

# Alliance Homes Neighbourhood Strategy 2026-2029



Front cover: Marina Gardens, Portishead

Inside cover: Netherton Grange, Nailsea

# Contents

<b>Introduction from COO</b> .....	4
<b>How we define a neighbourhood</b> .....	5
<b>Our neighbourhoods</b> .....	5
<b>Our vision</b> .....	6
<b>Our principles</b> .....	7
<b>Safe neighbourhoods</b> .....	8
<b>Clean neighbourhoods</b> .....	10
<b>Green neighbourhoods</b> .....	12
<b>Proud neighbourhoods</b> .....	14
<b>Connected neighbourhoods</b> .....	16
<b>Managing our neighbourhoods</b> .....	18
<b>Delivery and measuring our success</b> .....	19



## Introduction

We exist to create great places to live that our customers are proud to call home. At the heart of this purpose is our commitment to high-quality housing, but its more than bricks and mortar. We're here for the long-term, so creating thriving neighbourhoods for the future is also a key ambition for us, and our customers.

We encourage regular feedback to help us to understand more about life as a customer living in an Alliance Home - where we get things right and where improvements are needed. We use this information to set our priorities and focus on the things that matter most, and our neighbourhoods are frequently identified as needing more focus.

We know that the neighbourhood environment has a significant impact on wellbeing, sense of safety, security and social connection. We want to be a recognised for making a positive contribution to our neighbourhoods and I know that in launching this strategy, we can drive lasting outcomes.

This isn't just about the big stuff; it's also about getting the basics consistently right and using that as a platform to do more. That's why this strategy has been developed with input from our customers to make sure it is deliverable and meaningful.

We can't do it alone, though. Our strategy requires great partnership working with our customers, community groups, local authorities and other stakeholders who all come together to play their local role.

We're clear that by working collaboratively with others we can achieve more, be more effective, be more efficient and showcase our purpose in action.

Iain Lock  
Chief Operating Officer

# How we define a neighbourhood

A neighbourhood can mean different things to different people. It can be deeply personal and our association with our neighbourhood can change over time. For some, their neighbourhood is their town. For others it may be their estate or street.

A neighbourhood can be defined by its physical features, but also by the unique character created by the people who live there and shape it.

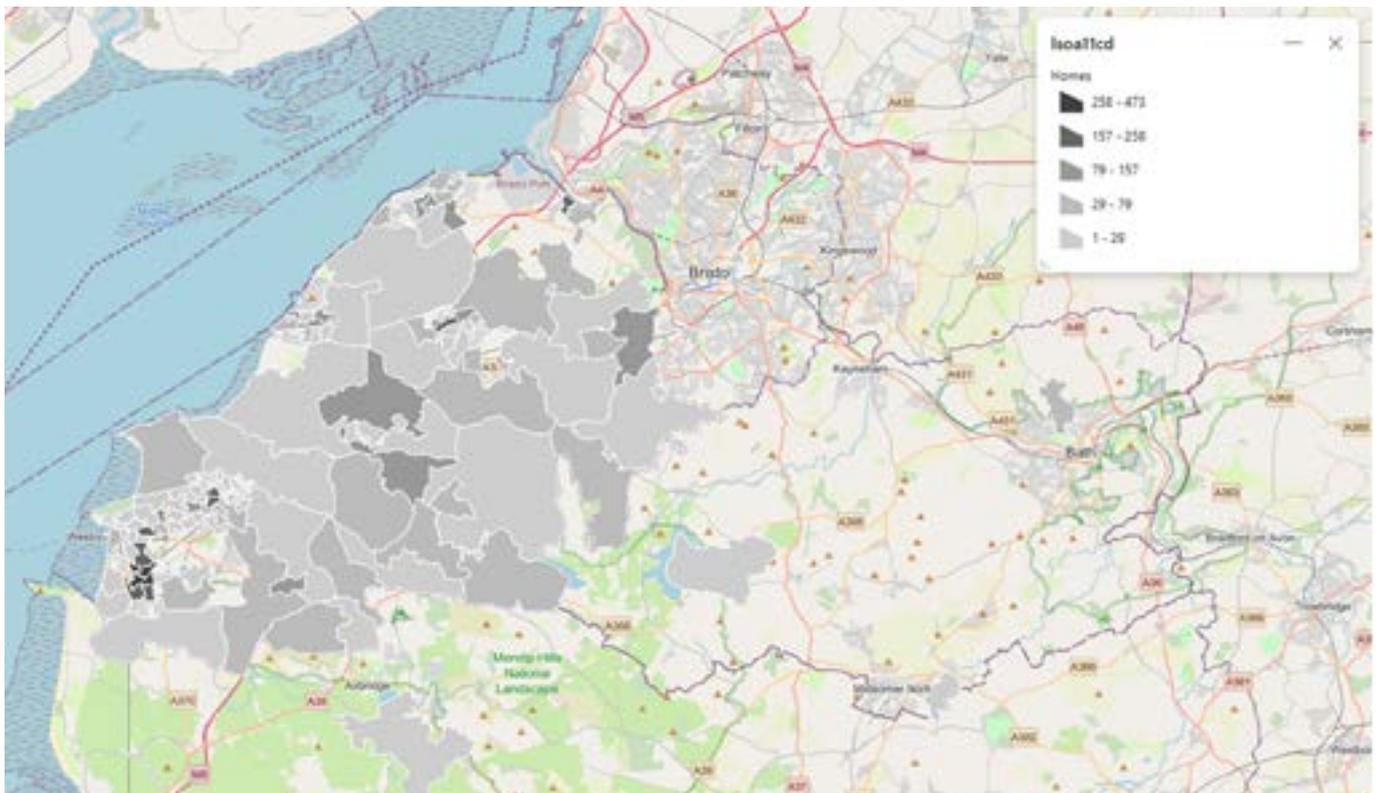
For the purposes of this strategy, we've kept things simple and defined our neighbourhoods as everything outside the front door of your home. This includes all internal and external communal areas, spaces that are shared and the wider environment in the areas where Alliance is a landlord.

## Our neighbourhoods

We currently operate in five local authority areas (North Somerset, Bristol, South Gloucestershire, Bath and North East Somerset and Somerset), within which there are diverse neighbourhoods each with their own local identity.

Our neighbourhoods include a mix of homes of different types in different settings. These include the homes that transferred to Alliance from North Somerset Council in 2006 and everything we have built since.

The map below shows this spread, split down by local authority ward boundaries and shaded to show concentrations of Alliance ownership within them.



# Our vision

Our vision is an extension of our Alliance purpose: 'creating great places to live that our customers are proud to call home' - and our neighbourhoods are a vital part of this.

We want our neighbourhoods to feel safe, clean, green, proud, connected and well managed.

This strategy outlines how we will deliver our vision and the calls to action in each of these areas.

<p><b>Safe</b></p> 	
<p><b>Clean</b></p> 	
<p><b>Green</b></p> 	
<p><b>Proud</b></p> 	
<p><b>Connected</b></p> 	

# Our principles

To support us, we have set out three overarching principles that cut across everything we do.

## 1. We work in partnership

Our ability to influence change requires us to build and maintain strong relationships. We will work collaboratively with key local partners to maximise our impact.

## 2. We work with our customers

We will take every opportunity to engage with customers - to listen and understand their views and use their feedback to shape our services.

This strategy has been developed with input from customers using HIVE (our online feedback platform) and in consultation with involved customers.

We will continually engage with our customers to deliver the strategy.

## 3. We invest in the areas that need it the most

We know we can't do everything, so we will use our neighbourhood knowledge along with customer feedback to target our resources and deliver the things that matter most.



Neighbourhood Manager - Community Safety

# Safe neighbourhoods

**Every neighbourhood should feel safe, welcoming and inclusive. We are committed to creating places where customers feel secure and confident.**

To deliver our objective for safe neighbourhoods, we know that it's important to build on our existing strengths. We already have a strong safety culture with a commitment to develop the skills and knowledge of our talented colleagues.

Our specialist Community Safety team have maintained great relationships with other agencies to support effective services and to build local collaboration.

Similarly, our Building Safety team continue to work with our customers and established partners to ensure we prioritise safety in our blocks and areas of higher risk across our neighbourhoods.

At the same time, we also need to be future focused. This means being responsive and proactive. The law, regulations and requirements change often, and we need to equip ourselves to take swift action to keep customers safe.

Feedback from our customers shows that safety is a cornerstone of great service. Safe homes and neighbourhoods are key to wellbeing, and we're committed to creating neighbourhoods that foster a sense of security and inclusion.

Our **priorities** for improving the safety of our neighbourhoods have been developed with customers and colleagues:

- Improve the use and monitoring of CCTV, particularly in areas where crime is a concern
- Publicise the action we take to address anti-social behaviour (including domestic abuse and hate crime)
- Invest in the repair and maintenance of communal doors and entry systems.

**Key partners:** Police, Avon Fire and Rescue Service, SARI, NextLink, Local authorities, Managing agents, Commercial tenants/Shop owners, External contractors.



Beacon of Hope celebration, Bournville, Weston-super-Mare

# Clean neighbourhoods

**Every neighbourhood should be clean and well cared for. We are committed to providing a clean environment that is well managed and where everyone is encouraged to play their part.**

Delivering our objective for clean neighbourhoods will build on the great work we already do. Many of our customers take pride in their home and neighbourhood and play an active role in keeping their environment clean and tidy.

We have existing communal cleaning contracts in place and these show high levels of satisfaction, but we know there is more to do in these areas, where our cleaning offer is not consistently provided to all blocks.

Waste management is an ongoing challenge. Changes to bin collection schedules, bin capacity problems, fly-tipping and the risk of vermin are issues in many of our neighbourhoods. We will continue to work in partnership with relevant authorities to act on environmental issues and take appropriate action, where we can.

Our **priorities** for improving the cleanliness of our neighbourhoods have been developed with customers and colleagues:

- Strengthen our waste management services, including improvements to bin stores, litter-picking, recycling education and action against fly-tipping
- Design and offer a consistent cleaning service for all internal communal spaces.

**Key partners:** Local authorities, Managing agents, external contractors.



Day of Action in Bournville, Weston-super-Mare

# Green neighbourhoods

Every neighbourhood should make the best use of its green spaces. We are committed to managing our green spaces to improve the way they look and feel.

Many of our neighbourhoods benefit from open green spaces. We celebrate these in our neighbourhoods and maximise the opportunities to enhance biodiversity in our newly developed neighbourhoods.

We've started to roll out the use of technology such as our Geographic Information System (GIS), to map our land boundaries and tree ownership. This will assist with more efficient and effective service delivery.

Our community investment activities, particularly in Weston-super-Mare, are focused on green environmental initiatives. We promote local participation through our **Growing Together programme** that offers free community gardening sessions in Weston-super-Mare.

We know that not all our customers can maintain their private gardens without support and that this can impact the 'look and feel' of a neighbourhood. Messy gardens can cause neighbour disputes and understanding our role is part of our future.

Our **priorities** for improving the green spaces in our neighbourhoods have been developed with customers and colleagues:

- Grow our skills, knowledge and experience in delivering our grounds maintenance service
- Support customers who need help to manage and maintain their private gardens
- Explore ways to improve the biodiversity of our green spaces and promote wildlife.

**Key partners:** Local authorities, Managing agents, External contractors, Local wildlife trusts/experts.



Nature Tots session at our Coleridge Road Community Garden, Weston-super-Mare

# Proud neighbourhoods

**Every neighbourhood should feel a sense of pride.**

**We are committed to investing more in our neighbourhoods to create places where our customers are proud to call home.**

Pride is well established in many of our neighbourhoods. We promote mixed tenure neighbourhoods that create balanced communities, and we aim to build new ones with the right amenities that reflect local needs.

In existing neighbourhoods, our portfolio of commercial properties (that provide shops and services to local people) add value but are often underutilised with many being empty. We want to retain these assets, where there is a demand from business and from customers.

One of the key challenges, however, is the investment needed to improve our blocks of flats, where some internal and external areas are unloved. We know that unlocking investment in our blocks has the potential to make a massive impact to the look, feel and quality of our neighbourhoods.

Our **priorities** for improving pride in our neighbourhoods have been developed with customers and colleagues:

- Invest in improvements to existing blocks of flats (internal and external)
- Explore how we can bring our empty shops and office spaces back into use for community and/or local businesses to rent
- Update and where needed remove unnecessary signage across our neighbourhoods, including Alliance branding where it doesn't add value.

**Key partners:** Local authorities, Commercial tenants/shop owners.



Windemere Avenue, Weston-super-Mare

## Connected neighbourhoods

**Every neighbourhood should feel connected. We are committed to providing opportunities where people can come together and build a strong sense of community.**

Creating places that feel connected and builds local identity is important to many of our customers living in our neighbourhoods. We will continue to build on our strengths by facilitating a wide range of community activities to bring people together.

We recognise that our community investment is currently centred around our communities in Weston-super-Mare. This aligns with areas of high demand and where external funding is available to support our services, but going forward, we will explore the potential for extending our reach outside of Weston.

Our **priorities** for improving the connection within our neighbourhoods have been developed with customers and colleagues:

- Create local plans to support community activities and investment – based on what each area needs
- Make better use of hubs and commercial spaces for community events, meetings, or activities.

**Key partners:** Local authorities, Local voluntary community and social enterprises, Local health, sports and cultural organisations, Local schools and educational partners.



Celebrating the reopening of our Coronation Community Hub, Weston-super-Mare

# Managing our neighbourhoods

**Every neighbourhood should be well managed. We are committed to working with customers and our partners to provide excellent services that having a lasting impact.**

To deliver our vision and all the objectives through this strategy, we must have robust management arrangements in place. This starts with a clear plan and strong leadership and being clear about what we can and can't do.

We know that there are always competing priorities and doing everything at once is not likely to be possible. Therefore, it's important we continually review our performance, listen to our customers and make changes to our model as required.

Our **priorities** for improving the management of neighbourhoods are:

- Communicate our neighbourhood service offer to customers
- Keep resources and services under regular review to ensure they are delivering what matters most to our customers
- Use the information we have available to inform the decisions we make, including the use our new geographic information system
- Involve our Customer Estate Champions, expanding this pilot scheme to more neighbourhoods.



# Delivery and measuring our success

**It's important to track and measure our success. There's little point in driving change and investment to deliver our vision if it doesn't lead to improvements.**

To achieve this, we'll create a clear delivery plan for every strategic objective, led by colleagues with the right skills, knowledge, and experience. Each year, we'll review progress and assess the impact of our actions.

We will use the existing measurement tools already in place, starting with our Tenant Satisfaction Measures (TSMs).

By 2029, our goal is to reach 80% customer satisfaction across these key areas:

- Satisfaction that we keep communal areas clean and well maintained
- Satisfaction that we make a positive contribution to neighbourhoods
- Satisfaction with our approach to handling anti-social behaviour.

Alongside the TSMs, we will continue to gather and analyse feedback through:

- Surveys such as antisocial behaviour, new customer experience and repairs
- Our customer and community engagement programme
- Customer complaints.



If you need this document in another format, such as large print, please let us know.

**You can contact us by calling 03000 120 120, emailing [act@alliancehomes.org.uk](mailto:act@alliancehomes.org.uk) or writing to us at 40 Martingale Way, Portishead, BS20 7AW.**

