



### **Issue 31 - April 2026**

Your update from Alliance Homes.

Spring is here, bringing some sunshine (and the odd April shower 🌧️). In this issue of InTouch, Michelle Harper introduces our new Neighbourhood Strategy. We're also sharing our Service Standards, giving more clarity on the level of service you can expect from Alliance, along with some handy top tips from our online customer portal, Connect.

### **Introducing our Neighbourhood Strategy**

We asked our customers what makes a good neighbourhood? You told us what matters most to you, and we listened and used your feedback to create our new Neighbourhood Strategy, setting out what we'll do over the next three years to make our neighbourhoods places we can all be proud to call home.

Watch the video below to hear from our Neighbourhoods Manager, Michelle Harper, who talks about the plan and what we're doing to make our neighbourhoods great places to live.



## Our vision

We want neighbourhoods to be:

**Safe** 



**Clean** 



**Green** 



**Proud** 



# Connected



To make this happen, we'll work with you and our partners to deliver the things that matter most, improving our neighbourhood services and making a real difference to your area.

## Your neighbourhood



### What you can expect from our services

In the last issue of InTouch, we shared our **Customer Golden Rules**. These set out how we work with you and what you can expect from us whenever you get in touch, whatever the reason. They're our commitment to providing a consistently great customer service. If you missed them, you can find them [here](#).

**We've also created our Service Standards.** These explain the level of service you can expect from us across our key services. They give clarity about what good service looks like in each area, and how we'll support you. Setting this out clearly means you know what we'll do, and can tell us if things don't go as they should.

**The Service Standards cover:**

Our communications

Your tenancy

Your home

Your neighbourhood

Your voice

Support

## Service Standards



### What you might need to do

In February you will have received a letter with changes to your rent and service charges starting April 2026.

#### If you receive Universal Credit

- Update your Universal Credit Journal with your new rent amount on the date shown in your letter
- To do this, you'll need to complete the Universal Credit '**Rent Change**', so you are paid the right amount.

Visit the [Government's website](#) for help with reporting a change of circumstances.

#### If you receive Housing Benefit

- If you live outside North Somerset, you must contact your local authority directly about your changes.
- If you live in North Somerset, we'll do this for you.

Visit the [Government's website](#) for help with reporting a change of circumstances.

Not sure what your changes are? We can help. You can find your rent details in your rent and service letter or by logging on to Connect, our online customer portal. If you need help and aren't sure what to do, email [act@alliancehomes.org.uk](mailto:act@alliancehomes.org.uk).

If you're worried about paying your bills, please get in touch. Our team of Income Officers are here to help, and we have a range of support services available.



## Could social prescribing help you?

Earlier this month, it was Social Prescribing Day, and we celebrated with our partner organisations and other services.

Social prescribing is a service that supports people with non-medical solutions to existing health issues, from finding local activities and reducing loneliness, to getting extra support when life feels tough.

Our service is run in partnership with Citizens Advice North Somerset on behalf of Pier Health Group. It is for everyone registered with a Pier Health GP.

At the event, lots of different local organisations came together. They talked to visitors about the support that is available in the local area.

We asked Traci, one of our Social Prescribing Officers, how she'd describe the service. Here's what she said:



If you aren't registered with Pier Health but would like to find out more about social prescribing, get in touch with your GP as most practices have similar programmes.

## Social prescribing

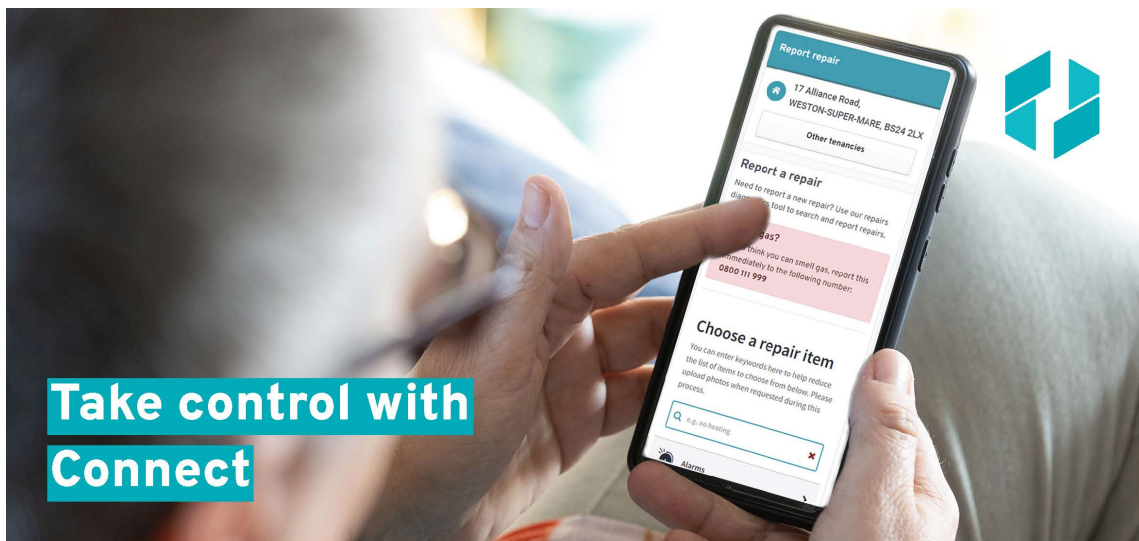


## Charity of the Year

We're delighted to announce that The Grand Appeal has been selected as Alliance Homes' Charity of the Year for 2026/27, following an incredible response to this year's nominations and voting process.

Earlier this year, we invited both colleagues and customers to nominate local charities close to their hearts. From these nominations, a shortlist of seven organisations was created, and the final decision was put to a public vote via our website, with The Grand Appeal receiving the most support.

Throughout the year, Alliance Homes colleagues will get involved in activities and initiatives to raise as much money as possible to support this great cause.



## Connect top tips: did you know you can...

Our customer portal, [Connect](#), is here to make life easier for you. Here are a couple of handy features you might not know about:

### **View your safety certificates**

To view or download the latest gas and electrical safety certificates for your home, simply log into [Connect](#), head to 'My documents' and choose 'Property Health and Safety'.

### **Report and track communal repairs**

You can report communal repairs for your block or scheme by logging into [Connect](#) and selecting 'My repairs'. You can also use this section to check the progress of communal repairs, including ones you didn't report yourself.

If you'd rather speak to someone when reporting or checking on communal repairs, you're always welcome to give us a call on [03000 120 120](tel:03000120120).

### **Register for Connect**

If you haven't signed up for [Connect](#) yet, our webpage has everything you need to know about our convenient online customer portal.

[Find out more](#)

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## Life Through Your Lens: update your details

### Does someone act on your behalf?

Do you have someone who helps you with things in your life? Maybe they speak for you, help you make decisions and manage your home, or give you a little bit of extra support when you need it.

If you do, please let us know. When you tell us who supports you, we can make sure we support you in the best way too.

Please take a moment to update your details and tell us who helps you - click the button below.

[Update your details](#)

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### Communal fire safety

Understanding fire risks in communal areas helps keep you and your neighbours safe, this includes shared areas like hallways and stairs.

We know you want your home to feel welcoming, so if you'd like to put something in a shared space, contact Alliance first, as some things are allowed and some aren't.

If you see something that you think is dangerous, please tell us. To find out more on what's allowed and how to check, click the button below to visit our dedicated webpage.

Keep communal areas safe



### Celebrating 20 years

As part of our 20-year celebrations, we'd love to hear your story. Whether it's about living in your Alliance home, being part of your community, or a moment that's meant something special to you. You've been at the heart of our journey over the past two decades and, as part of our special anniversary, we want to celebrate you, our customers! So, if you'd like to share your story, email [communications@alliancehomes.org.uk](mailto:communications@alliancehomes.org.uk). We'd love to hear from you!

### Join our team

We offer a variety of roles, from trades to office jobs. Take a look at our current vacancies, there could be a job here for you, a family member, or someone you know. [View our vacancies and apply today.](#)

### Alliance Homes

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