

Issue 20 - June 2024

🚀 Get the latest updates on our new customer portal, Connect, learn about how our Tenant Support and Wellbeing Service can help, and find out how our communities are celebrating Pride Month 🏳️‍🌈



Say 'hello' to Connect, our new customer portal

Connect is the quick and easy way to manage your tenancy online. There's no waiting for our office hours to call us.

With Connect you can:

- Report repairs
- Amend appointments
- View your rent account

- Make payments
- View tenancy documents
- Live chat
- Access many more features!

We're sending Connect registration details to all our customers.

It will take a few weeks before everyone receives their secure personal link by email, text message or letter.

If you'd like to register straight away, contact us through Live Chat or on our website.

There's so much more to Connect! [Click here](#) if you'd like to find out more.

Connect



TSWS Freephone **0330 094 8845**
TSWS Website **www.tsws-assist.co.uk**



**Tenant Support & Wellbeing
Service, available 24/7**

Tenant Support and Wellbeing Fund

We understand that sometimes life can get tough, and it's not always easy to find someone to talk to about it. That's where our Tenant Support and Wellbeing Service can help. It's free, anonymous, and available 24/7 so that you have the support you need, whenever you need it.

How can the service help?

The service provides in-the-moment counselling, support and advice for a range of concerns including mental health and wellbeing, relationship and family matters, managing debt, workplace issues plus lots more.

How to access the service?

Call **0330 094 8845** anytime for direct support.

Visit <https://www.tsws-assist.co.uk/> and login using the details found [here](#).

This service is available to all our customers. You can find out more about the service by tapping on the button below.

**Tenant Support and Wellbeing
Service**

Growing Together



Growing Together Big Green Month

**Community garden open day
and taster sessions**

**Between 65 and 67 Coleridge Road,
Weston-super-Mare BS23 3UJ**



For more details, visit alliancehomes.org.uk/growing-together or call 03000 120 120

Growing Together Big Green Month

You're invited to join us at our garden open days and taster sessions every Thursday in June. Explore our gardens and find out how they're making a positive impact to your local community.

Did you know that they produced 481kg of fruit and vegetables last year!

Our open days are a great opportunity to meet new people and make friends - or perhaps you're looking for a moment of mindfulness? Come along, breathe, reflect and enjoy the green surroundings. Our gates are open to everyone!

Want to join us as a volunteer? Our friendly team will be around to answer any questions you might have about how you can get involved.

When: Every Thursday in June

Time: 1 - 3pm


Where: Between 65 and 67 Coleridge Road, Weston-super-Mare BS23 3UJ

We can't wait to see you there! Follow the Growing Together project on [Facebook](#), so you don't miss any updates. While you're at it, don't forget to [follow us](#) - we'll be running a garden and green space competition with a £50 prize, you won't want to miss out.

Growing Together

Energy Saving tips for the summer


In the past year, our Home Energy Service has supported more than **400 customers** by clearing over **£7,000 of energy debt**, awarding over **£18,500** in fuel vouchers to customers most in need and helping to recover over **£4,000** in incorrect billing for our customers. If you'd like to find out more about the service and how our team can help you, tap [here](#).

Today, the team brings you their top five savings tips for the summer. The heating may be off, but there's lots more you can do to reduce your energy bill and run a more efficient home, click play to find out how 



Bournville Pride

We're excited to join local community members for their annual Bournville Pride event, supported by [South Weston Activity Network \(SWAN\)](#), on **Saturday 8 June** at Coniston Green. This will be a great opportunity to have fun, get involved in lots of activities, and celebrate Pride Month and the diversity of our communities. We hope to see lots of our customers there. Come join the celebration and wear something bright!



SWAN YOUTH FORUM PRESENTS

BOURNVILLE PRIDE

JUNE 8TH  **12PM - 2PM**

Bournville Park, Weston-super-Mare

Family-friendly Activities, Burger Stall, Games,
Craft, Music, Food, Bouncy Castle + much more!

FREE ENTRY



Electrical safety at home

We use electrical goods every day, so it's important to know that they're working and charging correctly. If you notice burning, melting, or visible damage to a cord, plug or wire, stop using the item immediately as it isn't safe. Another common risk is using non-standard charging plugs.

Always use the charger provided with your device, and if it needs replacing, choose a branded product from a trusted supplier.

To make sure you're fire safe, check that your fire and smoke alarm is working correctly. For more tips and advice, visit [Electrical Safety First](#). If you have any concerns about the electrical safety of your home, please get in touch.

Staying safe at home



Safe and tidy neighbourhoods

We're working closely with local authorities to tackle fly-tipping and improve our community spaces and act against those responsible. But there's lots you can do to help us keep our neighbourhoods safe and tidy. Here are our top tips:

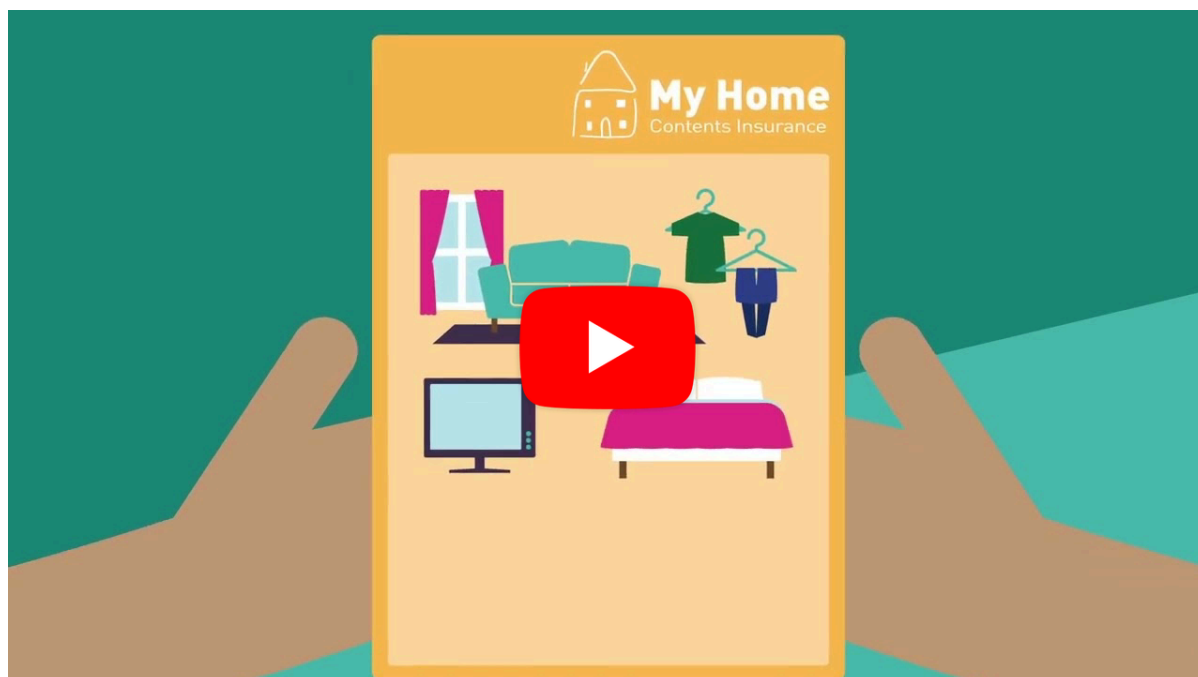
1. **Always use the right bins:** Separate recycling, household and food waste into their labelled bins. Remember, when recycling cardboard, break it down and place it inside the bin. Leaving it outside doesn't guarantee it will be picked up on your next collection date.
2. **Avoid overfilling:** If one bin is full, check if another is empty. Never leave full bags on the floor, they'll attract pests like rats and seagulls, and they can become trip hazards.
3. **Dispose of large items properly:** Don't leave bulky items like furniture, electronics, or mattresses outside or in the bin store area. You need to get rid of these properly. The best thing to do is to take them to your nearest recycling centre.
4. **Report issues:** If you see fly-tipping or misuse of bin stores, report it to us or your local authority. The sooner they know, the quicker they can respond!
5. **Individual bins:** You should always keep the bin lids shut; an overflowing bin might not be collected. If your general waste bin fills too quickly, contact your local authority to see if you can get a larger bin.

Keeping a tidy bin store and following these tips can help reduce your service charge costs and allow our team of community environment officers to focus on making improvements rather than spending time on clean-ups. For any questions or extra help our team is always available. Call 03000 120 120 or speak to one of our officers next time you see them in your area.

Your neighbourhood

Protect your valuables

Home contents insurance protects your possessions in case they're damaged or stolen. It's a good idea to consider what a **home contents insurance** policy would cover you to help you make an informed decision on whether you need one. Watch this video to learn more and visit our [website for details](#).



Jobs at Alliance

We're looking for [Electricians](#) to join the team. If you're ready for your next career move, check out our vacancies today.

[Vacancies](#)

Alliance Homes

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