

Proposed Commitments on Resident Involvement by Guinness to Iveagh House Residents

Introduction

The primary objective of the commitments is to create a more collaborative, transparent, and accountable approach to the delivery of services to Iveagh House, with a strong focus on empowering residents and ensuring their voices are heard in decisions that directly impact their homes and community.

Key objectives

- To improve communication, consultation and resident engagement
- To enhance resident well-being

Commitments

Resident Consultation and Involvement

- **Commitment:** All major decisions affecting residents, such as improvement works, building safety and maintenance, service charges, and changes in the delivery of housing management services, will involve active resident engagement and consultation in line with the Guinness Resident Consultation Policy before implementation (unless there is a legal requirement which prevents this).
- **Outcome:** Residents will be offered the opportunity to be engaged with and reasonably influence any changes in improvement works, building safety and maintenance, service charges and neighbourhood planning. Residents will have a say in decisions that directly affect their homes and community.

Transparent Communication:

- **Commitment:** Residents will receive clear, accessible, and timely communication about works, changes, and decisions, including involvement in how consultation is to

be delivered, information on relevant milestones - explanations on delivery/project timelines/intended outcomes, and any expected impact on daily living.

- **Outcome:** Guinness will send timely and accessible information to residents ensuring they are fully briefed on any changes in their home and on their estate and offered the opportunity to be engaged in any consultation where relevant.

Formal Representation in Decision-Making:

- **Commitment:** To support the establishment of a formal Tenants and Residents Association to represent resident views in service charge monitoring, decision making, and maintenance and management planning.
- **Outcome:** Guinness will encourage residents to form a Tenants and Residents Association and will support this group by attending the meetings every quarter. The existence of a formal Tenants and Residents Association will not preclude other residents who are not members from full participation in engagement and consultation.

Involvement in Future works:

- **Commitment:** All major investment works will be discussed with residents from inception, and reviews, assessment and reasons for work shared transparently with residents, clearly setting out our proposals and reasons for undertaking the proposed works. Residents will have the opportunity to be involved in the development of the delivery of the work including:
 - Influencing the procurement of contractors and suppliers
 - Designing the process of working in residents' homes
 - Discussing and creating solutions on mitigating the impact of the works on daily lives
- **Outcome:** Residents will be offered the opportunity to be engaged to discuss and reasonably influence future major investment works to their home and building.

Compensation Proposal

- **Commitment:** A clear compensation proposal will be developed which includes resident involvement on what residents feel are the priority areas for consideration. The final proposal will be Guinness's decision.
- **Outcome:** A compensation proposal will be made to residents which Guinness feels is fair, having duly considered feedback from residents.

Community Hall Use:

- **Commitment:** Residents will have use of the community hall, allowing it to be used for resident-led activities, meetings, and events.
- **Outcome:** The community hall is available for residents to use. It can be booked in advance by contacting either your local Customer Liaison Officer or contacting our Customer Service Team. (Note this does not necessarily imply exclusive use.)

Resident Involvement in Contractor Procurement and Service Delivery:

- **Commitment:** Residents will be involved in the procurement of new contractors, delivery of services, and any changes to housing management arrangements. This specifically applies to normal business operations (maintenance, cleaning, security, etc.).
- **Outcome:** Residents will be offered the opportunity to be engaged to discuss and influence decisions on the procurement of contractors and suppliers where practical, noting that the procurement of day-to-day services may be carried out on a regional basis and may therefore involve residents from locations in addition to Iveagh House.
- Residents can also engage in other work at national level to influence policies, procurement, and service design. [How to get involved - The Guinness Partnership](#)

Influence Over Communal Area Design and Usage:

- **Commitment:** Residents will have a say/help co-design solutions, usage, and future maintenance of communal areas (i.e., the Iveagh House open spaces, laundry, and lobbies and concierge), especially where these changes may incur additional service charge costs.
- **Outcome:** Residents will be offered the opportunity to be engaged to discuss and influence communal area design and usage changes or works.

The delivery of these Commitments will ensure a resident centric approach, ensuring that Guinness delivers an inclusive, transparent service, and ensures services and improvements are focused on Iveagh House resident needs and priorities.