

Issue 26 - June 2025

InTouch - Your update from Alliance Homes.

Connect birthday prize draw



It's been a whole year since we launched Connect, and we're thrilled that over 2,000 customers are now using it to manage their tenancy online — anytime, anywhere.

To celebrate this milestone, we're giving you the chance to win £250 in shopping vouchers in our special birthday prize draw — and it's open to all Alliance Homes customers!

To be in with a chance of winning all you need to do is:

- Log into Connect via your browser or the Alliance Homes App.
- When you're in Connect, find the competition article and complete the form.
- Not registered yet? You can either follow this link to register or contact us on Live Chat and we'll help you get started.

While you're in Connect, take a moment to explore it — it's your one-stop shop for managing your tenancy.

The deadline is **Thursday 3 July** — don't miss out!

Terms and conditions can be found [here](#).

Connect

Free Family Pass to Tyntesfield



Don't miss out on your FREE pass to Tyntesfield! In collaboration with National Trust, we're able to offer our customers a FREE pass. It's the perfect family day trip! The offer ends in August, click the button to find out how to claim yours.

Claim your free pass

Our 2024–2025 Tenant Satisfaction Report is out now

Our **2024–2025 Tenant Satisfaction Report** is now live. This year, we've made it easier to see how your feedback is making a difference — from faster repairs and better complaint handling to safer homes and neighbourhoods. We've also made our services more inclusive and created more ways for you to get involved. Overall customer satisfaction is up by 6%, but we know there's still more to do. [Read our full report here.](#)

New mobility scooter policy

Mobility scooters support independent living, but safe use is essential. Our new policy sets out guidelines on storage, usage and charging within homes. It also explains how to request permission to store a scooter. [Click here](#) for more information and to read the full policy.

Complaints Performance and Service Improvement Report

We've just published our latest '**Complaints Performance and Service Improvement Report**', which explains the complaints we received and how we handled them in 2024–25. During this time, we received 815 complaints at stages 1 and 2.

We're committed to providing great customer service and welcome feedback to help us improve. In the report, we talk about common issues and services that received complaints. We also share how we are listening to customers to make things better and learning from past mistakes, so they don't happen again!

[You can read the full report on our website.](#)

If you have questions about our complaints process, need help with a problem, or want to share your thoughts on how we handle complaints, we'd love to hear from you.

Get in touch

Keeping our customers and neighbourhoods safe

In 2024-25, we responded to over **460 cases of anti-social behaviour**, from incidents of domestic abuse, race-related crime and county lines exploitation. We work closely with [Safer Stronger North Somerset](#), [Avon and Somerset Police](#), and you to keep your neighbourhoods safe. We know that anti-social behaviour tends to rise during the summer months when people are out and about enjoying the sunshine. If you have concerns in your area or notice anything unusual, [let us know immediately so we can act](#).

Community Safety Day of Action

On Wednesday 2 July 2025, we'll be in the Bournville neighbourhood alongside our community partners for a 'Day of Action'. If you have questions about how we tackle anti-social behaviour or how we can support you, come and speak to us in person. More information coming soon, stay up to date by following us on [Facebook](#).

Community Safety

Changes to recycling and waste collection in North Somerset



North Somerset Council's new recycling and waste service has started – and they're proud to be the first council in the country to offer kerbside soft plastic recycling, two years ahead of the government's deadline.

Residents can now recycle even more from home, including plastic bags and soft plastic packaging (such as bread bags, crisp packets, film lids and pouches). These can be squashed into a plastic bag, tied tightly, and *popped* into the glass recycling box for collection – no need to remove barcodes or labels.

It's important that residents check their information pack carefully. Some interim collection arrangements, including one-off Saturday collections for certain homes, will continue until the end of June. If you live in a property with communal collections, please note that collection days may have changed. Many properties will continue to have their black bins collected every three weeks.

You can:

- Search for your next collection dates
- Download the free North Somerset Council app to get bin reminders and never miss a collection day
 - Apple App Store at <https://apps.apple.com/gb/app/north-somerset-council/id6741157046>
 - Google Play store at Google Play Store at <https://play.google.com/store/apps/details?id=com.cloud9technologies.northsomerset&hl=en&pli=1>
- [Visit the three-weekly collections page](#) for more information.

Supporting the mental wellbeing of carers in North Somerset



We recently hosted the *Caring for Carers* wellbeing event for unpaid carers in North Somerset. Led by our amazing volunteers from the Carers Support Service, the event focused on the importance of prioritising mental health.

The event featured taster sessions and introductions to mindful activities from aromatherapy hand massages to karate. We were also joined by organisations including Bridge the Gap, Voluntary Action North Somerset, and Talk Club. If you're a carer or know someone who is, find out [how we can support you](#).



Do you have Home Contents Insurance?

No matter how safe you are, there's always a risk that your personal items could get lost, stolen or damaged. That's why it's a good idea to consider home insurance. The National Housing Federation works with Thistle Tenant Risks, which offers [My Home Contents Insurance](http://www.thistlemyhome.co.uk). They provide affordable and flexible plans to help protect your most important items.

Top tip: Make a list of your valuables, such as washing machines and TVs, and estimate how much it would cost to replace them. If the total seems too high, home contents insurance could be a smart choice for peace of mind if anything goes wrong.

Home Contents Insurance

HIVE, helping shape our services



Customers are at the heart of shaping our services, and their involvement is important to us. In our recently shared [Customer Engagement Framework](#), we introduced the many ways customers can get involved, influence our decision-making, and share their ideas. One of these is HIVE, our online customer community.

Take a moment to watch as Angela shares her experience as a HIVE member, what motivated her to join and hear how her experiences are helping shape the services you receive.

Join HIVE today

Get involved in your community

HIVE isn't the only way you can help shape our services and decisions. Explore our customer panels, including the [Customer Scrutiny Panel](#), our newly established [Customer Complaints Panel](#) and the [Resident Sustainability Group](#), helping co-create sustainability projects where you live.

Stay water safe this summer



Paddling pools are great fun, but did you know that Legionnaire's disease can thrive in them?

Legionnaires' disease or Legionella is a type of pneumonia caused by contaminated water.

Here are our top tips for keeping pools clean, fresh and safe

1. Don't leave water in the pools.
2. Empty and clean pools after each use, clean them with disinfectant and allow them to dry.
3. Always use cold fresh tap water, don't use stored water or warm water. Keep water cool and place pools in shaded areas.
4. Always use paddling pools outdoors to minimize the risk of inhaling airborne droplets of water.
5. Supervise vulnerable people who are using or are near the paddling pool.

Staying water safe at home

Summer fire safety



It's been a beautiful sunny spring and one of the driest on record, perfect for a barbecue.

Here are our tips to keep you and your family safe.

1. Place your grill on a flat surface away from trees, shrubs, and buildings.
2. Never leave your barbecue unattended. Keep children and pets away from the cooking area.
3. Clean your grill regularly to prevent grease build-up, which can cause flare-ups.
4. Read instructions before lighting and if using gas, check the hose for leaks.
5. Always have a bucket of water, sand, or a fire extinguisher nearby in case of emergencies.
6. Handle fuels with care and keep them out of reach of children.

Now bring on the burgers!

Fire safety at home

Do you have a spare hour? Ever thought of supporting someone over 65?

[Voluntary Action North Somerset \(VANS\)](#) is about to launch the 'Good Neighbour Scheme' in villages across North Somerset like Congresbury, Cleeve

and Wrington. They're looking for someone like you to volunteer with them! This is your chance to share your skills and take on a task that would support someone over 65 living independently in their homes. You decide what you can take on and VANS will pair you up with someone over 65 who needs support. To find out more, email tracy.edwardsbrown@vansmail.org.uk or call **07458 073 262**.

Alliance Homes

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