

Issue 19 - April 2024

🌻 Spring has sprung! April showers, daffodils, and longer days await. In this edition of Intouch, we welcome our new Rent to Buy customers, celebrate our Communities Together Grants awards, and find out how you can lend a helping hand to our carers support service. Let's take a look 📌

Rent and service charges 2024-25

As we start the new financial year, we want to make sure our customers are informed about the changes to their rent and service charges for 2024-25.

You should've received a letter outlining your new rent and service charges as of 1 April 2024. If you've haven't, or have misplaced your letter, get in touch and we can help.

For those who claim Universal Credit, it's important to update your journal information in April and before your next payment date. This will ensure that your payments are correct, and that you don't fall into arrears. You can speak to your Universal Credit advisor at the Job Centre for assistance.

It's important to note that there are 53 weeks in this financial year, and Universal Credit only covers 52 weeks. To understand what this means for you, visit our [website](#) for more information.

We understand that changes can be daunting but remember that we're here to support you! Our team of dedicated [Money Advisors](#), the [Home Energy Service](#), and our [Income Officers](#) are available to help you manage your charges, as well as your other essential bills.

Rent and service charges

Legacy benefits:

Please read this guidance if you've received a Migration Notice from the Department of Works and Pensions (DWP). North Somerset is in the process of moving six legacy benefits to Universal Credit. These are: Child Tax Credit, Working Tax Credit, Housing Benefit, Income Support, Income-based Jobseeker's Allowance and Income-related Employment and Support Allowance (ESA). It's important to claim Universal Credit by the deadline date on your Migration Notice. You can speak to your Job Coach at the DWP for help. You can find more guidance [here](#).



Rent to Buy at Marina Gardens

We've welcomed our first Rent to Buy customers at Marina Gardens in Portishead. For locals like Danny, these new affordable homes from Alliance are a chance to secure their future in the town they've lived and worked their whole life. Find out more about Rent to Buy and read Danny's story by clicking the button below.

[Rent to Buy](#)

If you're interested in Rent to Buy at Marina Gardens, [register for updates](#) so you're the first to know about our next phase of apartments.



Volunteer as a carer companion

Do you have a spare hour? Our [carers support service](#) is looking for [volunteers](#) to become carer companions and support unpaid carers in North Somerset. [Carers UK](#) report that eight out of ten carers feel lonely or isolated because of their caring responsibilities. With over 30,000 unpaid adult carers in North Somerset, many of these people can't access our service because of their caregiving role. That's where you can help!

As a carer companion you can help to end the cycle of isolation by:

- Offering weekly catch-ups, in-person or over the phone
- Providing one-to-one support to help boost mood, confidence and wellbeing
- Engaging in recreational activities and hobbies like knitting and walking.

Curious to know what makes a good carer companion? [Click here](#) to hear from some of our current volunteers.

Volunteer with the carers support service

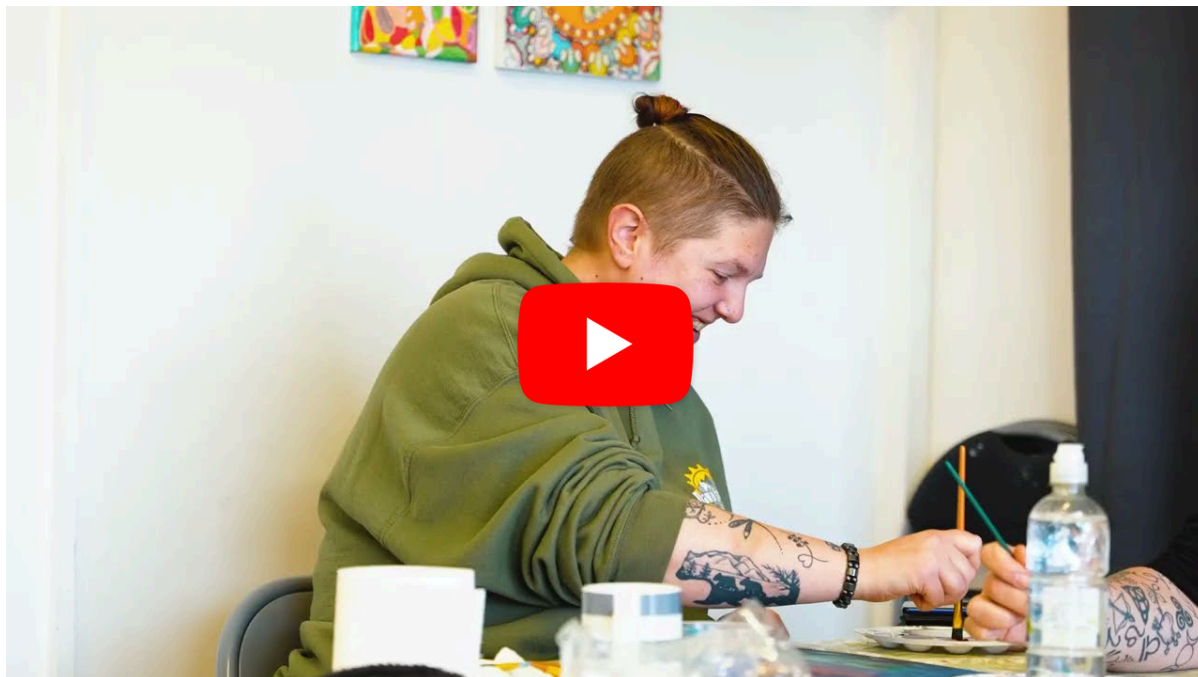


Alliance Homes awards £27,500 to local projects

Applications for our [Communities Together Grants](#) closed in February 2024. We're pleased to announce that we've awarded 10 grants, totally £27,500 to various community organisations and projects.

A big thanks to our customers who helped to review and award the applications. Check out the list of winning applications [here](#). Don't worry if you missed out, applications reopen in January 2025.

Watch the video to hear from Serendipity Art Group, recipients of 2023 funding, and discover the impact it has made on their project.



Easter in the community

To celebrate Easter, our community hub at 7 Aller Parade put on a *hop-tastic* day of activities, from Easter bonnet making to egg hunt adventures, and lots of chocolate treats. Keep up to date with our community events by following them on Facebook: [Oldmixon](#), [Coronation](#), [Bournville](#) and the [Growing Together outdoor community hub](#).



Home visits, repairs and appointments

Scheduled appointments and repairs help us ensure that you're always safe. That's why it's important you let us in and remember to keep any appointments. This is especially important for electrical tests and gas safety checks as these need to be completed regularly to keep your home safe. We always try and book appointments that are convenient to you, but if you need to change an existing appointment, just [get in touch](#).

Also remember, if you're worried about letting someone in your house ask to see their identity card. If they don't have a card, or you don't feel comfortable, don't let them in. Give us a call and we can confirm if they're one of operatives for you.

Home safety is our top priority, but there's lots you can do to help make sure you're always safe. For tips and guidance on staying safe at home head over to our [website](#).

Staying safe at home

Jobs at Alliance

There's lots of job opportunities at Alliance Homes, from [Community Environmental Officers](#) to [Electricians](#), and [Customer Experience Advisors](#). If you're ready for your next career move, check out our vacancies today.

Vacancies

Alliance Homes

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