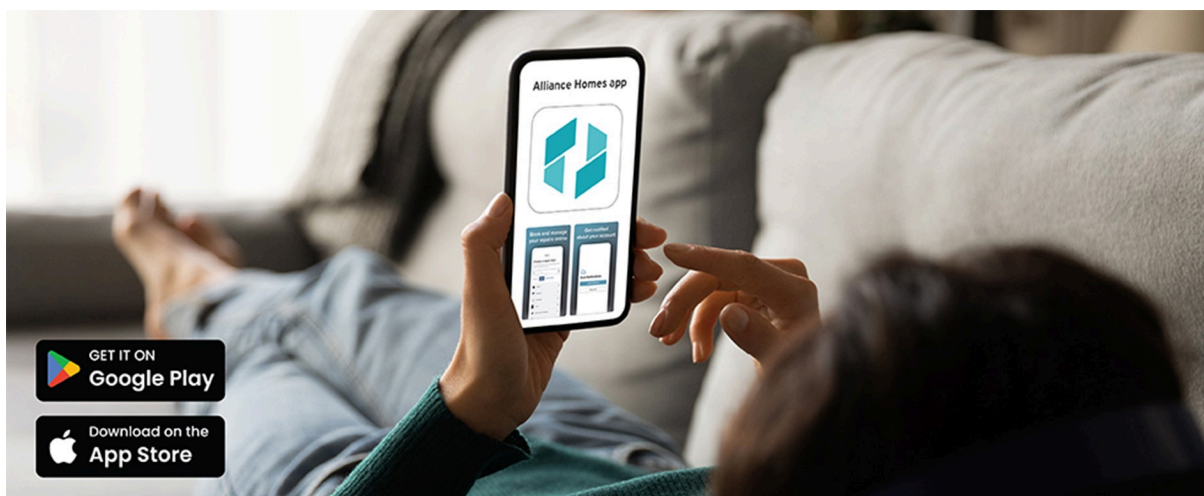


## Issue 21 - August 2024

☂️☀️ Summer holidays: is it time for sunscreen or a brolly? Put your feet up and let's take a look at this issue of InTouch. We'll be sharing some of our top tips for staying fire-safe this summer, providing an update on Connect - our new customer portal - and highlighting the fun activities you can enjoy in our communities, plus lots more.



## Connect, our new customer portal, is now live

More than a thousand customers have registered and are enjoying the easy access that Connect provides for managing their tenancy online.

With Connect, you can report repairs, check statements, and pay bills at your convenience.

If you haven't signed up yet, it's simple to do. Just click the button below.

[Register today](#)

## Download the Alliance Homes app

Keep Connect at your fingertips by downloading the Alliance Homes App. The App gives you all the same features, but with the added bonus that it's easier to log in and it's just a tap away.



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## Tenant Satisfaction Measures

We're dedicated to providing quality homes and services. That's why we think it's so important to hear from our customers and why we run regular customer surveys.

The Regulator of Social Housing recently introduced the Tenant Satisfaction Measures (TSMs), a set of performance and satisfaction measures that all social housing landlords are to report on. These measures tell us how well we're doing in providing good quality homes and services.

The TSMs consist of 22 questions, 12 are collected from you during our bi-annual customer surveys and ten are collected by us and relate to how we manage our homes.

We invited customers to take part in the TSM surveys in July 2023 and January 2024. Thank you to everyone who took part. The results are now in, take a look at how we did.

[Our results](#)

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## Fire safety: Keeping safe in the summer

Summer is here, and whether you're enjoying the outdoors or staying cool indoors, it's important to be mindful of fire safety to protect yourself, your loved ones, and community. Here are some top fire safety tips for the summer:



## Barbecues and outdoor fires

Summer wouldn't be the same without a barbecue, but they can be dangerous. Always keep the grill on a flat level surface, with enough ventilation and away from things that could easily catch fire like trees, sheds, and furniture. Keep children and animals away from open flames and always keep a bucket of water nearby.



## Windowsills and home decorations

Be cautious of mirrors and glass ornaments on a windowsill, they can reflect sunlight onto nearby flammable objects. This is why you should also keep flammable items like deodorant and hairspray away from direct sunlight.



## Electrical items

As temperatures rise you might rely on an electrical fan to keep cool. Before plugging it in, make sure there's no obvious damage to the plug or wire. Always place a fan on a flat surface and never leave it unattended. Make sure you [register your new or old appliances](#) and keep up to date on product problems or recalls.



## Smoke alarms

You should have a working smoke alarm on every floor of your home. If don't have an alarm installed, let us know and we can fit one for you!

For more tips about staying safe at home, you can visit our website [here](#). If you have any safety concerns about your home or communal areas, it's important to let us know right away, just call us on 03000 120 120 or email our contact centre at [ACT@alliancehomes.org.uk](mailto:ACT@alliancehomes.org.uk).

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## How we listen and resolve complaints

We've recently published our new 'Complaints performance and service improvement' report. The report summarises the complaints we received in the 2023 – 2024 financial year, our approach to handling customer complaints and the service improvements we made because of your feedback. You can read the full report [here](#).

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## Alliance Homes colleagues raise more than £5,000 for Weston Hospicare

In July, 33 of our colleagues took on the Welsh 3 Peak Challenge – that's climbing Pen Y Fan, Cadair Idris and Yr Wyddfa (Snowdon) in 24 hours, to raise money for local charity Weston Hospicare.



In only 13 hours, they walked 20.5 miles, climbed a total of 7,510 feet, and braced winds of 50mph to conquer the three peaks. The team raised over £5,600. Read the full story [here](#).

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## Alliance Homes celebrates double win at local youth awards

Alliance Homes' [Young Carers Support Service](#) and one of its young carers have been honoured at the Reset WSM's Youth Awards Ceremony, winning the titles of Children's Support Champions and Caring Champion, respectively. You can read the full story [here](#).

If you or know someone who is a carer providing unpaid care or help for a loved one who is ill, elderly, disabled or struggling with addiction, they can reach out to us by calling 03000 120 120 or visiting our [website](#).

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## Connect with nature and find your calm

Our [Growing Together](#) project is offering a six-week 'Nature Connection and Craft' course for people in North Somerset, funded by The National Lottery Community Fund.

The course helps participants to learn new skills and is an excellent method for finding calm and mindfulness.

The course will be led by Mhairi Cornish, who brings over ten years of experience running nature and wellbeing initiatives.

**When:** Starting 9 September 2024

**Where:** Coleridge Road Community Gardens, Weston-super-Mare, BS23 3UJ

To book your place, please email Mhairi Cornish at [mhairi.natureconnection@alliancehomes.org.uk](mailto:mhairi.natureconnection@alliancehomes.org.uk)

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## Jobs at Alliance

We were recently recognised as a **Best Workplace for Women 2024**. Find out what this means for us [here](#). To explore current opportunities, visit our [website](#) and sign up for notifications about upcoming roles.

### Alliance Homes

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