



Issue 24 - February 2025

Your update from Alliance Homes.

👋 We hope your new year is off to a good start and welcome to the first issue of InTouch for 2025. Here's what you can look forward to in this issue: an update on our Life Through Your Lens project, details about changes to rent and service charges, how to apply for our Communities Together Grants funding and highlights from our community safety team's achievements.

Life Through Your lens surveys landing soon!



We're launching Life Through Your Lens, a survey to help us understand more about you so we can tailor our services to better meet your needs. From **Tuesday 4 February**, you'll receive the survey by email or post. By taking part, you'll be in with a chance to win some great prizes*!

- £50 shopping vouchers – for every 100 people who complete the survey, one winner will receive a £50 voucher

- Apple iPad – everyone who submits/returns a survey will be entered into a grand draw to win a brand-new iPad.

Your responses will help us make sure we're delivering services in a way that works for you. Look out for your survey from Tuesday 4 February and don't miss the chance to help shape our services – and win prizes!

*Terms and Conditions apply.

Find out more about Life Through Your Lens

Changes to your rent for 2025-26

Like all housing associations in England, the rents we charge are regulated in line with levels set by the Government. We review rents every year and in line with this your rent will increase in April 2025.

The increase will enable us to continue to improve our services, maintain your home, and ensure your home is safe.

At the end of February, we'll send you a letter with your new rent and service charge details. Please read through this carefully.

We are also adjusting some service charges. These adjustments are made only when the current charge does not cover the full cost of providing the service, which means changes will vary depending on the service. We do not make a profit on services and our charges will only reflect costs we have incurred. You can find more details about service charges [here](#).

If you're an Alliance Homes customer and are struggling to pay your rent or have other money worries, please get in touch. We have a range of support services available.

If you'd like to know more, we've put together a list of [frequently asked questions](#) to help explain changes to your rent and service charges.

Find out more about the changes

The 53-week rent year

This financial year (1 April 2024 – 31 March 2025) has 53 weeks instead of the usual 52. This means that if you have a weekly tenancy agreement, there is one extra week of rent you need to cover.

If you receive Universal Credit, the Department for Work and Pensions will not cover the extra week of rent, it is your responsibility to pay this.

If you pay by Direct Debit, we account for the extra week and included it in your instalments.

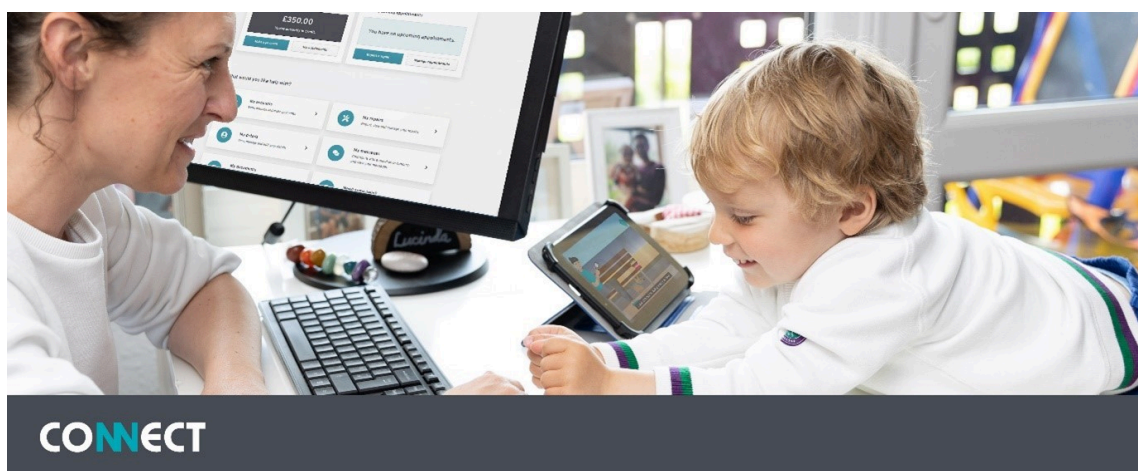
If you have not been making additional payments throughout the year the rent charged on **Monday 31 March 2025** may lead to an arrears balance.

The Income Team will contact you over April and May 2025 to advise of any shortfall in payments and to set up a payment plan.

If you have questions about the 53-week year or need help with your finances, please call our team on **03000 120 120**.

Support with your finances

Need to change a repairs appointment time? It's easy in Connect



We know that life can get busy sometimes, and that can mean you might need to reschedule a repairs appointment. We've updated Connect, so it's now possible to reschedule a repairs appointment to a time that suits you. All you need to do is log in, find your appointment details and then, if this option is available, select 'reschedule'. You'll then see the available slots that you can choose from.

Applications are open for our 2025 Communities Together Grants

We're offering local charities, organisations and community groups up to £7,500 in funding through our Communities Together Grants to support projects that build stronger and more connected communities.

The funding can be used for a wide range of activities, from running local events to improving access to essential services, as long as the projects benefit our customers.

Applications close on Sunday 16 February. Visit our [website](#) to find out more about the grant, eligibility and to download an application form.

Want to be involved in deciding where the grants are awarded? Sign-up to [Hive](#), our online customer community, to be involved in deciding how larger grants are awarded, plus lots more.

Communities Together Grants

Six Rent to Buy apartments at Marina Gardens



We have more Rent to Buy apartments coming soon at Marina Gardens in Portishead, including one-bedroom and two-bedroom options.

Rent to Buy is an affordable tenure type, with rent set below marketing value to help people save up for a deposit and take their first step towards homeownership.

If you're interested or know someone who might be, perhaps a child or relative, there's more information on our [sales website](#), where you'll find lots more information about Rent to Buy and Marina Gardens. Applications will open soon!

Rent to Buy at Marina Gardens

Tackling anti-social behaviour in our neighbourhoods

Keeping our communities safe



What we achieved in 2024



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These figures represent data from 1 January - 31 December 2024.

We understand how important it is for you to feel safe in your neighbourhood. Our community safety team is here to support you with any concerns.

Last year, the team responded to more than **400 reports of anti-social behaviour** and safety concerns. These include issues such as noise disturbances, domestic abuse and drug-related activity.

Alongside ongoing support for repeated issues, the team also enforced two home possessions to help neighbours feel safe and supported.

Home possessions are a last resort for us, and we'll always try to resolve anti-social behaviour issues through other types of intervention and support.

We work closely with North Somerset Council and Avon and Somerset Police to keep our neighbourhoods safe.

If you have any concerns, our team is here to help. You can call us on **03000 120 120 (option 4)**, email communitysafety@alliancehomes.org.uk or visit our website for more information. There, you'll find details about Anti-social Behaviour Case reviews, hate incident reporting and domestic abuse support.

Community Safety

Customer survey

In January, we contacted hundreds of customers to ask for their feedback on our services and how we're doing. This is part of the Regulator of Social Housing's Tenant Satisfaction Measures, which help social housing landlords like us improve. Thank you to everyone who took part in the survey, and congratulations to the three lucky winners: **Victoria**, **Pamela** and **Maureen**, who won Love2Shop vouchers!

Alliance Homes

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