



Issue 25 - April 2025

Your update from Alliance Homes.

👋 Spring has sprung, the sun is shining, and Easter is just around the corner! In this issue of InTouch, we celebrate our 7,000th new affordable home, tell you about our exciting partnership with National Trust site Tyntesfield, look back on the installation of the *Beacon of Hope* and invite you to upcoming community events. Let's take a look.

Claim your FREE pass to National Trust site Tyntesfield



We're excited to announce our partnership with National Trust, offering all our customers a free pass to the National Trust site at Tyntesfield, available from

April to August 2025.

The pass is open to all customers, regardless of tenure type, and allows entry to the lead tenant, one other adult living in your household, and all household members under 18. To find out more about this partnership, how to claim your free pass, and terms and conditions, please [visit our website](#).

Claim your free pass to Tyntesfield

Your voice matters – there's lots of ways to get involved!

At Alliance Homes, we believe the best decisions are made with our customers, not just for them. That's why we're committed to putting your voice at the heart of what we do – and why we've created a new approach to customer engagement. Developed alongside customers, our engagement framework outlines all the different ways you can have your say and influence the services that matter to you.

Find out how to get involved!

Beacon of Hope lights up Bournville neighbourhood



In March we joined residents, local leaders, and partner organisations to celebrate the installation of the *Beacon of Hope* sculpture in the Bournville neighbourhood. The sculpture, designed by local pupils from Voyage Learning Campus in collaboration with WTF Workshops, was inspired by the *Knife Angel's* visit to Weston-super-Mare last year. You might remember seeing the *Beacon of Hope* on display at the Sovereign Centre during that time.

It was an evening filled with fun and excitement that brought the community together. You can read the full story and learn more about the sculpture [here](#).

Understanding changes to benefits and welfare reform

The Government recently announced planned changes to the benefits system. Changes to benefits can feel overwhelming, and we understand that many people may be concerned. What we know is that the proposed changes won't take effect until 2026, with wider welfare reforms taking place beyond that date.

So, what does this mean for you? It's important to understand what you're receiving and what you're entitled to. If you are concerned, remember that we have a team of dedicated Income Officers who can assist with any questions you might have. Additionally, our team of Money Advisors is here to support our customers with financial concerns. You can speak to the team by calling 03000 120 120 or emailing act@alliancehomes.org.uk. For support with money

worries, you can also access the Tenant Support and Wellbeing Service. It's free, impartial and available 24/7, find out more [here](#).

Alliance Homes awards £31k in Communities Together Grants to 11 local projects

Applications for our [Communities Together Grants](#) increased by over 40% this year! We're happy to announce that 11 community groups and projects have been awarded a share of the £31,700 funding pot! From community transport projects to refugee support, as well as an initiative to promote children's and young people's wellbeing, these grants were decided by our customers through a dedicated grants panel, as well as [HIVE](#), our online community of customers.

Alliance Homes customer and grants panel member, Lucinda, said: "Being part of the customer panel has been a great opportunity to influence how Alliance Homes invests in its communities. It's empowering to help shape where investment goes and make sure it supports the things that matter most to our communities.

You can view the full list of successful applicants [here](#).

Join us for an Easter egg hunt!



Come along to the *eggstravaganza* Easter celebration at the Community Hub in Oldmixon! There'll be an Easter egg hunt, Easter bonnet making, crafts and games. Bring along the whole family, we can't wait to see you there!

When: Wednesday 16 April 2025, 2 PM – 3.30 PM

Where: The Community Hub, 7 Aller Parade, Oldmixon, Weston-super-Mare, BS24 9DD

Have you signed up to Connect yet?



It's been seven months since Connect was fully launched and more than 2,000 customers have now signed up to our customer portal.

That's 2,000 people saving time by going online. They're reporting repairs, paying rent and downloading their documents, all at times that suit them.

“Connect has changed how I manage my tenancy and repairs, all I need to do is log in and it’s all there for me.” - Samantha, Connect user

If you haven’t joined yet, start today and enjoy the freedom that Connect gives you, just click the button below. Or, if you prefer, you can message us through Live Chat on our [website](#).

Sign up to Connect

**Relax and recharge at our carers’ wellbeing event
this April**



Caring for Carers

Five ways to wellbeing

Join us for a relaxing day of wellbeing activities including:

- reiki taster sessions
- reflexology
- mindful crafts
- plus lots more.

Discover the five ways to wellbeing and learn more about our free to access carers support service.

Food and refreshments will be available for purchase.

Open to all unpaid adult and young carers
and their families in North Somerset.

Join us at:

Kewstoke Village Hall, Crookes Lane,
Kewstoke, Weston-super-Mare, BS22 9XB

Saturday
26 April 2025
11:00 - 14:00



North Somerset Carers Support



0471 02 25

North Somerset Carers Wellbeing Event

alliancehomes.org.uk/carers

Join us on Saturday 26 April 2025, for our carers' wellbeing event, dedicated to unpaid carers of all ages and their families. [Caring for Carers: Five Ways to Wellbeing](#) will offer a chance to relax, recharge, and find ways to focus on your wellbeing.

Whether you're a parent, partner or friend who provides care and support without pay, this event is for you.

Expect a welcoming atmosphere and a wide range of activities and taster sessions, from reiki and mini manicures to martial arts demonstrations. You'll also have the chance to meet with other support services from across North Somerset.

Come along for a chance to socialise, take a moment for yourself, and find new ways to support your own wellbeing. We hope to see you there!

When: Saturday 26 April 2025, 11 AM – 2 PM

Where: Kewstoke Village Hall, Kewstoke, W-s-M, BS22 9XB

Your chance to win £50 in vouchers or an iPad

The **Life Through Your Lens** survey is still open and we'd love to hear from you. Your feedback helps us better understand your needs so we can tailor our services to support you and your family. Plus, when you submit your form, you can enter our prize draws to win £50 in vouchers or an iPad ([terms and conditions apply](#)). Click the link below and fill in the survey. If you want to enter the competition, you'll need to submit your form by Thursday 10 April 2025.

[Complete your form](#)

Celebrating our 7,000th home



We're celebrating a key milestone in our journey as a social housing provider, having reached 7,000 affordable homes across the West of England. This achievement reflects our commitment to playing our part in tackling the housing crisis across the region and helping more local people and families to live in a warm, safe and secure home. We build around 175 much-needed new homes for rent and shared ownership every year, and we're well on our way to achieving our ambition to provide 2,000 new affordable homes by 2033.

To celebrate this milestone, we visited customers Samantha and David, who recently moved into one of our new homes with their daughter, Bella. Their previous privately rented home felt too small, was expensive to maintain, and lacked long-term security. Their new home has provided them with the space they needed, especially for Bella, who is blind and has additional health conditions. You can read the full story [here](#).

Radio Teleswitch Service (RTS) switch-off – what you need to know



Some homes have Radio Teleswitch Service (RTS) electricity meters, which use a radio signal to switch between peak and off-peak rates. This signal will be switched off from Monday 30 June 2025. Without this signal, RTS meters may no longer work properly, and it may mean that a customer's heating and hot water supply stops functioning as normal. Energy suppliers are contacting affected customers to replace meters. If you think you're affected, contact your electricity supplier or visit the [Ofgem website](#) for more information.

Alliance Homes

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