



Customer Guide

Everything you need to know about your home and our services

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How to use this guide

This guide should be your first stop if you have a question or are unsure about what to do next.

Throughout the guide, you'll find QR codes. These are helpful links you can scan with a smartphone or tablet to visit our website, where you'll find more information related to the section you're reading.

You'll also see magnifying glass icons that look like this  followed by a word in **bold**. This is a search term that you can use on our website to find more information about the section you're reading.

If you don't have a smart device or access to the internet, don't worry. You can still reach us in lots of ways. Find all our contact options on **page 7**.



Need this guide in a different format?

If you'd like this guide in large print, braille, another language, or another accessible format, contact us on **03000 120 120** or email **act@alliancehomes.org.uk**.

You can read this guide on our website. If you choose to view it online, our accessibility tools can help you translate content, increase text size, listen to pages and more. Look for '**Accessibility Tools**'  on any webpage.

For more information about other reasonable adjustments, see **page 9** or visit **www.alliancehomes.org.uk/reasonable-adjustments**.



Welcome to your home

Moving can be a big moment, and we hope you're settling in well and starting to feel at home. Everyone at Alliance Homes is on hand to support you, and we wish you every happiness in your new home.

Everything we do is about providing homes and services that genuinely meet your needs and help you to live well and feel part of your community.

This guide has been created to help you understand what to expect from us and what support is available to you. Inside, you'll find an overview of our services, from repairs and maintenance to managing your tenancy, keeping your home safe, reporting anti-social behaviour, and accessing additional support if you need it. It also points you to where you can find more detailed information, both on our website and through other organisations.

We also encourage you to share your views and get involved, so we can continue to improve our services and shape what we do.

We want to make things as simple and straightforward as possible, so you can quickly find the information you need. We hope you'll find this guide useful as you settle into your home and get to know us better.

Louise Swain

Alliance Homes Chief Executive



CONNECT

Connect is our customer portal, designed to save you time by putting our services at your fingertips. It gives you 24/7 access to a range of our services, from anywhere, without needing to call us.

What can you do in Connect?

When you log in to Connect, you'll find useful information and tools ready for you to use. You can:

Report a repair

Request and schedule repairs whenever it suits you. If your boiler breaks down at midnight you can log it immediately. You can also track communal repairs where you live.

Manage your appointments

If you need a reminder about your appointments or want to change one, simply log in and click, 'reschedule'.

View your information

Everything you need in one place. Access your tenancy documents, personal information, past rent statements and the energy performance certificate of your home.

Check your rent account and make a payment

You can check your balance and make payments with the easy, secure payment system that's built in.

Sign up to Connect

As a new customer, you'll receive an invitation link to join Connect by email. Haven't received your invitation yet? Don't wait, head over to our website at **www.alliancehomes.org.uk**, open a Live Chat conversation and tell us you'd like to join Connect. We'll send you your own secure, personal link.

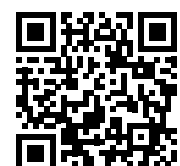
Download the Alliance Homes app

Once you've registered, keep Connect at your fingertips by searching for the Alliance Homes app in your app store.



Log on

If you're already signed up, you can log into Connect by scanning this QR code or by visiting **connect.alliancehomes.org.uk**.



Get in touch

Need to talk to us? Here's how you can get in touch:



Connect, our customer portal is the best way to contact us



Call us on **03000 120 120**



Email us at
act@alliancehomes.org.uk



Complete an online webform by visiting **www.alliancehomes.org.uk/contact-us**



Visit or write to us at
**Alliance Homes, 40 Martingale Way,
Portishead, BS20 7AW**



Follow us on social media, just search "**Alliance Homes**" on Facebook, Instagram, X or LinkedIn



Office opening hours are
Monday – Friday, 9am – 5pm

We aim to respond to all enquiries within five working days and will keep you informed if we need longer to resolve your issue.

Who to contact in an emergency?

In an emergency, or if you need an urgent repair, call us on 03000 120 120, 24 hours a day, 7 days a week. Calls outside normal working hours are answered by our out-of-hours service.

If you see or smell smoke, call the Fire Service on **999**.

If you smell gas, call the National Gas Emergency Service on **0800 111 999**.

Find out more about emergency repairs at
www.alliancehomes.org.uk/emergency-repairs.



Our promise to you

Customer Golden Rules

Our Customer Golden Rules are a set of promises that guide how we work with you. They explain what you can expect when you interact with us and how we'll work with you to provide a positive customer experience.



Service Standards

Our Service Standards explain the level of service you can expect across our key services. They set out what we'll do, how we'll support you and the standards we'll work to. The Service Standards cover:

Our communications	Your tenancy
Your home	Your voice
Your neighbourhood	Support

You can read both the Customer Golden Rules and Service Standards by scanning the QR code or visiting our website, www.alliancehomes.org.uk/customer-golden-rules-and-service-standards.



Rights and responsibilities

Understanding your rights and responsibilities helps you get the most from your tenancy. They set out what you can expect from us and what we ask of you in return, helping you make informed decisions, enjoy your home and hold us accountable for the services we provide.



Your responsibilities as a customer

Here's what we expect from you:

- Pay your rent and any other charges on time
- Take care of your home and keep it in good condition
- Follow the terms and conditions of your tenancy agreement
- Only complete repairs that are your responsibility (see **page 33** for more information)
- Report repairs quickly
- Make sure that you, your household and visitors don't cause anti-social behaviour
- Leave your home in good condition when your tenancy ends.

Our Managed Behaviour Policy explains the standards of behaviour we expect when interacting with our colleagues and services. It also sets out how we'll respond when behaviour is abusive, threatening or unreasonable. It helps us keep our services safe and respectful for everyone. You can read the full policy by visiting our Policy webpage, just search 🔍 **"Policies"**.

Our responsibilities to you

As your landlord, we have a legal obligation to ensure you have a safe and well-maintained home. We must follow the law and the standards set by the Regulator of Social Housing. You can find out more by visiting our website, just search 🔍 **"Your rights as a customer"**.

Reasonable adjustments

We want our services to be accessible to everyone. Let us know if your needs change or if there's anything we can do to make it easier for you to access our services. This might include your communication preferences, changes to your health, or adjustments we should make when contacting or visiting you.

To let us know of any changes or reasonable adjustment requests, you can email **act@alliancehomes.org.uk**, call **03000 120 120**, or get in touch in any of the ways mentioned on **page 7**.

To read our Reasonable Adjustments Policy, scan the QR code or visit **www.alliancehomes.org.uk/reasonable-adjustments**.



Our services

Find out about the different teams at Alliance Homes and the services they provide.

Tenancy team

Your dedicated tenancy officer will support you on a day-to-day basis. You'll be introduced to them when you move in, and you can contact them if you have any questions about your tenancy or concerns about your wellbeing.

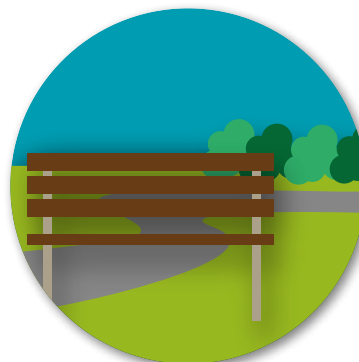


Community Safety team

Working with local partners, including North Somerset Council and Avon and Somerset Police, the team investigates reports of anti-social behaviour, drug use, hate crime and domestic abuse. They support customers affected by these issues and take action when customers are responsible. You can find out more about our commitment to community safety on **page 35**.

Community Environment Officers

We want you to be proud of where you call home, and that includes your outdoor spaces and communal areas. Our Community Environment officers work hard to make sure our neighbourhoods are clean, tidy and safe.



Community Investment team

The team works closely with customers to support community projects by providing funding and helping to secure grants for local initiatives that help people and neighbourhoods stay healthy, resilient and connected. The team also works closely with our partners and suppliers to deliver meaningful social contributions that strengthen our communities.

Income Officers

Your dedicated income officer is here to help you manage your rent and other payment responsibilities. If you're struggling to keep on top of payments, have money worries or fall into arrears, they're your first point of contact for support and help.

If you're looking for support with your finances, visit our website **www.alliancehomes.org.uk/money-worries** and find out how we can help.



Lettings team

The Lettings team helps people find the right home. They provide guidance throughout the local authority's allocations process and support customers as they move into their new home, helping to make the move as straightforward and as stress-free as possible.

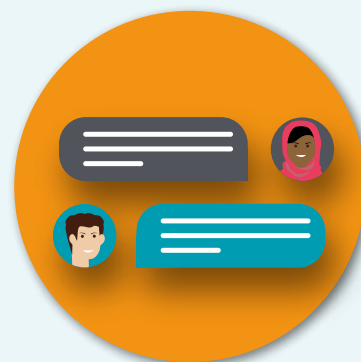


Support Services

We have a range of services available to help you live independently, from support for carers, to home energy advice. Find out more about our support services on **page 41**.

Alliance Contact Team

Often the first point of contact at Alliance Homes, our contact team handles calls, emails, website queries and social media messages. They're here to answer your questions and help you access the services you need.



Customer Engagement team

Our Customer Engagement team helps make sure your voice is heard through customer panels, surveys, or setting up a Residents' Association where you live. Head over to **page 44** to find out how you can get involved.

Home Repairs Service

Our friendly team is made up of skilled specialists in a range of trades, including gas, carpentry, and electrics. You'll recognise them by their grey Alliance Homes uniform and branded vans when they visit your home.



Development team

Our Development team delivers a programme of new affordable homes, helping to provide much-needed affordable housing across the West of England. We are committed to building over 2,000 new affordable homes by 2033.

Your home and tenancy

Your tenancy

Make sure you read your tenancy agreement and keep a copy safe. It explains how to manage your tenancy, your rights and responsibilities, and includes information about what we'll do to help keep you and your home safe.

Did you know?

You can find a copy of your tenancy agreement in Connect, our customer portal. Scan the QR code to find out more or visit connect.alliancehomes.org.uk.



Your tenancy officer

Every customer has a dedicated tenancy officer. You'll meet them during your settling-in period, and they'll regularly keep in touch throughout your first year to make sure everything is going smoothly.



Your tenancy officer can help with:	Your tenancy officer isn't responsible for:
✓ Helping you understand your tenancy	✗ Managing repairs or maintenance
✓ Manage changes to your tenancy, like mutual exchanges	✗ Managing rent payments or arrears
✓ Investigating tenancy fraud and tenancy breaches, like subletting	✗ Dealing with parking disputes or fly tipping, these are usually managed by your local authority
✓ Support you to manage low-level neighbour disputes	✗ Investigating anti-social behaviour

Changes to your tenancy

It's important to keep your tenancy information up to date. You should let us know if you want to:

- Pass on your tenancy to someone else
- Change from a sole tenancy to a joint tenancy
- Change from a joint tenancy to a sole tenancy
- Change names on a tenancy agreement.

Some changes need our approval, and not all tenancy agreements allow every type of change.

To find out more, search 🔍 **"Changes to a tenancy"** on our website or speak to your tenancy officer.



Swapping your home

You may decide you want to move, perhaps to be closer to relatives or because your family is growing. One way to move home is through a mutual exchange, which allows you to swap homes with another tenant from any housing association or local authority in the UK.

How to get started? Speak to your tenancy officer, they'll talk you through the process, explain what to expect and let you know what you'll need to do.

For more information about swapping your home, visit our website and search 🔍 **"Mutual exchange"**. You'll find a step-by-step guide on swapping homes.

Ending your tenancy

If you decide to leave your home, we're here to help you through the process. You must give at least four weeks' notice and complete a 'Notice to end tenancy' form.

Let us know if you want to end your tenancy by:

- Emailing asklettings@alliancehomes.org.uk
- Calling **03000 120 120** and speaking to our Lettings team.

Your tenancy: frequently asked questions

Can I have a pet?

Yes. You don't need to let us know, but your pet should be suitable for your home, not cause nuisance to neighbours, and you must take full responsibility as a pet owner.

I need a mobility scooter, can I get one?

We understand how important a mobility scooter can be for independent living. Whether you can keep one at your home depends on your property type and whether there is a safe place to store it. You'll need permission to store it, so speak to your tenancy officer before buying one. For more information, visit www.alliancehomes.org.uk/mobility-scooter.

Do I need home contents insurance?

We insure the building, but you're responsible for insuring your belongings. The National Housing Federation recommends Thistle My Home Contents Insurance. Find more information by searching 🔍 **"Home contents insurance"** on our website or by visiting the National Housing Federation's website.

My neighbours keep parking in front of my house, can you help?

Parking disputes are usually managed by the local authority, please contact them directly for advice.

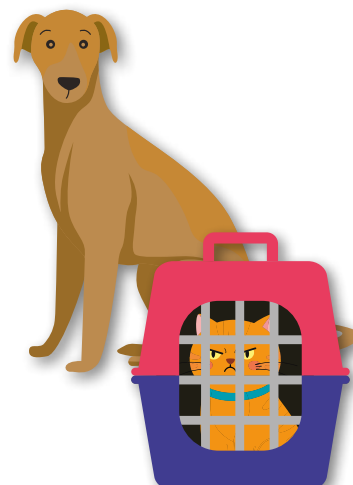
However, if you ever feel unsafe, uncomfortable, or believe someone's behaviour is being targeted at you, please contact us straight away.

Not sure who your tenancy officer is or have a question?

Just get in touch, email asktenancy@alliancehomes.org.uk or call **03000 120 120**.

Find out more

Scan the QR for more information about your tenancy or visit www.alliancehomes.org.uk/your-home/your-tenancy.



Paying your rent and service charges

Keeping your rent and service charge payments up to date is your responsibility. Your tenancy agreement explains when payments are due and how much you need to pay.

To make things easy, we offer lots of ways to pay. Choose what works best for you, whether that's through Connect, Direct Debit, online with your banking app or in person at the Post Office or a PayPoint.

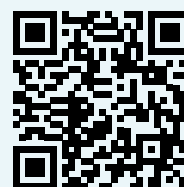


Make a payment

Connect

Log in to Connect, our customer portal, where you can view an up-to-date rent statement, make a payment, check your next payment date and more.

If you're not registered yet, head back to **page 6** and find out how to get started or just search  **"Connect"** on our website.



Standing order

You can make payments directly from your bank account by setting up a standing order. To do this, you'll need our account details:

- Name: **NSAH (Alliance Homes) Ltd**
- Sort code: **20-95-08**
- Account number: **80679933**
- Reference: **Your unique payment reference.**

Make sure you include your full payment reference number. If you're not sure what this is, give us a call on **03000 120 120** or email **act@alliancehomes.org.uk** and we'll be happy to help.



Allpay

You can pay online, over the phone or by text through Allpay, the secure third-party payment service that we use to process credit and debit card payments.

To get started, you'll need a payment card with your unique 19-digit payment reference number. To get yours, contact our Income team by calling **03000 120 120** or emailing **act@alliancehomes.org.uk**.

Here is an example of an Alliance Homes payment card:



Ways to pay with Allpay:

- Online: **pay.allpay.net/alliancehomes**
- By phone: Call **03000 120 120** and choose the automated payment option
- To pay by text: Sign up at **allpayments.net/TextPay**
- App: Search 'allpay' in your app store.



PayPoint

You can make a payment at any post office or shop that accepts PayPoint payments. You'll need your payment card and 19-digital payment reference number to do this.



Direct Debit

To set up a Direct Debit, speak to the Income team by calling **03000 120 120**.

Service charges

As part of your tenancy, you may pay service charges. These depend on the type of home you live in, your tenancy agreement and your tenure type. Service charges cover things like communal cleaning, grounds maintenance and window cleaning.

A-Z services charges

Our A-Z guide explains each service charge and what it covers.

Scan the QR code or visit

www.alliancehomes.org.uk/service-charges
to find out more.



Changes to your rent and service charges

We'll always keep you updated about any changes to your payments. Every year we review your rent in line with the government's rent-setting rules. We also review your service charges to make sure they reflect the services you receive.

- **Estimate:** Every February, you'll receive a letter explaining changes to your rent and showing the estimated service charges for the financial year starting in April.
- **Actuals:** Every September, you'll receive a service charge certificate showing the actual cost of the services provided compared with the estimated costs, and any differences between them.

Read all about rent and service charges at
www.alliancehomes.org.uk/rent-and-service-charges.



Managing agents

Some homes are part of a building or neighbourhood with shared areas that need regular upkeep. In these schemes, a third-party managing agent may be in place to look after these spaces for everyone.

What is a managing agent?

A managing agent is a company or individual responsible for managing shared or communal areas, including:

- Hallways and stairwells
- Communal gardens and green spaces
- Parking areas
- Private roads not maintained by the council
- Communal repairs and maintenance.

If a managing agent provides services where you live, you'll see "third party managing agent" charge on your service charge certificate. We pay the managing agent for these services and recover the costs through your service charge.

Search  **'Managing agents'** on our website to find out more.



Worried about paying your rent and service charges? We're here to help

Money worries can feel overwhelming, but you're not alone. Our income officers offer one-to-one support and can work with you to set up an affordable payment plan if you fall behind with your payments. They can also help you access support from our services and other agencies to make sure you get the help you need.

The most important step is to talk to us. Call 03000 120 120.

We have a range of support and advice available if you're struggling with your finances:

Springboard fund

In the moment help for those in crisis.



Rent arrears

Get back on track with support from our Income team.



Benefits and welfare

Find out what you might be entitled to.



Scan the QR codes or visit www.alliancehomes.org.uk/money to find out more.



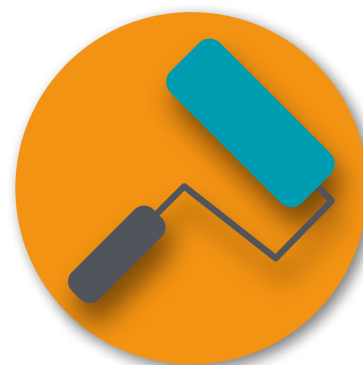
Making changes to your home

Making your house feel like a home is important and you may want to add some personal touches or make changes to suit your needs.

Before you do, please check whether you need our permission. You can do this by using the lists below or searching 🔍 **"Making changes to your home"** on our website to find out more.

You don't need permission for:

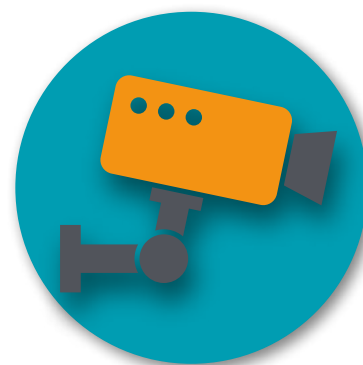
- Interior painting and decorating
- Replacing like-for-like floor coverings
- Installing curtain rails
- Changing locks
- Installing additional phone sockets (by telephone provider)
- Replacing toilet seats and lids.



These changes may be allowed:

Please check your Tenancy Agreement (and your Residents' Agreement if you live in a new build home) for restrictions.

- Fixing pictures and mirrors
- Putting up shelves
- Securing flat-pack furniture to walls
- Installing temporary / removable garden water features
- Installing a TV or satellite dish / aerial
- Installing security cameras or security lighting subject to any data protection restrictions
- Installing hot tubs in a private garden or areas that are not shared/communal spaces.



Get our permission before doing any DIY or making any structural changes to your home that may disturb asbestos materials.

These changes are not allowed:

- Installing a gas fire
- Installing a flueless gas fire
- Installing a solid fuel heater, such as a log burner or coal fire
- Installing cat or dog flaps in any composite or fire door
- Making any alterations to the loft space, including boarding or using the loft for storage (loft spaces must be kept clear at all times)
- Creating hard standing that takes up more than 20% of the garden footprint, this includes dry-laid paving slabs
- Installing cavity wall insulation
- Textured walls
- Building decking that adjoins the property or property boundary
- Carrying out roofing works of any type.



Asking for permission

For any other changes, you'll need our permission before carrying out the work. Simply contact us and we'll start the process. Call **03000 120 120** or email **act@alliancehomes.org.uk**.

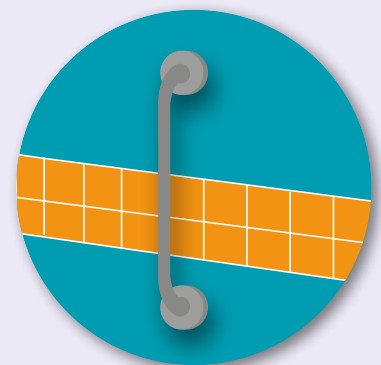
Adaptations and improvements

If mobility issues are making it harder for you to live independently, we may be able to adapt your home to help. Because of how they're funded, adaptations are categorised as either small or large.

Small adaptations

Small adaptations are fitted free of charge and are usually done in one visit by our repairs team when we have all the required information.

If you're coming home from hospital, we can carry out the small adaptations recommended by your Occupational Therapist.



Examples of small adaptations:

- Grab rails
- Internal doors
- Window opening fittings
- External lighting
- Flashing doorbells.

More adaptations

For a longer list of examples, scan the QR on this page or search  “Adaptations” on our website.



Large adaptations

Large adaptations include major changes like installing a level-access shower, stair lift, or access ramps. Because these are significant changes they’re funded through a means-tested Disabled Facilities Grant (DFG).

To apply for the grant, you’ll first need to contact your local council and arrange an assessment with an Occupational Therapist through their Social Services team.

Not sure what type of adaptation you need, or have a question? Get in touch and we’ll be happy to help.

We can also work with your local council on your behalf to help make the process easier.



Home improvement

We have a programme of planned improvements to our homes. These include works to bathrooms, kitchens, external doors and external decoration. Each type of improvement has its own schedule and this is informed by the home improvement survey we carry out every five years.

If your home is due for an upgrade, we'll contact you. For some improvements, we'll arrange a visit beforehand and you'll be able to choose from a range of options, such as bathroom tiles, paint colours, kitchen handles and front door colours.

If you'd like to find out when your home is due for planned improvements, please get in touch.

If you want to make changes to your home, such as fitting a new kitchen, replacing a bathroom, making structural alterations or installing an electric vehicle charging point, you'll need to contact us first for permission.

Any improvements must meet all applicable regulations and any contractors you use must be fully accredited, qualified and insured. We will ask for copies of the relevant safety certificates before agreeing for any work to go ahead.

For more information

Scan the QR codes or visit

www.alliancehomes.org.uk/maintaining-your-home/ to find out more.



Planned home improvements



Adaptations



Making changes to your home



Alterations and Improvements Policy

Home safety

We're committed to keeping you and your home safe. By following these simple guidelines, you can help keep yourself, your household and your home safe too.

Find out more

To find out more about home safety, top tips and how to report any issues, scan the QR code or search 🔍 **"Staying safe at home"** on our website.



Let us in for safety checks

Safety checks and repairs help keep you and your home safe. We'll need to visit your home to carry out these essential tasks. We'll tell you the date and time, so you know when to expect us.

As part of your tenancy agreement, you must be at home to let us in. If you can't make the appointment, you can reschedule it in Connect or give us a call.

In emergencies, we may need to access your home without prior notice to carry out urgent repairs.



Fire safety

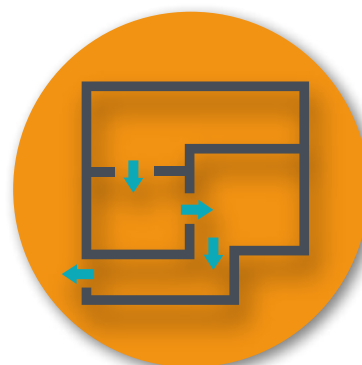
What to do if there's a fire:

- Raise the alarm. Don't stop to investigate. Shout to alert everyone in the household.
- Don't open any doors that are warm - the fire is on the other side of them.
- Don't stop or go back inside for anything. Call 999 once you're safely outside.
- If you can't get out - stay together in one room and close the door. Seal the bottom of the door with towels and bedding. Open the window and stay near it.

Know your escape plan

Prepare an escape plan, make sure everyone in your household knows it and keep the route clear.

If you live in a flat, follow the information in the **'Fire Action Notice'** displayed in your communal stairwell, usually located near the entrance to your block.



How to reduce fire risks

- Be careful when cooking with oil. If the oil starts to smoke, remove it from the heat and leave it to cool.
- Deep fat fryers are usually safer than pans filled with oil because they are designed to control the temperature.
- Stub cigarettes out properly and use a deep, heavy ashtray that can't tip over and is made from a non-flammable material.
- Never leave lit candles unattended.
- Don't store prams, bikes or scooters in communal areas as they can be a trip hazard.
- Let us know if fire doors in communal areas don't close properly.

Test smoke detectors

Test your detectors every week as part of your household routine. You can do this by pressing the detector button until the alarm sounds. If they're not working, or if they've started beeping regularly, call **03000 120 120**.



Fire doors

If you live in a flat, your front door isn't just for security, it can help stop fire and smoke from spreading in an emergency. Here's how to look after them:

1. Keep fire doors closed

- Do not wedge fire doors open
- Do not disable or remove self-closing devices
- Ensure doors fully close and latch after use.

2. Don't alter or damage them

- Do not replace or modify your front door without our permission
- Do not install letter plates, locks, pet flaps, or door viewers, as this could reduce its ability to stop fire and smoke from spreading. Report any damage, such as gaps, broken seals or doors that don't close properly.

3. Let us in to inspect your fire door

- We are legally required to inspect fire doors. Please let our teams in when we need access to carry out these checks.

4. Report faulty doors

Call us on **03000 120 120** if you spot any of these issues with your door or a communal fire door:

- Doors that don't close by themselves
- Damage, warping, gaps, or missing seals.

Charging e-bikes, e-scooters, mobility scooters and other devices

Take care when charging e-scooters, e-bikes, mobility scooters and even mobile phones. Batteries in these devices have been linked to serious fires.

Charge batteries safely by following these tips:

- Charge these items during the day when everyone is awake; always unplug the device when it's charged.
- Don't store or charge these items in communal areas or in fire exit routes; keep them in a room that's away from your escape route and has a smoke detector.
- Always use the correct charger.

Gas safety

For your safety, let us in to carry out an annual gas safety inspection. We'll check all your gas appliances, smoke, heat and carbon monoxide alarms. This usually takes around one hour.

Smell gas? Stay safe by following these six steps

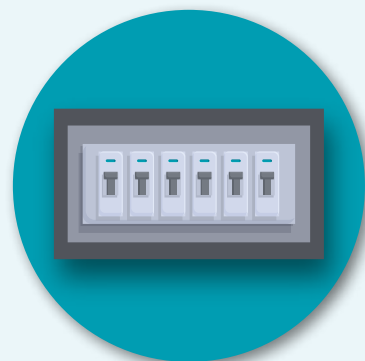
1. Call the National Gas Emergency Service on **0800 111 999**
2. Open windows and doors to help ventilate the gas
3. Turn off all your gas appliances
4. Do not smoke or use any naked flames
5. Don't touch any electrical switches, including turning lights on or off
6. Leave the property - get everyone out, including neighbours, and move a safe distance away from the building.

Electrical safety

For your safety, please let us in when it's time for your electrical inspection. We inspect the electrics in your home every five years, and it should only take around two hours.

Electrical safety tips

- Don't overload sockets; keep to one plug per socket.
- Tell us if you see signs of scorching or faulty operation on sockets such as flickering lights or loose wiring.
- If you want to make changes to your electrics, contact us first for permission.



Water safety

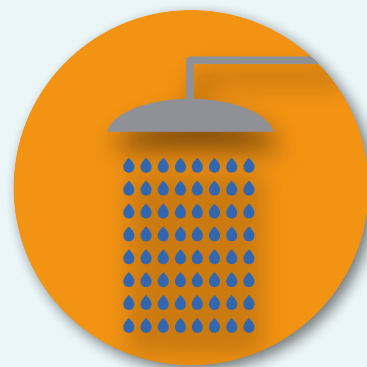
One of the main water safety risks is Legionella, a bacteria, which can cause Legionnaires' disease, a serious type of pneumonia.

We help keep your communal water supply safe by regularly testing the water, flushing the system each week to keep it fresh, and carrying out independent risk assessments.

How to stay water safe

If you've been away from home for more than a week, it's important to flush through your water system before using it.

- Run the shower and all taps continuously for at least ten minutes to flush through any bacteria.
- Flush toilets with the lid down.
- Clean shower heads and taps.
- Throw away any standing water.
- Drain hosepipes after you've used them.



Damp, mould and condensation

Let's tackle damp and mould together

If you're dealing with damp and mould, report it to us. We'll visit your home and create an action plan to get the issue fixed.

The easiest way to report damp and mould is through our customer portal, Connect, where you can upload photos and videos. You can also call us on **03000 120 120**.



What happens after you report damp and mould

When you tell us about a problem, we'll assess the information you give us, including any concerns about your health, safety or circumstances.

1. We'll investigate the problem

Where we believe there's an emergency hazard that's an imminent and serious risk to health, we'll investigate and take action to make your home safe within at least 24 hours.

If we believe there's a significant damp or mould hazard, we'll investigate it within 10 working days of becoming aware of the issue.

2. We'll tell you what we've found

After our investigation, we'll send you a summary within three working days.

3. We'll make your home safe

If an emergency hazard is identified, we'll make your home safe within 24 hours of becoming aware of the hazard.

Where we identify a significant hazard, we'll take the necessary action to make your home safe within five working days of completing our investigation.



Tips to reduce condensation

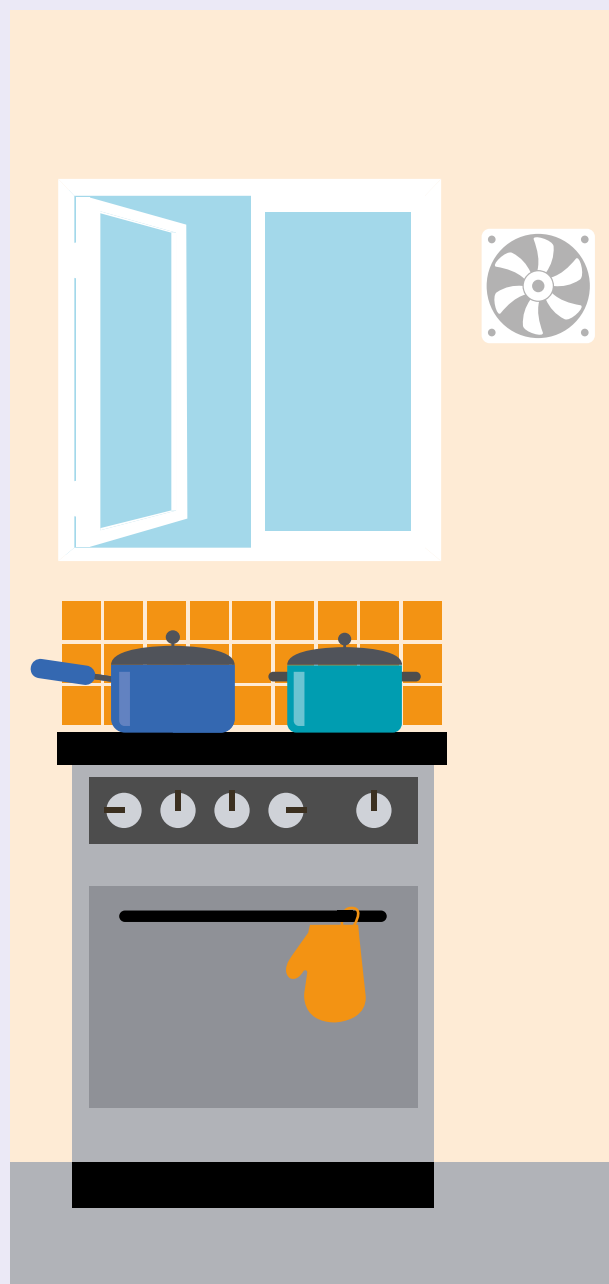
If condensation is the cause of damp, these tips may help you to manage it.

Reduce moisture

- When cooking, keep lids on pans, close the kitchen door and use an extractor fan, if you have one
- When having a bath or shower, open a window or use the extractor fan
- Don't dry clothes on radiators
- Wipe away condensation with a dry cloth.

Increase airflow

- Open windows for five minutes a couple of times a day. If possible, open windows on opposite sides of your home for better air circulation
- Allow air to flow in cupboards by not putting too many things in in them
- Leave a small gap between furniture and external walls so air can circulate
- Keep vents and window trickle vents open and clear of obstructions.



For more information

You can find more information about damp and mould by scanning the QR code or visiting www.alliancehomes.org.uk/damp.

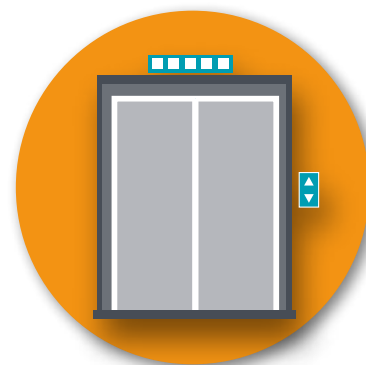


Lift safety

All our **passenger** lifts are serviced every two months, and they receive a full safety check every six months. Let us know if you have any concerns about a lift.

Use lifts safely:

- Always adhere to lift weight and size limit.
- Mobility scooters are not allowed in lifts.
- Never press the stop the button unless it's an emergency.
- Never try to force lift doors open or stop them from closing using your hands or any object. Always use the buttons provided.



Asbestos safety

Asbestos was widely used in building materials because it's strong and fireproof. This means **it's** still present in **many homes built before 2000**.

It may be found in textured ceiling coatings, floor tiles and corrugated roof tiles on sheds and garages.

How you can help manage asbestos

- If you think a material in your home may contain asbestos, look out for signs of damage or wear. If you spot an issue, don't touch it, let us know.
- Don't damage anything which might contain asbestos.
- Get our permission before doing any DIY or making any structural changes to your home that may disturb asbestos materials.

Pests and infestations

Managing and reporting pests is a shared responsibility, and we'll always support customers where there are concerns.

For more information about responsibilities, the support we provide and steps you can take to reduce the risk, search  **"Preventing pests"** on our website.



Looking after a new-build home

If you're moving into a new-build home, you'll receive a copy of our "New-build Home Guide".

It contains useful advice and information to help you settle in, including guidance on defects and repairs, and how to report them.

Please refer to the guide for information relating specifically to your new-build home.

Missing your New-build Home Guide?

Don't worry. Give us a call on **03000 120 120** or email **act@alliancehomes.org.uk** and we'll be able to help.

You can also find helpful FAQs and useful information on our website. Scan the QR code or visit **www.alliancehomes.org.uk/new-build-home**.



Repairs

Book your repairs using any of these options

- **Connect** – Report repairs and manage appointments anytime through our customer portal
- **Call us** – Speak to our team on **03000 120 120**
- **Live Chat** – Message us on our website
- **Email** – Send us a message to **act@alliancehomes.org.uk**

Book repairs to your home or communal area with Connect

It's quick and easy to report a repair and book an appointment through Connect, our customer portal. If you haven't signed up yet, scan the QR code to learn more and get started today.



Don't miss your appointment

Please make sure you're home for your appointments so we can do the work. If we can't get into your home, we can't carry out the repair. Remember you can rebook through Connect or by calling us.

If you need to change your appointment, or if you miss it, contact us within five working days to rebook. After that, your request may be cancelled.

Repair priorities and timescales

We prioritise repairs based on the risk they pose to customers and homes. Each repair is given a priority based on the health and safety risks involved.



How long will my repair take to fix?

Emergency repairs are attended to and completed within at least 24 hours. All other repairs are classified as routine. To view the categories of repair visit our website <https://www.alliancehomes.org.uk/your-home/repairs/report-a-repair/>

Repair responsibilities

We carry out most repairs to your home, but some repairs and maintenance tasks are your responsibility.

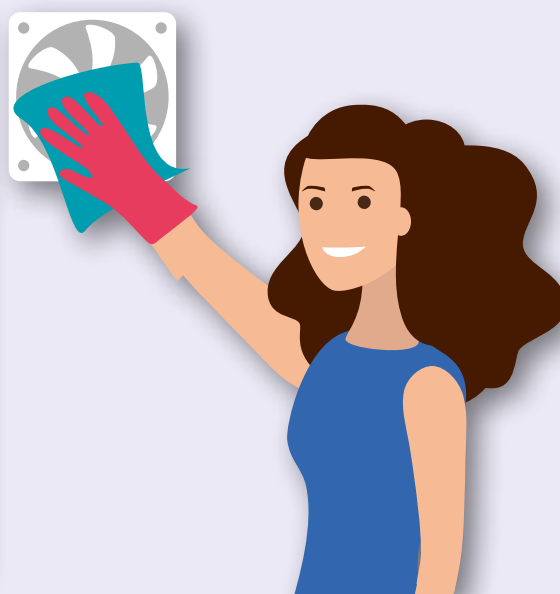
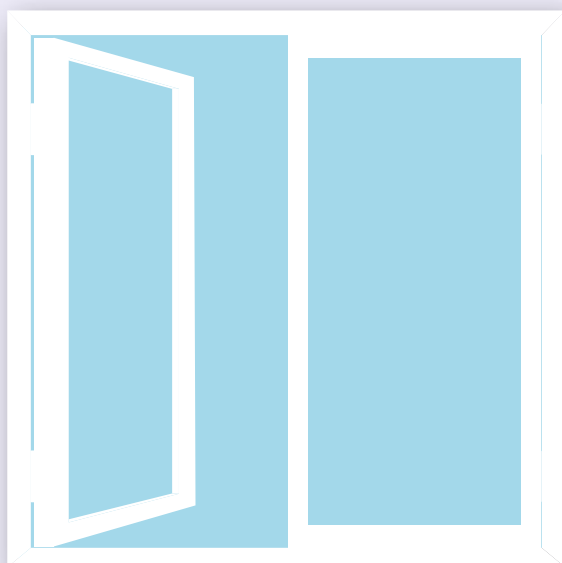
You are responsible for:

- Cleaning kitchen extractor fan vents
- Unblocking sinks
- Renewing silicone sealant around baths, sinks and showers
- Installing, repairing and replacing washing machines, tumble dryers and dishwashers
- Bleeding radiators
- Testing smoke and carbon monoxide alarms
- Resetting trip switches on the fuse box.

On our website, you'll find a full list of repairs grouped by room.

For each area of your home, we show what you're responsible for and what we'll do. This makes it easy to see who handles what and how to report issues.

Scan the QR to see the full list or search  **"which repairs should I do?"** on our website.



On our website, you'll find a full list of repairs grouped by room. For each area of your home, we show what you're responsible for and what we'll do. This makes it easy to see who handles what and how to report issues.

Scan the QR to see the full list or search 🔍 **"which repairs should I do?"** on our website.

Chargeable repairs

We may be able to help with some repairs that are your responsibility, but you'll need to pay for the work. Contact us and we'll provide a quote.

Examples of rechargeable repairs include:

- Repairs needed because of damage caused by you, someone in your household, a visitor, or where emergency services have forced entry
- Changing locks to provide replacement keys, including when keys are lost or stolen
- Repairs required due to alterations you've made, whether or not you had our permission
- Clearing your home after you leave, if possessions, rubbish, or other items have been left behind.



Your neighbourhood

We look after communal spaces and work with customers and local partners to support the communities where you live.

Our Neighbourhood Strategy explains how we work to make the places where you live safe, clean, green, connected and proud.

Anti-social behaviour and community safety

In an emergency requiring immediate help, call the police on 999.

Our Community Safety team works closely with Avon and Somerset Police, local councils, and other organisations to tackle anti-social behaviour and support those who are affected.

Anti-social behaviour (ASB) is any behaviour that causes harassment, alarm or distress to an individual or group of people.

It includes but is not limited to:

- Persistent and excessively loud noise
- Offensive behaviour, violence and threats
- Drug use, dealing and growing
- Abusive or insulting language
- Vandalism and graffiti.



What isn't anti-social behaviour?

Common instances which aren't considered ASB:

- One-off parties, occasional noise and normal day-to-day living noise
- Personal disputes and falling-outs
- Smells from cooking
- Household differences.

How to report anti-social behaviour?

If you're experiencing anti-social behaviour, you can report it by:

- Emailing **communitysafety@alliancehomes.org.uk**
- Completing our online webform, by visiting **www.alliancehomes.org.uk/contact-us**
- Calling us on **03000 120 120**
- Using Connect, our customer portal, or Live Chat on our website
- Writing to or visiting us at **Alliance Homes, 40 Martingale Way, Portishead, BS20 7AW.**

Talking to your neighbours toolkit

If you're having problems with anti-social or disruptive behaviour, start by speaking to the person involved. They might not realise the impact their behaviour is having on others. Only talk to the person involved if you feel safe and comfortable to do so.

To support you, we've created a **Dear Neighbour** card to help start the conversation and a **Diary Sheet**, so you can keep a record of what's happening. You can download these from our website, www.alliancehomes.org.uk/asb.

Dear neighbour,

I hope you're doing well.

I wanted to let you know that on _____ (date) at _____ (time), I heard some noise from your home that was a bit loud. It sounded like:

☐ Loud music or TV	☐ People shouting
☐ Heavy footfall	☐ Washing machine or appliance
☐ DIY or building work late at night	☐ Dog barking
☐ Something else _____	

This meant that:

☐ I couldn't sleep	☐ I couldn't hear my TV	☐ My children were disturbed
☐ Other _____		

You might not have realised it was disturbing. I'd really appreciate it if you could keep things a bit quieter so we can all enjoy living in our homes.

Thanks a lot for understanding.

Kind regards

0531 08 25

[illegible]

Dear Neighbour card

Diary Sheet

Domestic abuse

No type of domestic abuse is acceptable. We know it can be difficult to reach out for help, but support is available. We work with local partners to support people affected and address harmful behaviours in our homes.

Hate crime

A hate crime is a criminal offence. The police will record an incident as a hate crime if the person affected, or anyone else, believes it was motivated because of someone's:

- Race, colour, ethnic origin, nationality or national origin
- Religion
- Gender identity
- Sexual orientation
- Disability
- Alternative subculture.

If you're a victim or witness a hate crime, you should report it to the police right away. You can also report it anonymously through Crimestoppers on **0800 555 111**. If you do report it, you should also let us know by emailing **act@alliancehomes.org.uk**.

We work closely with Stand Against Racism & Inequality (SARI) and other local and national organisations.

Anti-social behaviour can have serious consequences

Where a customer is found responsible for anti-social behaviour, this is a breach of their tenancy agreement and may lead to legal action. This can include an injunction or action to recover possession of the home.

We will take action when customers commit anti-social behaviour. This may include issuing formal warnings, taking legal action and working with our partner agencies, such as the police, where necessary.

Tackling anti-social behaviour

For more information on our approach to tackling anti-social behaviour, available support, and our Anti-Social Behaviour Policy scan the QR code or visit **www.alliancehomes.org.uk/community-safety**.



Community environment

We want everyone to feel proud of where they live. This includes keeping shared spaces and outdoor areas clean, safe and well managed.

As part of your tenancy, you may pay service charges to help make this possible. See **page 17** for more information about service charges.

We have a team of dedicated Community Environment officers who help maintain our neighbourhoods. They inspect communal bin stores, carry out safety checks in shared areas we own, report and respond to issues like fly-tipping and vandalism, and work closely with local councils to address community concerns.

Let us know if you spot any issues

If you spot a problem in a communal area, let us know.

- Call us on **03000 120 120**
- Email **act@alliancehomes.org.uk**
- Find out more by searching 🔍 **"Community environment"** on our website.

Report fly-tipping

If you spot fly-tipping, report it to your local council or visit **www.gov.uk/report-flytipping**. We'll work with the council to address any reports of fly tipping in our neighbourhoods.

Grounds maintenance and communal cleaning

You may also pay for services like grounds maintenance or communal cleaning. These help make sure shared indoor spaces, such as hallways and entrances, as well as green spaces around your home are kept in good condition.

If you don't currently receive these services, they may be available to you. If you're interested, talk to your tenancy officer about this.



Community hubs and projects

We run a lots of activities, events and opportunities to connect with local people through our community hubs.

In Weston-super-Mare, we work with the For All Healthy Living Centre to deliver the National Lottery-funded Our Neighbourhood Network. This project helps local people improve their wellbeing, build confidence and strengthen community connections in Bournville, Coronation and Oldmixon.

Help shape our community investment

Your ideas also help shape how we invest in our neighbourhoods and communities, through our Communities Together Grants. To get involved in our annual grant programme, search  **"Communities Together Grants"** on our website.

Community hubs

We have four community hubs in Weston-super-Mare where you can meet new people, build friendships and take part in lots of events. We run regular coffee mornings and other community-led activities.

Here's where you can find them:

Oldmixon Community Hub	Coronation Community Hub	Bournville Community Hub	Outdoor Community Hub
7 Aller Parade, Oldmixon, Weston-super-Mare, BS24 9DD	3 Loxton Road, Coronation, Weston-super-Mare, BS23 4QX	The Sub Station, St Andrews Parade, Bournville, Weston-super-Mare, BS23 3SS	Between houses 65 and 67, Coleridge Road, Weston-super-Mare BS23 3UJ

What's on

Find out what's happening at our community hubs by scanning the QR code or searching  **"Community hubs"** on our website.



Community projects

Growing Together

Our Growing Together project is all about bringing people together outdoors. We have three community-led outdoor spaces: Outdoor Community Hub, the Great Rhyne Community Allotment and Bournville Chocolate Garden.

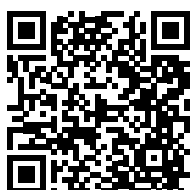
They're open to everyone, regardless of ability or experience. You can volunteer and take part in a range of fun activities.



Food Pantry

We run two food pantries from our Oldmixon and Coronation community hubs. Delivered in partnership with FareShare South West and supported by produce grown in our outdoor community spaces, the pantries help you save money on your weekly food shop by offering affordable groceries. Membership is required, and spaces are limited.

To find out more about our community projects, email communityhubs@alliancehomes.org.uk, search  "Your neighbourhood" on our website, or scan the QR code below to see all the ways you can get involved.



Support services

Our support services help people in North Somerset to live independent, safe and fulfilling lives.

Home Energy Advice team

Available to all Alliance Homes customers.

Our team offers advice and support to help you manage your energy use and energy efficiency. They can help you to understand your utility bills, find the right tariff and suggest ways to improve the energy efficiency of your home, providing guidance on heating systems and technology. They also help with cases of damp and mould, managing fuel debts and resolving disputes with providers.

If you're looking for help, email the team at **homeenergyadvice@alliancehomes.org.uk**.



Tenancy Support

Funded by North Somerset Council for anyone living in North Somerset.

If you need help moving into your new home, setting up utilities or finding essential items, our team can help. They can also support you with landlord disputes, claiming benefits, managing rent arrears, and accessing health or social care services.

We work with all landlords, tenancy types and homeowners to help people stay safe and independent. If you need help, or know someone who does, email **support@alliancehomes.org.uk**.



Carers Support Service

Available to young carers, young adult carers and adult carers living in North Somerset - funded by North Somerset Council, National Lottery and other charitable partners.



Our Carers Support Service provides a range of opportunities to improve the lives of young carers (aged 5-18), young adult carers (aged 17-25), and unpaid adult carers (aged 18+) living in North Somerset.

We offer young carer assessments and one-to-one brief intervention support to adults to help them understand their rights. For carers of all ages, we run a wide range of support and wellbeing groups, as well as activities and trips that give carers a chance to take a break and connect with others in similar situations.

If you're a carer, know someone who is, or if you are interested in becoming a volunteer to help us support other carers, please get in touch. You can email **carersupport@alliancehomes.org.uk**.

Home from Hospital

Funded by North Somerset Council for anyone living in North Somerset.

If you're in hospital or have an upcoming stay and need help returning home safely, our Home from Hospital team can help. This dedicated service supports people aged 18 and over who live in North Somerset to return home safely from any of our local hospitals.

We can help with community meal services, key safes, benefits claims, connecting you to local support, and making sure your home is safe and warm for your return.

Referrals are made by hospital professionals, or you can self-refer. To find out more, email **hospitalteam@alliancehomes.org.uk**.

Social Prescribing

Funded by Pier Health Group and delivered in partnership with Citizens Advice North Somerset.

Not everything that affects your health can be solved with a prescription. Our social prescribing service helps you focus on what matters most and take small steps to improve your wellbeing. We can support you with mental wellbeing, reducing isolation, and concerns about money, housing or employment.

To access this service, speak to your GP at Pier Health Group.

Please note some of our support services have waiting lists. If this applies, we'll let you know when you get in touch.

Tenant Support and Wellbeing Service

Available to all Alliance Homes customers.

Free, confidential support whenever you need it. This service is available to all Alliance Homes customers and can help with:

- Counselling and emotional support
- Health and wellbeing
- Relationship challenges
- Bereavement
- Money worries and debt
- And much more.



Access the service

Call **0330 094 8845**

Visit **www.tenantcare.co.uk**

Login details

Username: **alliancehomesgroup**

Password: **tenant**

You'll be asked to enter these details when you access the service.

Find out more

Find out more about our support services by scanning the QR code, searching  "Support" on our website or by visiting **www.alliancehomes.org.uk/support**.



Get involved

We want customers to help shape our services and neighbourhoods. There are lots of ways to get involved, share your views and help make a difference.

Your voice matters

To make it easy for you to get involved, we've worked with customers to create a Customer Engagement Framework. It explains the different ways you can help shape our services and get involved in your community.

Want to get involved?

Scan the QR code to read the framework, or search  "Get involved" on our website to find out more.



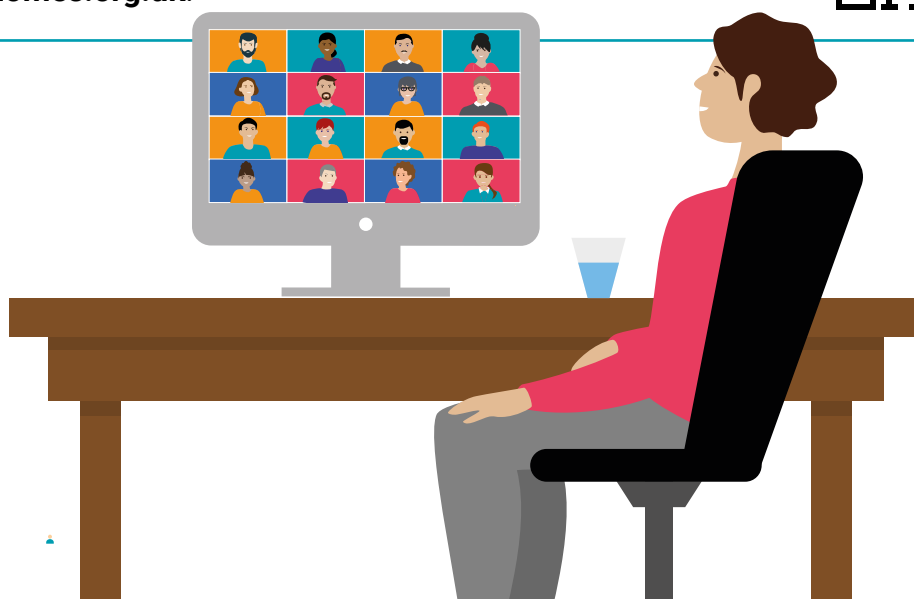
Hive

Hive is our online customer community, where your voice helps shape our services. Through surveys, discussion forums and other feedback activities, you can get involved whenever it suits you, and as much or as little as you like.

We regularly share what's changed based on customers' views and ideas, and there's a monthly prize draw as a thank you for getting involved.

Join Hive

Find out more by scanning the QR code or visiting hive.alliancehomes.org.uk.



Customer groups and panels

We have several customer-led panels that help shape and influence what we do and how we do it.

From the Customer Scrutiny Panel, which helps hold us to account, to the Residents' Sustainability Group, which helps shape greener choices, our customer panels help influence our services and decisions.

Join a customer group

Find out more by scanning the QR code, visiting www.alliancehomes.org.uk/customer-panels or contacting our Customer Engagement team on **03000 120 120** or at customerengagement@alliancehomes.org.uk.



Residents' Associations

A Residents' Association is a great way to work with your neighbours, raise common issues or concerns and help improve your community. We'll help you get started and provide the support and tools you need to make it a success.

Get started

To get started, search  **"Residents' associations"** on our website or email customerengagement@alliancehomes.org.uk.



Surveys and feedback

We regularly ask for your feedback to help us improve our services.

Tenant Satisfaction Measures (TSMs)

TSMs are a set of questions every social housing landlord must ask. They cover your experience with your home, repairs, neighbourhood services, and how we communicate with you.

We run TSM surveys twice a year, and you might be invited to take part. If you're interested in seeing our most recent results, scan the QR code or search  "TSMs" on our website.



Transactional service surveys

When you've received a service from us, we may send you a short survey to share your experience and feedback. We do this for the following services:

- Home Repairs Service
- New customer experience
- Major works (this includes updates to kitchens, bathrooms and windows)
- Complaints
- Anti-social behaviour
- Alliance Contact team
- Support services.

It only takes 5 – 10 minutes to complete, but your feedback helps us understand what's working well and where we can improve.

Keeping homes in good repair

We've improved most of our results for repairs this year, and that's something we're proud of. Customers are more satisfied with our service now, especially with how quickly the last repair was done. These two areas showed the big improvements, going up by 5.4% and 7.9%. We know there's still more to do, and we're working hard to make repairs quicker, easier and more reliable for customers.

Tenant satisfaction measure	Results	Compared to last year
Satisfaction with repairs TP02	78.3%	 Better than last year
Satisfaction with time taken to complete the most recent repair TP03	70%	 Better than last year
Satisfaction that the home is well maintained TP04	72%	 Better than last year
Proportion of homes that do not meet the Decent Homes Standard RP01	0.5%	 About the same as last year
Non-emergency repairs completed within the target timescale RP02 (1)	56.2%*	 Better than last year
Emergency repairs completed within the target timescale RP02 (2)	78.5%	 Worse than last year

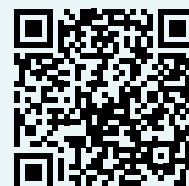
* This figure was updated in August 2025 following a review to ensure our published data matches the results submitted to the Regulator of Social Housing.

Keeping you informed

We'll keep you informed about any changes and show you how your feedback has shaped our services.

Performance

We regularly publish information about how we're performing, including measures that matter most to our customers. Find out more by scanning the QR code or visiting www.alliancehomes.org.uk/quarterly-performance to read our most recent update.



Annual reports

We publish a range of annual reports, including our Annual Report, Environmental, Social and Governance (ESG) Report, and Complaints Performance and Service Improvement Report.

Find out more by scanning the QR code or visiting www.alliancehomes.org.uk/reports.



You said, we did

We share updates on how your feedback, no matter how you give it, helps shape our services. You can see what you've told us, what action we've taken and the improvements we've made by scanning the QR code or visiting www.alliancehomes.org.uk/you-said-we-did.



Don't miss the latest news

Stay up to date with all the latest news from Alliance Homes. Visit the 'News' section on our website, or follow us on social media, by searching  "Alliance Homes".

You'll also receive our regular customer newsletter, InTouch, by email. You can read the latest issue by scanning the QR code or visiting www.alliancehomes.org.uk/intouch.



Social Tenant Access to Information Requirements (STAIRs)

Giving you better access to information

STAIRs is a government scheme that aims to give people living in social housing better access to information about their landlord and the services they provide.

What information can I access?

Under STAIRs, housing associations must publish information about:

- How the organisation is run and how decisions are made
- How money is spent
- How homes and neighbourhoods are managed
- Performance and customer satisfaction
- The services provided to customers
- Policies, registers and other key information.



Can I request information?

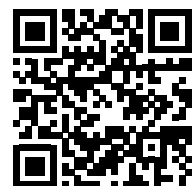
Yes. As well as publishing information, STAIRs gives customers the right to request certain information directly from their housing association.

This works in a similar way to a Freedom of Information request made to a council or other public body. While housing associations are not covered by Freedom of Information legislation, STAIRs gives social housing customers a comparable right to ask for information about how their landlord operates.

From April 2027, if you make a request, we will consider it in line with the STAIRs requirements and respond within the timescales set out by the scheme.

Find out more

For more information and to access our published STAIRs information, visit: www.alliancehomes.org.uk/stairs.



Your feedback

Your feedback, good or bad, helps us improve. If something hasn't met your expectations or if someone has gone above and beyond, please let us know.

Complaints

We want you to have the best experience, but sometimes things don't go as planned. If this happens, tell us. We'll listen, work quickly to put things right and clearly explain any decisions we make.

How to raise a complaint



Report and monitor a complaint through, **Connect**, our customer portal



Call us on **03000 120 120**



Email us at
act@alliancehomes.org.uk



Complete an online form by visiting
www.alliancehomes.org.uk/contact-us



Send us a direct message on Facebook, Instagram or X



Visit or write to us at
Alliance Homes, 40 Martingale Way, Portishead, BS20 7AW

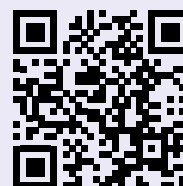


Office opening hours are
Monday – Friday, 9am – 5pm.



Share your feedback through **Hive**, our online customer community.

To find out more, scan the QR code, visit **www.alliancehomes.org.uk/complaints** or search  **"Complaints"** on our website to read our Complaints Policy and Complaints Handling Procedure.



Compliments

If you've received great service from one of our teams or colleagues, we'd love to hear about it. It makes a real difference, and we'll make sure we let them know.

To leave a compliment, use any of the contact methods listed above.

Notes

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You can contact us by calling 03000 120 120, emailing act@alliancehomes.org.uk or writing to us at 40 Martingale Way, Portishead, BS20 7AW.