



Your Home and Community

Issue 1

April 2026

Let us know if you need this publication in another format, such as large print. Call us on **03000 120 120** or email **act@alliancehomes.org.uk**

This is the first official edition of our printed newsletter for customers living in our age-restricted schemes, just like yours. In 2025, we ran a trial version with five schemes, and customers really enjoyed it. We're happy that we can now share it with everyone.

Please take a moment to have a read. Inside, you'll find information about our services, our teams, and some fun activities. And if you have any ideas or suggestions for improvement for our next issue, we'd love to hear from you.

E: **communications@alliancehomes.org.uk**

T: **03000 120 120**



Cath Stenson

Service Director

Customer Service Operations

Get ready for the phone line digital switchover – contact your telephone provider

Phone lines across the UK are being switched to a digital service by 1 February 2027. This change will affect the telecare system in your home. Later this year we'll replace your current telecare equipment with a new digital-ready system.

Before we can do that, you need to contact your telephone provider. Please let them know that you have an older telecare system connected to a phone line. This will help to make sure your telecare system continues to work until we upgrade your equipment.

We advise contacting them as soon as possible for a smooth transition.

If you haven't received it yet, a letter will be arriving soon from Alliance Homes which contains more information.

Alternatively, you can visit our webpage **www.alliancehomes.org.uk/switchover** or call us on **03000 120 120**.





Helping you settle safely back home from a stay at hospital

Our Home from Hospital team can help if you have a planned hospital appointment coming up, when you're in hospital, or if you have recently been discharged home.

We work closely with our local hospitals and other organisations to find the best support for you, whether that might be advice, information or practical support. We also have a dedicated facilitator to help unpaid carers navigate the health system.

The service offers housing-related support to anyone over the age of 18, and can help anyone regardless of whether they are an Alliance Homes customer or not so please tell your family and friends about us.

The service is free and funded by North Somerset Council

To refer yourself or someone else (with their consent):

- Call us on **01934 636 363 ext. 3193**
- Email hospitalteam@alliancehomes.org.uk

To find out more, visit our website www.alliancehomes.org.uk/home-from-hospital.

Say hello to Zoe

She's one of our Home from Hospital Facilitators.

"Every day we meet people who need a bit of support, and it's great to help them feel more confident as they return home. It's often the smallest changes that make the biggest difference, and seeing that impact is what I love the most."



You're invited to our next Customer Forum

Our Age-Restricted Customer Forum is a chance for you and your neighbours to share your experiences of living in your homes and communities.

You'll have the opportunity to talk directly with Alliance Homes managers about the things that matter most to you. Your feedback will help us understand what's working well and what needs to improve.

Let us know if you'd like to take part

If you'd like to take part and are happy to travel to our Portishead office, we'd love to hear from you. Email customerengagement@alliancehomes.org.uk or call **03000 120 120** and ask to speak to the Customer Engagement team.

A buffet lunch will be provided. We can also arrange transport or offer fuel reimbursement to help you get there.

Save
the date:

9 June 2026

Introducing our Customer Golden Rules

We want every customer to have a good experience when they contact us or receive our services. That's why, working with customers and our teams, we've created our **Customer Golden Rules**.

They're a set of promises to you, that help make sure you consistently receive great customer service, no matter who you speak to. The Customer Golden Rules are:



If you have any questions about our Customer Golden Rules, feel free to speak to any of our colleagues when you see them next. You can also watch a short video or find out more on our website www.alliancehomes.org.uk/customer-golden-rules.

Book recommendation

Carers who use our Carers Support Service meet each month for a book club. One of their most recent reads was *Us Three* by Ruth Jones (yes, the same Ruth Jones from the BBC series *Gavin and Stacey*). Here's what some of the carers said about the book:

"It's enjoyable, funny and uplifting. A little bit 'Gavin and Stacey', very warm and with realistic characters." - Elsa

"It's an easy read, not too complicated, so it can be picked up in short bursts when time is precious." - Patricia

The book is available to purchase online or from your local bookstore.



Jodie, Volunteer Coordinator and Book Club lead



If you're an unpaid carer looking for support, a chance to meet others, and opportunities for much-needed respite, our Carers Support Service is here to help.



Talk to us on **03000 120 120**



Email us on carersupport@alliancehomes.org.uk

Wordsearch puzzle

Can you find all eight words hidden in this British TV-inspired wordsearch?

G	V	K	L	A	M	D	P	K	Q	L	L	D	G	J
A	U	T	E	I	J	Q	T	V	O	C	U	I	Y	O
M	P	D	G	R	O	M	I	T	S	R	H	F	P	G
T	H	S	J	N	N	R	H	Y	G	I	W	B	D	M
W	A	J	V	Z	R	D	Q	A	K	A	U	A	O	L
M	R	J	U	I	L	O	X	D	T	M	T	S	C	T
S	R	P	C	Q	L	T	G	E	S	W	M	I	T	Z
S	Y	N	X	M	U	C	K	L	F	N	D	L	O	I
C	P	I	I	P	M	O	U	B	S	U	S	F	R	U
X	O	D	R	Y	Q	T	S	O	F	R	Z	A	W	R
F	T	E	U	T	I	T	X	Y	D	E	V	W	H	T
V	T	Y	J	B	P	O	D	Q	R	Z	X	L	O	O
Q	E	A	I	H	M	N	Q	D	E	L	L	T	O	I
E	R	D	U	H	Y	A	C	I	N	T	H	Y	N	O
C	X	G	A	I	L	P	L	A	T	T	N	K	N	O
T	S	E	H	Y	A	I	I	N	T	H	G	U	J	X
R	M	W	H	U	M	V	E	R	T	N	G	U	Q	J
Y	X	Y	X	O	X	T	E	C	I	N	T	H	Q	N
U	O	F	R	D	X	C	V	V	O	H	H	Y	J	C
L	R	G	R	O	M	O	T	M	B	A	W	W	G	W

Find these words

1. Basil Fawlty 2. Harry Potter 3. Dot Cotton 4. Hyacinth 5. Del Boy 6. Doctor Who 7. Gail Platt 8. Gromit

Celebrating 20 years of Alliance Homes

Do you have a story to share?

This year marks our 20-year anniversary, and we want to hear from the people who have been part of this journey with us, that's you!

We'd love to hear your stories from your time living in an Alliance Homes property. If you'd like to share something, please email

communications@alliancehomes.org.uk.

Join in the celebrations

We've got lots planned, the easiest way to stay up to date with all our 20-year anniversary events is by visiting **www.alliancehomes.org.uk/20-year-anniversary**.

