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Issue 28 - October 2025

Your update from Alliance Homes.

We've just published our latest reports - see how we're making a difference in our communities and for our customers. Plus, don't miss our tips to help you get ready for winter, and come join the fun at our Halloween event this half-term. Take a look at what's happening.

Read our latest reports

It's been a year of listening, learning, and progress and we've captured it all in two important reports we publish each year.

Click the links below to read our Annual Report and Environmental, Sustainability and Governance (ESG) Report.

Inside, you'll see how we're creating positive environmental and social outcomes for our residents and communities, and how new, affordable homes are changing local people's lives.

- Read our [Annual Report 2024/25](#)
- Read our [ESG Report 2024/2025](#)

[Read our reports](#)



Latest news

Coronation Community Hub Celebration

In September, we officially reopened the Coronation Community Hub following a £50,000 upgrade to make it more accessible, energy efficient, and better equipped for local community groups.

To celebrate, the community got together for a fun day with face painting, delicious food, yoga, and a performance from jazz singer Marvin Mouneké. Local resident Jayne Williams, official opened the hub alongside Alliance Homes' Chief Operating Officer, Iain Lock.

The hub is now open and hosting coffee mornings, craft groups, and more. If you'd like to join in, stop by and say hi. You can find where our community hubs are [here](#).

[Read the full story](#)



Christmas memories at Tyntesfield

Visit Tyntesfield for free this Christmas

Over the summer, more than 260 customers applied for a free pass to visit Tyntesfield, through our partnership with National Trust.

We're happy to offer the opportunity again this festive season. From 1 to 23 December, you and your family can enjoy a free visit to Tyntesfield. You can apply for your pass now. Terms and conditions apply.

[Apply for your festive free pass](#)



Our commitment to community safety

We know that experiencing anti-social behaviour can be stressful and upsetting. If you're affected, [we're here to support you](#). To help manage your concerns, we've created some tools you can download and use. Using these tools will help address issues early, while also helping us build a clearer picture when further action is needed.

Dear neighbour card

A simple way to raise your own concerns directly with neighbours in a polite and constructive way. Only use this if you feel safe and comfortable to do so.

[Download](#)

Diary sheets

To help you record incidents clearly, giving us the information we need to investigate your concerns.

[Download](#)

Getting ready for Awaab's Law and what it means for you

Our team of Damp and Mould Surveyors have been preparing for the introduction of Awaab's Law, which comes into effect later this month. This legislation, which is named after the tragic case of Awaab Ishak, sets strict time limits for landlords to respond to issues that pose a health risk.

To get ready for the introduction of this new legislation, and to support our customers better, we've expanded our team of damp and mould surveyors from two to six, cleared 414 cases of damp and mould from our back log, and updated our procedures. Now, if you report a case of damp or mould, we'll meet the following timescales:

- We'll visit your home within 10 working days of your report.
- You'll get a report and action plan within three working days of the visit.
- If a medical professional says there's an urgent health risk, we'll treat it as an emergency and visit within 24 hours.

It's easiest to report damp or mould through [Connect](#), where you can upload photos and videos, or you call us on **03000 120 120**.

[Find out more](#)



Selworthy Road new homes planning consultation drop-in

For All Healthy Living Centre on 23 October, from 3pm to 7pm.

You're invited to a drop in at the For All Health Living Centre. We'll be showcasing plans for new homes on Selworthy Road. Our New Homes team will be there to explain our proposals and gather your feedback.

Plus, you can find out about the Warmer, Greener Living upgrades that are coming to some homes in the Bournville area. Upgrades include solar panels and extra insulation that will help reduce energy bills.

Find out about the new homes



Energy price cap: support is available

Earlier this month, the energy price cap increased by 2% and will remain in place until December. Price rises are never welcome, especially as we head into the colder months and prepare for winter. Support is available if you're concerned about keeping your home warm or managing your bills.

Our **Home Energy Advice Team (HEAT)** can:

- Help with energy costs and financial support
- Show you how to get the most out of your heating system and improve efficiency at home
- Liaise with your energy provider to support with debts and disputes.

If you're struggling with energy costs, don't wait. Reach out to the team today.

Get help from HEAT

NHS winter pressure: we're here to help

Winter often puts extra pressure on our local hospitals and health & social care services.

As we prepare for winter, we're reminded that cold weather increases the risk of illness, with colds and viruses spreading more easily. Wet and icy conditions also lead to slips and falls and longer recovery times. Make sure you're prepared; the NHS have put together a helpful guide to keeping warm and well this winter [here](#).

Our Home from Hospital service is here to help.

Funded by North Somerset Council, this free to access service supports anyone aged over 18 living in North Somerset. They can help you with:

- Applying for benefits and financial support
- Making sure your home is safe
- Finding aids and adaptations
- Connecting you with local support and community groups.

If you or someone you know is going into hospital, is currently in hospital, or has recently come home from hospital, please get in touch.

Contact the team by calling **01934 636363 ext. 3193** or by emailing hospitalteam@alliancehomes.org.uk

Find out more



Halloween fun for the family

Come along to our Halloween event this half-term at our Oldmixon Community Hub on Wednesday 29 October from 2 to 4 pm. There'll be craft activities, a spooky trail, games and pumpkin carving.

The event is free to attend, and the whole family is invited.

Where to find us:

Oldmixon Community Hub
7 Aller Parade

What's on in the community

We had a great summer, and our community gardens really enjoyed the sunshine. As we move into the cooler and cosier months, the good news is our gardens are still open. There are lots of activities happening, like **gardening for wellbeing** and **tai chi sessions**. If you want to get involved, check out our **'What's on' calendar**.

[Find out what's on](#)



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To access the service:

- Call **0330 094 8845**
- visit www.tenantcare.co.uk

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Tenant Support and Wellbeing Service

Alliance Homes

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