

This information is available in large print, on audio CD and in other languages on request. If you require any of these services please contact us on: 03000 120 120



Cantonese

此信息來自您的土地所有人——東薩默塞特住房局 (Alliance Homes), 關於您的意見, 稱讚或投訴。如果需要翻譯, 請告知您當地的住房辦公室。

Vietnamese

Đây là thông tin từ bên cho thuê nhà, Alliance Homes, về nhận xét, góp ý hoặc phàn nàn của bạn. Nếu cần bản dịch, vui lòng liên hệ văn phòng nhà trong khu vực của bạn.

Turkish

Bu ev sahibiniz Alliance Homes Konutlarının yorumlarınız, övgüleriniz veya şikayetlerinizle ilgili bilgilendirme dokümanıdır. Tercüme edilmesini isterseniz lütfen bölgenizdeki ofise danışın.

Russian

Это информация от Вашего арендодателя, Alliance Homes, о том, как Вы можете высказать Ваши замечания, благодарности или жалобы. Если Вам нужен перевод, пожалуйста, обращайтесь в жилищный офис Вашего района.

Bosnian

Ovo su informacije koje obezbeđuje vaš stanodavac, kompanija, Alliance Homes* o vašim komentarima, pohvalama i pritužbama. Ako želite prijevod, obratite se svojoj lokalnoj kancelariji za iznajmljivanje stanova.

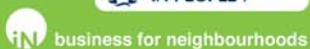
Portugese

Esta é uma informação do seu senhorio, Alliance Homes, acerca dos seus comentários, saudações ou reclamações. Se necessitar de tradução, solicite-a junto do gabinete de habitação da sua área.

Polish

To jest informacja ze strony wynajmującego Państwa domu czy mieszkania, Alliance Homes na temat Państwa uwag, pozytywnych spostrzeżeń oraz skarg. Jeżeli Państwo życzą sobie tłumaczenia, proszę zwrócić się do najbliższego biura terenowego.

NSAH (Alliance Homes) Ltd. Trading as Alliance Homes. Alliance Homes has charitable status. Industrial and Provident Society registration number 29804 R. Homes and Communities Agency registration number L4459. Registered office: NSAH (Alliance Homes) Ltd, 40 Martingale Way, Portishead BS20 7AW



www.alliancehomes.org.uk

Stronger communities,
Better homes, Smarter business



Alliance Homes Support Plus

Giving you peace of mind while you are away from home



www.alliancehomes.org.uk

- Will you be spending time in a residential care home?
- Are you going on holiday?
- Does a change in health call for a stay in hospital or at relatives?

Will you be worried about your home while you are away?

If so, we can help.

What can we help with?

- Safety checks of your home.
- Empty the fridge of out-of-date food.
- Rubbish removal/collection.
- Have the heating and water turned off whilst you are away.
- Cleaning.
- Laundry or changing of bed linen.
- Light gardening.
- Collecting pensions.

- Redirection of mail or helping with correspondence.
- Caring for a pet.
- Watering plants.

Do I have to pay?

Yes. Our charges are very competitive and you can purchase as little as one hour of support at a time.

Give us a ring if you want to find out more.



What happens when you get home?

You can tell us what needs to be done to make sure you are comfortable but if required we would be happy to do a food shop, make sure your utilities are working and maybe even make a nice hot meal or cup of tea for when you get in!

Sometimes coming home relies on someone being able to help you in those initial weeks. If it helps to get you home faster we are on standby to do your shopping, cooking, cleaning and laundry, amongst other things.

We can be extremely flexible in responding to your needs and the examples on the previous page are not exhaustive.

However we are not able to provide you with personal care. Your local authority may be responsible for managing this for you.

About us

We are part of the Alliance Homes family. Alliance Homes is a community-based social enterprise and we have charitable status.

We have a well established reputation for delivering high quality support services within the West of England. If you think you might need our help simply call us to find out more.

We are trustworthy and friendly, and all our staff are fully security checked.

Tel 03000 120 120