

Your Home and Community

October 2025



We're shaping services with the help from customers like you, turn to page 2 to see how.

Customer Forum :
Page 2

Caring for carers :
Page 3

Games and Recipe
Page 6-7



Cath Stenson,
Service Director for
Customer Service Operations

Welcome to the first pilot edition of our new printed newsletter for customers living in Alliance Homes' age-restricted schemes. Your ideas and feedback have helped shape this issue, and we hope you enjoy reading it. We'd love to hear what you think, so please share your thoughts with us.

If you need this document in another format, such as large print, please call us on **03000 120 120** or email **act@alliancehomes.org.uk**

Customer Forum

Your questions, answered

We recently welcomed 20 customers from our age-restricted schemes to our Portishead office for a special Customer Forum. It was a chance to sit down with Alliance Homes' senior leaders and talk openly about the services that matter most to our customers, and where we can do better.

We listened, and we heard you. You told us you want clearer updates on communal repairs, to feel safer at home, and to see more of us in person. We're already taking steps to improve, including new ways to track feedback and respond more quickly.

We're committed to making sure every customer has the chance for their experiences to be heard. We're planning another Customer Event in the new year, details are still being finalised, but our Customer Engagement team will be in touch as soon as everything is confirmed.



Estate champions

Some of our customers told us that estate and cleaning services could be better. To improve things, we need your help! We're looking for **Estate Champions** to tell us what things are like where you live. It's simple: just one hour of your time each month to fill in a short survey. You might get a postcard about this through your letterbox soon.

Caring for carers

What does it mean to care for someone? For many, it's about being there for a loved one – perhaps after a dementia diagnosis or when life takes an unexpected turn and they need help with everyday tasks.

Across North Somerset, hundreds of people quietly take on this role every day. They're unpaid carers, but they don't do it alone. Our Carers Support Service is here to help.

Earlier this summer, we held a Caring for Carers: Five Ways to Wellbeing Event, organised by the amazing volunteers who support our service. The day was all about helping carers take time for themselves and prioritise their wellbeing.

One of the volunteers was Baylee Burrows, a Level 3 Counselling student at Weston College. She shared why she volunteered:

"Carers like my mum are a lifeline for people like me who need a little extra support. She managed without access to services like this, but I want more carers to know there is support available, and we are so grateful for what they do."



The message from carers and those they support was loud and clear: you're not alone.

If you care for a loved one, friend or family member, or know someone who does, our Carers Support Service is here to help. Whether it's advice, looking for respite or to meet others who understand, we're here to help.

Get in touch today:



Call us on 03000 120 120



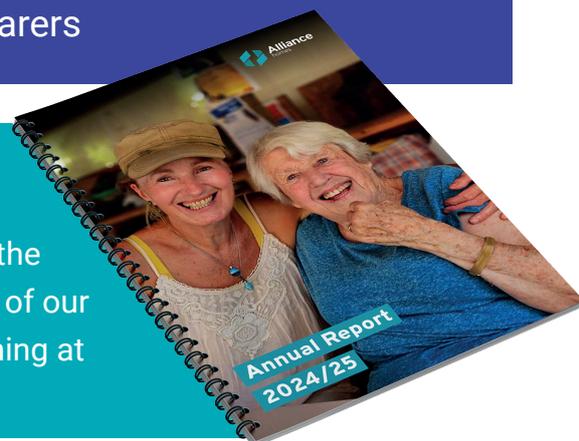
Email us on carersupport@alliancehomes.org.uk



Visit www.alliancehomes.org.uk/carers

Keep your eyes peeled

We'll soon be sharing printed copies of our Annual Report and the latest Tenant Satisfaction Measures for 2024-2025. It's all part of our commitment to keeping you informed about everything happening at Alliance Homes, and our services.



Growing community

There's a green space waiting for you to get involved in

Let's face it, you can never predict British weather. One minute it's sunshine, the next it's grey skies and drizzle. But whatever the weather, there's no reason to stay indoors when there are beautiful green spaces waiting to be enjoyed.

Here's something you might not know: **we have three community gardens** open to all Alliance Homes customers and residents. These gardens are perfect for some fresh air, relaxation and a peaceful escape close to home. And the best part - no weeding required, unless you want to!

We spoke to Mo Morris a regular visitor to the community garden on Coleridge Road, to find out what makes it so special. Mo said:

"I really enjoy coming to the community garden, it's such a lovely space. What I like most is the sense of community. The volunteers, the residents who visit, the gardeners, they all make it feel special. You should see how much fun we have during the seasonal gatherings; they're always a highlight.

"I used to love gardening, and I still do, but it's harder now I'm older. Coming here lets me enjoy the flowers and the buzzing bees without the hard work.

"I've lived in the Bournville neighbourhood for a long time and spent much of my career working in the community. What's happening here really makes me smile. I'd love to see more people come along and enjoy it too."

Autumn is upon us, and it's the perfect time to explore the gardens. They'll be bursting with ripe fruit, vegetables and berries, all ready to harvest.



Alliance Homes customer,
Mo Morris, at our Coleridge
Road Community Garden

If you're green fingered and want to get involved, volunteers are always welcome (weeding will be required!). No matter your ability, the team are here to support you. Get in touch by emailing our communityinvestment@alliancehomes.org.uk or calling us on **03000 120 120**.



Where to find our community gardens:

Great Rhyne Gardens

Allotment

Where:

273 Coleridge Road,
Weston-super-Mare,
BS23 3UR

When:

Mondays, 1pm – 3.30pm

Coleridge Road

Community Gardens

Where:

Between houses 65 and
67 Coleridge Road,
Weston-super-Mare
BS23 3UJ

When:

Tuesdays, 10am -1pm
and Thursdays, 10am
-1pm and 2pm -4.30pm

Bournville

Chocolate Garden

Where:

Lonsdale Avenue,
Weston-super-Mare,
BS23 3SQ

When:

Thursdays,
10am -12pm

Join one of our customer groups

We're currently looking for customers to join two of our newly established customer groups:



Our Residents Sustainability Group

Ideal for customers passionate about sustainability.



Our Equality, Diversity and Inclusion (ED&I) Group

Which brings together customers from all backgrounds to create a more inclusive environment for everyone.

To find out more:



Talk to our Customer Engagement team on 03000 120 120



Email us on customerengagement@alliancehomes.org.uk



Visit www.alliancehomes.org.uk/get-involved

Puzzles, recipes and more

Can you find all the words in our Somerset-inspired wordsearch?

1. A common name for the popular festival held in fields in Pilton
2. Cheddar is famous for this dairy product
3. Mystical hill in Glastonbury associated with King Arthur
4. A Roman city with natural hot springs
5. Spooky underground caves beneath the Mendips
6. Somerset's county town
7. A huge gorge and popular with tourists
8. Five letter village by Weston-super-Mare beginning with W

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

Need a little helping hand?

Answers can be found at the back of the newsletter.

Vickie's white chocolate and cherry rocky road

Vickie Allen, Service Charge and Energy Business partner



(Serves 6-8)

Vickie Allen shares a cherished family recipe that's vibrant, irresistible, full of colour, texture, and moreish white chocolate. This treat might just become your new favourite.

You will need:

- Lined loaf tin
- 400g white chocolate
- 75g digestive or rich tea biscuits (chopped)
- 75g fruit shortcake biscuits (broken into small pieces)
- 100g glacé cherries (washed and halved)
- 30g pistachio nuts

Step 1: Melt the white chocolate in a bowl over a pot of simmering water.

Step 2: Add the biscuits, cherries and pistachios (saving ¼ for later) and stir until fully combined

Step 3: Spoon into your lined loaf tin, spread out and flatten using the back of the spoon

Step 4: Sprinkle biscuit crumbs, chopped pistachios and chopped cherries on top

Step 5: Set in the fridge for a couple of hours.

Do you have a recipe to share?



We'd love to hear from you if you do.



Email us on communications@alliancehomes.org.uk or



Write to us at 40 Martingale Way, Portishead, BS20 7AW and it might be featured in the next issue.

Word search answers

1. Glasto 2. Cheese 3. Tor 4. Bath 5. Wookey 6. Taunton 7. Cheddar 8. Worle

03000 120 120

alliancehomes.org.uk

40 Martingale Way, Portishead, BS20 7AW

