness South through individual training and development plans and our Business Plan.

Guinness South covers an area that stretches from Rugby in the north, Norwich in the east, Brighton in the south, with a large concentration of properties in London too. We employ over 250 staff and manage over 17,000 homes.



- Guinness Northern Counties**
- Guinness South**
- Guinness Hermitage**

Guinness Care and Support work across all areas of the Partnership



## Your local housing team

If you would like any help or advice on anything contained within this handbook, or if you have any queries regarding your tenancy, then please contact your regional office opposite.



**When you see this icon within your handbook please refer back to these pages for the relevant information.**

### Accessibility

We are committed to ensuring we provide information to you in a format that is useful and accessible - examples of ways we could do this include:

- Large print versions
- Audio versions
- Translated versions.

If there is a format that you would like some or all of this document in please contact your local office to discuss what options are available.

## Contact us

**Phone us on:** 03000 111 321  
**Email us on:** [gs.mail@guinness.org.uk](mailto:gs.mail@guinness.org.uk)  
**Visit our website at:** [www.guinnesspartnership.com](http://www.guinnesspartnership.com)  
**Write to us at:** Guinness South  
 Henshaw House  
 851 Silbury Boulevard  
 Central Milton Keynes  
 Bucks MK9 3JZ

### Visit our offices at:

#### Brixton

1 Kenwood House  
 Loughborough Park  
 London  
 SW9 8NL

#### Hackney

131 Upper Clapton Rd  
 Northwold Estate,  
 Hackney  
 London  
 E5 9SA

#### Milton Keynes

Henshaw House  
 851 Silbury Boulevard  
 Central Milton Keynes  
 Bucks  
 MK9 3JZ

#### Chelmsford

Greenwood House  
 91/99 New London Rd  
 Chelmsford  
 CM2 0PP

#### Horley

2nd Floor  
 Beulah Court  
 Albert Road  
 Horley  
 RH6 7HP

#### Stratford

Robins House  
 134-138 The Grove  
 Stratford  
 London  
 E15 1NS

We aim to provide a first class repairs service. Please help us by reporting repairs promptly and preventing damage or misuse to your home and estate.

If you have an emergency which is an immediate risk to you or your neighbours' safety, security, or health, contact us immediately.

You should report your repair request by contacting the Repairs Help Desk detailed below, which is open between 8am and 6pm, Monday to Friday:

**Tel: 03000 111 321**

**Email: [gs.repairs@guinness.org.uk](mailto:gs.repairs@guinness.org.uk)**

You can also report repairs at one of our offices, by writing to us, or via our website:  
[www.guinnesspartnership.com](http://www.guinnesspartnership.com)



## Out of hours emergency contacts

If you smell gas at any time you should immediately contact the National Grid on: 0800 111 999.

For all other emergencies when our offices are closed, call the Repairs Help Desk and your call will be directed to our out of hours service provider.

## Reporting anti-social behaviour

You can report anti-social behaviour to us, anytime, any day, using our 24 hour service.

The number to call is 03000 111 321.

If you call to report an incident during office hours, your call will be taken by a Guinness South advisor, who will take all the details and assign your case to an anti-social behaviour specialist within 24 hours.

If you call when our offices are closed, your call will be directed to our out of hours service provider, who will take full details of the incident. This will then be processed by Guinness South the next working day.