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## Issue 22 - October 2024

Your update from Alliance Homes.

🍂 Autumn is here, bringing cooler nights and the changing colours of the season. In this issue of InTouch we're excited to share our 2023/24 Annual Report, reflecting on the past year. You'll also find important information about safeguarding and top tips to get your home winter ready.

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## Actuals service charge statement 2023-24

If you pay service charges, you should've received a letter with a statement of your actual service charge costs for 2023-2024. The statement provides a breakdown comparing the estimated charges against the actual charges and customers will see either a surplus (where we overestimated the costs) or a deficit (where we underestimated the costs).

We've put together a helpful guide on service charges with answers to frequently asked questions, which you can view [here](#). If you want to talk about your statement with our team, you can get in touch by emailing [act@alliancehomes.org.uk](mailto:act@alliancehomes.org.uk).

We know that changes to your service charges can feel overwhelming. If you're worried about your charges, our [support services](#) are here to help.

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## Our commitment to safeguarding

Making sure our customers live in safety, free from harm and neglect is our priority. We work closely with multiple agencies across North Somerset to ensure a secure environment where everyone feels safe. However, safeguarding is a shared responsibility, and there are steps everyone can take to help.

If you or someone you know is experiencing harm or abuse, it's important to reach out. Talk to someone you trust, like a friend, colleague, or [contact us](#) directly.

If you're concerned that someone is at risk or being abused, please contact [North Somerset Council's Care Connect](#) as soon as possible. Always remember,

if it's an emergency, call 999.

### Caring for someone with dementia

Safeguarding is especially important for those caring for loved ones with Alzheimer's or other dementia-related conditions. If you're a Carer, you may want to register for the [Dementia Safeguarding Scheme](#), also known as the Herbert Protocol. This programme helps reunite missing persons with their families when vulnerable individuals go missing.

To learn more about our commitment to safeguarding, you can review our policy [here](#).

## Safeguarding

### Reasonable Adjustments

We're committed to ensuring that our services are tailored to meet your needs. That's why we're working on a policy for reasonable adjustments to make sure we're always delivering for you. Keep an eye out for more information about this in the next issue of InTouch and on our social media channels.



### Annual Report 2023/24

We're pleased to share our Annual Report for 2023/24 which looks back on our performance and what we've done over the past financial year. Find out more about how we've invested in our homes and services and supported customers and communities; read about the actions we've taken to address your concerns and the challenges we've faced.

[Read our Annual Report](#)



## Pill's Digital Transformation

We awarded £3,500 to Pill Resource Centre to help improve their digital connectivity and access to support services for residents. The funding, part of our [Communities Together Grants](#), allowed the Centre to purchase and upgrade their IT equipment. Alliance Homes' Chief Executive, Louise Swain, visited the centre and said: "It's great to see the positive impact our Communities Together Grants are having on local communities across North Somerset, especially here in Pill".

[Learn more here](#)



## Competition winner

Congratulations to Laura, the winner of our [Growing Together](#) Garden competition! We hope you enjoy your £50 garden centre voucher. If you're not already following us, make sure you connect with us on [Facebook](#) and [Instagram](#) to keep up with competitions and updates from Alliance!





## Opening the doors for a growing family

We recently welcomed a family of four into a new home at Charlton Gate with Shared Ownership in Brenty, South Gloucestershire. As their family grew, Jess and Curtis found themselves priced out of their local area. Thanks to Shared Ownership, they've now moved into their dream home. Jess shared: "Life is much better now, and we're happier."

[Read the full story](#)

If you're interested in learning more about our Shared Ownership properties, visit our [Sales site](#) to see current listings and upcoming opportunities.

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## Autumn gathering

Join us for an autumn gathering filled with spook-tastic fun! Enjoy an afternoon of pumpkin carving, apple pressing, biscuit decorating, and more! Fun for all ages, and open to all local residents.

**When:** Thursday 31 October 2024, 2 – 4 pm

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

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## Getting winter ready

As the weather starts to get colder, here are few tips to help you protect your home:

- **Test your heating early:** Check that your heating works before the cold weather sets in and let us know if it doesn't. We've got lots of helpful how-to guides [here](#).
- **Sweep away the leaves:** Autumn's beautiful leaves can build up and create hazards. Keep paths, gutters, and drains clear of leaves and other debris. Now is also the perfect time to tidy up your garden and reduce winter risks.
- **Check your carbon monoxide alarm:** As your using your heating more, it's essential to know your gas boiler and appliances are safe. Test your carbon monoxide alarm, and if you have concerns, call us on 03000 120 120.
- **Worried about damp:** Colder weather can lead to damp and mould. If you're worried, reach out to us right away. The quickest way to report concerns is through Connect, our new customer portal. You can also call or chat to our team through live chat on our website.

For more tips on maintain your home, head over to our website where we've got lots of how-to guides and useful videos.

**Maintaining your home**

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## Jobs at Alliance

We're not only a Great Place to Work - we've also been recognised as a Best Workplace for Women and one of the top Charity & Not-for-profit Workplaces. If you'd like to be a part of our team, explore our current opportunities.

### Jobs at Alliance



### Alliance Homes

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