

Appendix A



Housing Association Scrutiny Panel – Crawley BC

7th February 2024

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About The Guinness Partnership:

- **History of Guinness**
 - Started in 1890 from £200,000 donated by philanthropist Edward Cecil Guinness to improve lives of ordinary people in London
- **Today**
 - Now owns 70,000 properties across England
 - Work across 125 LA areas
 - 4th largest HA
 - Charitable/not for profit organisation
 - Largest concentration of stock in London, Cheshire, Milton Keynes, Hampshire & Manchester
 - Split into 7 regions

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Building new homes

- Nationally have 5,206 properties under construction, due by end 2025
- 4,000 in pipeline
- Recent merger with Shepherds Bush HA

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In Crawley

- Guinness own @500 properties
- Predominately in Broadfield
- Predominately houses
- Housing for Older people scheme
- 2 supported housing schemes
- **Current challenges in Crawley**
 - Age & condition of stock – investment of £40k planned for next year
 - Repairs service

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Guinness 2022/3 Performance:

- Completed 814 new homes
- Rent arrears of 3.81%
- Investment of £177.5 million in improving & repairing our homes
- Assisted over 12,000 customers in claiming £14m in benefits
- Hardship Fund of £750k helped 2,442 customers with cost of food, consumables, furniture & day to day expenses
- 71% tenant satisfaction

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Recent work at Guinness :

- Set up Tenant Scrutiny Panel (looked at Complaints process, ASB process & how we deliver emergencies)
- This panel has developed into a Customer Committee of residents and Board Members
- Are also in process of setting up Resident panels in each region during 2024
- In depth resident engagement (on their neighbourhood & what is important to them, also interpreting the new TSM's)
- Consulted customers on our D&M policy & parking on estates
- Work on 10 year plan to invest £1.2 billion in our existing homes

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