



## Issue 23 - December 2024

Your update from Alliance Homes.

🧑‍🎄 Winter is here, and Christmas is just around the corner. In this edition of InTouch, we share tips to help you prepare your home for the colder weather, include some festive activities you can get involved in, and share an update from your Customer Feedback Panel. Grab a cuppa and take a read!

## Life through your lens



Take a moment to hear from Cath, our Service Director for Customer Operations, as she introduces [Life Through Your Lens](#) - a project designed to help us get to know you better, so we can provide services that truly meet your needs.

In the new year, we'll send you a questionnaire asking for information about you and those who live in your household. While sharing this information is completely voluntary, by taking part, your responses will help us to:

- Understand your unique needs and challenges
- Identify ways to improve and tailor our services to better support you
- Make our services more accessible for everyone.

Rest assured, we'll handle your data with care and keep it secure. We'll only use the information to improve our service to you. Look out for questionnaire in the new year - your feedback can make a real difference! Find out more on our [website](#).

Life through your lens

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## Reasonable Adjustments Policy

In the last issue of InTouch, we talked about safeguarding and introduced our upcoming Reasonable Adjustment Policy. We're pleased to now share this policy with you. Take a minute to read a summary of the policy [here](#).

### What this policy means for you?

We understand that everyone's circumstances are different, and some customers may need extra support to access our services. Our Reasonable Adjustments policy is about making sure our services are as inclusive as possible by identifying individual needs and offering additional support where required.

Read the full policy

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## Rob's story



Here at Alliance Homes, we believe that having a safe and secure home is the first step towards a happy and healthy life. We're committed to helping our customers thrive and tackling the housing and homelessness challenges in our region by building more much-needed affordable homes.

Rob's life took an unexpected turn when he found himself without a permanent place to call home. Living in his van, parked in a layby, he faced uncertainty every day. Read about how he overcame this challenging chapter with support from Alliance Homes – and a new place to live – and how a secure home gave him a fresh start.

[Read the full story](#)

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## Tackling anti-social behaviour



In November, our Community Safety team along with our partner agencies from North Somerset Council and Avon and Somerset Police spent time in our neighbourhoods as part of #ASBAwarenessWeek.

We spoke to more than **300 residents about anti-social behaviour** - listening to your concerns, and explaining how we support victims and hold perpetrators accountable.

Throughout the week, we responded to more than **80 calls**, **opened seven new cases**, and **resolved several ongoing issues**.

We take anti-social behaviour very seriously. By working with our partners, we're committed to making sure your neighbourhood is a safe and comfortable place to live.

If you'd like to report anti-social behaviour, [please visit our website](#) or call us on 03000 120 120 (option 4). Our dedicated team is here to help.

Community safety



## Sharing Christmas memories



## Sharing Christmas memories

This festive season, our Community Investment team has been spreading cheer through the *Christmas Past* project at Tyntesfield, a collaboration with **Super Culture** and the **National Trust**.

With the help of local artist **Zara Emily**, our Community Growth manager Helen Wheelock and more than 80 of our older customers, we've decked the halls at Tyntesfield and shared cherished Christmas memories.

Step through the doors at Tyntesfield for a festive delight, explore Christmas past and read the wonderful memories shared by our customers. The exhibition is open until 2 January 2025.

[Find out more about Christmas Past at Tyntesfield](#)



# Winter Gathering

Come along to our 'Winter Gathering' at the [Growing Together](#) outdoor community garden. There'll be festive crafts, wreath making, hearty homemade soup and lots of other fun activities.

Everyone is welcome, and we can't wait to see all of you there. Be sure to wrap up warm!

**When:** Saturday 14 December 2024, 12 – 2 pm

**Where:** Coleridge Road Community Garden (between 65 and 67 Coleridge Road, Weston-super-Mare, BS23 3UJ)

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This winter, we're once again supporting North Somerset Council's **Community Living Room** initiative with a £750 donation. This funding will help manage spaces across North Somerset for people to stay warm and socialise this winter. To find your nearest Community Living Room, visit the [Council's website](#).

## Our Community Living Rooms

We're also opening two of our community hubs as Community Living Rooms, where you can enjoy a cup of tea and meet new people. Here's where to find us:

### Bournville Community Hub

**When:** Every Thursday, 10 am – 12.30 pm

**Where:** The Sub Station, St Andrews Parade, Bournville, Weston-super-Mare, BS23 3SS

### Special event:

Come along on **Tuesday 17 December**, 11 am – 2pm for a Christmas buffet, festive games, and quizzes. It's free to attend, and everyone is welcome!

### Oldmixon Community Hub

**When:** Every Monday and Wednesday, 10 am – 12.30 pm

**Where:** 7 Aller Parade, Oldmixon, Weston-super-Mare, BS24 9DD

### Special event:

Join us on **Wednesday 18 December** from 11 am – 2pm for a Christmas buffet, festive games, and quizzes. It's free to attend, and everyone is welcome!

Find out more about our community hubs

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## Do you know what to do if you smell gas in your home?



Do you know what to do if there's a gas leak in your home? Follow these six steps to get it fixed quickly:

**Step 1** - Call the National Gas Emergency Number on **0800 111 999**. It's freephone, and open 24 hours a day, 365 days a year. A Wales and West engineer will arrive to keep you and your home safe.

**Step 2** - Turn off all your gas appliances and, if possible, switch off the gas at the meter (unless the meter is in the cellar or basement, in which case don't go in).



**Step 3** - Open all your windows and doors for ventilation.

**Step 4** - Do not use any electrical appliances, including lights.

**Step 5** - Do not smoke and do not use naked flames.

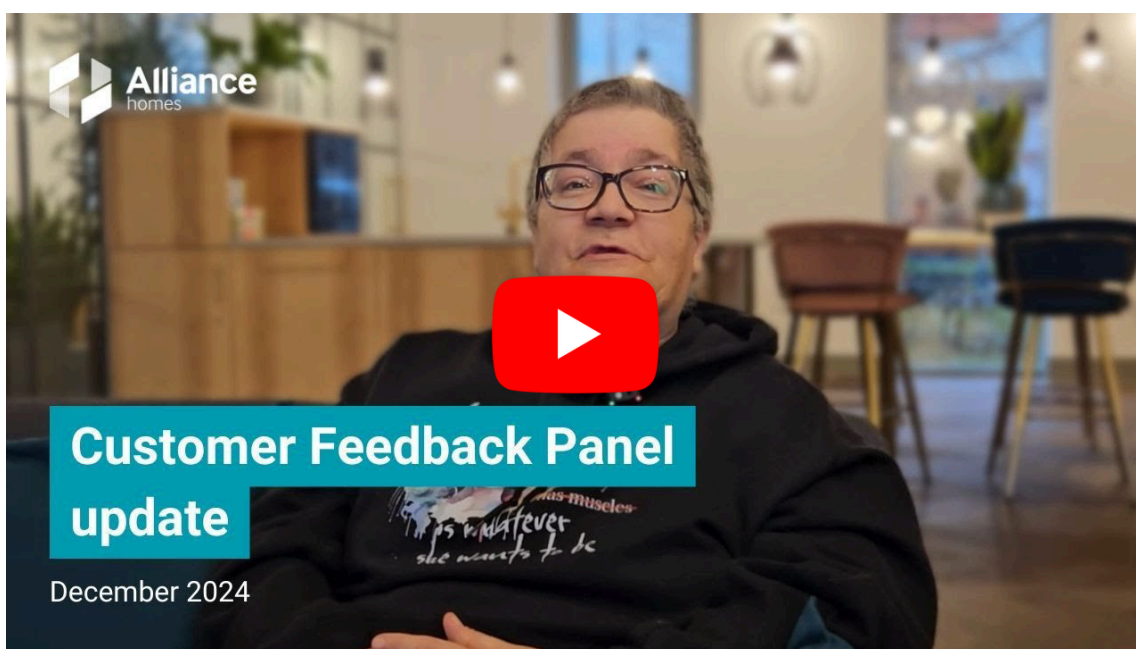
**Step 6** - If there's a smell of gas in the cellar or basement, please wait outside or with a neighbour.

[For more information on gas safety visit our website](#)

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## Customer Feedback Panel

Our Customer Feedback Panel play an important part in our decision making and service improvements. They help us understand the diverse needs and expectations of our customers. Sabine, a member of the Panel, is here to share an update on the things they've reviewed and changes they've influenced over the past six months.



We'll be sharing updates from the Customer Feedback Panel more regularly. Stay up to date by visiting the '[Customer Feedback Panel](#)' section of our website. If you want to find out more about the Panel and how to become a part of it, get in touch by emailing [customerengagement@alliancehomes.org.uk](mailto:customerengagement@alliancehomes.org.uk).

[Customer Feedback Panel](#)



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## Our services over the festive period

As we get stuck into the festive period, we want to share our Christmas and New Year opening hours and what to expect from our repair and other services.

### Opening hours

Tuesday 24 December: **8 am – 1 pm**

Wednesday 25 December: **CLOSED**

Thursday 26 December: **CLOSED**

Friday 27 December: **8 am – 5 pm**

Monday 30 December: **8 am – 5 pm**

Tuesday 31 December: **8 am – 5 pm**

Wednesday 1 January: **CLOSED**

Thursday 2 January: **8 am – 5 pm**

### Repairs

Our out-of-hours service is available for emergency calls and repairs during this period. For information on what's considered an emergency repair, please [visit our website](#). If you have an emergency or urgent repairs, call us on **03000 120 120** any time.

If your repair is not an emergency, please report it through [Connect](#), our customer portal, or contact us by phone or email during our regular opening hours.

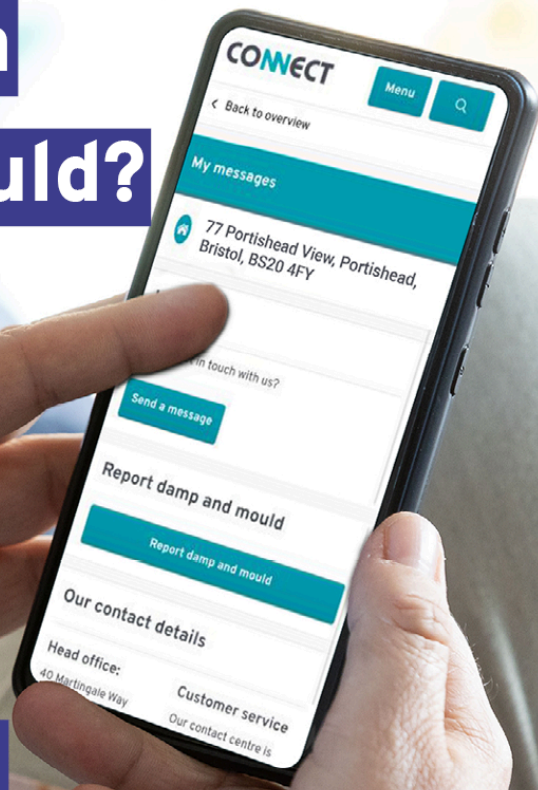
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## Keeping your home free from damp and mould

# Problems with damp and mould?

We're here to help.

Report it to us, the easiest way is on connect, where  
you can also upload images and videos.  
[connect.alliancehomes.org.uk](https://connect.alliancehomes.org.uk)



If you're concerned about signs of damp and mould, we're here to help. You can report damp and mould to us through [Connect](#), our customer portal, by calling us on **03000 120 120**, or messaging us through Live Chat. We'll arrange a time to visit your home and create an action plan to get the issue fixed.

To help us understand the problem, please include photos of the affected areas when you make your report. The easiest way to send us photos is through Connect, using the '**Report damp and mould**' button.

If you'd like to find out more about how we can help with damp and mould, [visit our webpage](#).

For advice on managing heating bills this winter, our [Home Energy Advice Team](#) can provide tailored support.

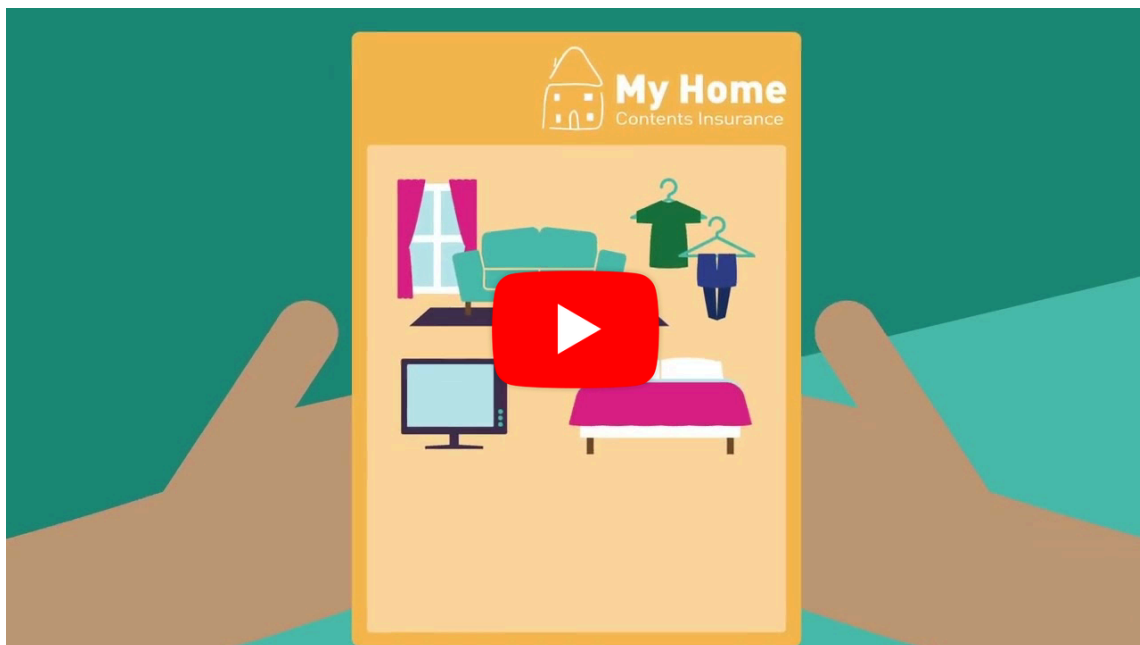
Help and tips on maintaining your home

## Home Contents Insurance

With Christmas just around the corner, now's the perfect time to make sure your favourite things are covered with home content insurance, especially if you're receiving new gifts and items.

The National Housing Federation has partnered with Thistle Insurance Services to offer the **My Home Contents Insurance Scheme** for social housing customers and Shared Ownership homeowners. This plan covers everything from furniture and electronics to carpets and clothing.

By getting cover, you'll have peace of mind knowing that you're protected if anything goes wrong. To learn more about the scheme, [visit our website](#) and watch the video below.



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## Could you help shape building safety?

The Building Safety Regulator is looking for people who live in high-rise buildings to join its Statutory Residents' Panel. The regulator wants to hear from a diverse range of people who can add their views to decisions that will impact the safety and well-being of millions of residents.

Find out more by emailing the [Building Safety Regulator](#).

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**From all of us at Alliance Homes, we wish you a  
Merry Christmas and a Happy New Year!**

## **Alliance Homes**

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