



Alliance
homes

Customer annual review

2018-19



Chief Executive's statement

We've made great steps over the last year in transforming how we deliver our services; putting you at the heart of everything we do and being a truly customer-centric organisation.

We recognise that designing our services around you is vital. We know that it drives value – as each unnecessary touchpoint costs money and time and effort for you. Our focus will be on having consistently good homes and neighbourhoods that we are proud of and a service experience that is consistently good and creates advocacy.

To be truly customer-centric, we're designing services to meet your needs and aspirations. The work we're doing to gain greater understanding of what motivates and challenges you will help to bring your voice into the organisation; we can use this to plan improvements and further growth.

Our plans also involve using technology to enable us to hear from a wider and diverse range of customers. We're excited about this and the possibilities to be more responsive and accountable. This investment will also help us to deliver a more personalised experience for you and ensure that we focus resources on the things that really matter.

We are ambitious to do more, for more people, by either delivering on our own or in partnerships. Last year saw the first year of our Home Repairs Service partnership with United Communities and Bristol Community Land Trust, a great example of pooling resources to do more for all our customers and we look forward to seeing this evolve and developing other partnerships in the future.

Louise Swain
Chief Executive



We are ambitious to do more, for more people, by either delivering on our own or in partnerships.





Our operational performance 2018-19

Number of colleagues
482

Number of homes owned
6,416

Average rent arrears
1.71%

Number of customers supported by us ✓✓✓
2,909

Average re-let period
15.7 days

Customer satisfaction score (UKCSI)
84.9%

Operating margin
24.9%

Number of customers
15,694

Number of new homes
134

Number of hours of care delivered
144,233

Number of vans in our fleet
96

84.9%

Number of compliments
211

Number of new windows
247

Number of repairs
14,233

Number of new heaters & boilers
145

Number of new bathrooms
137

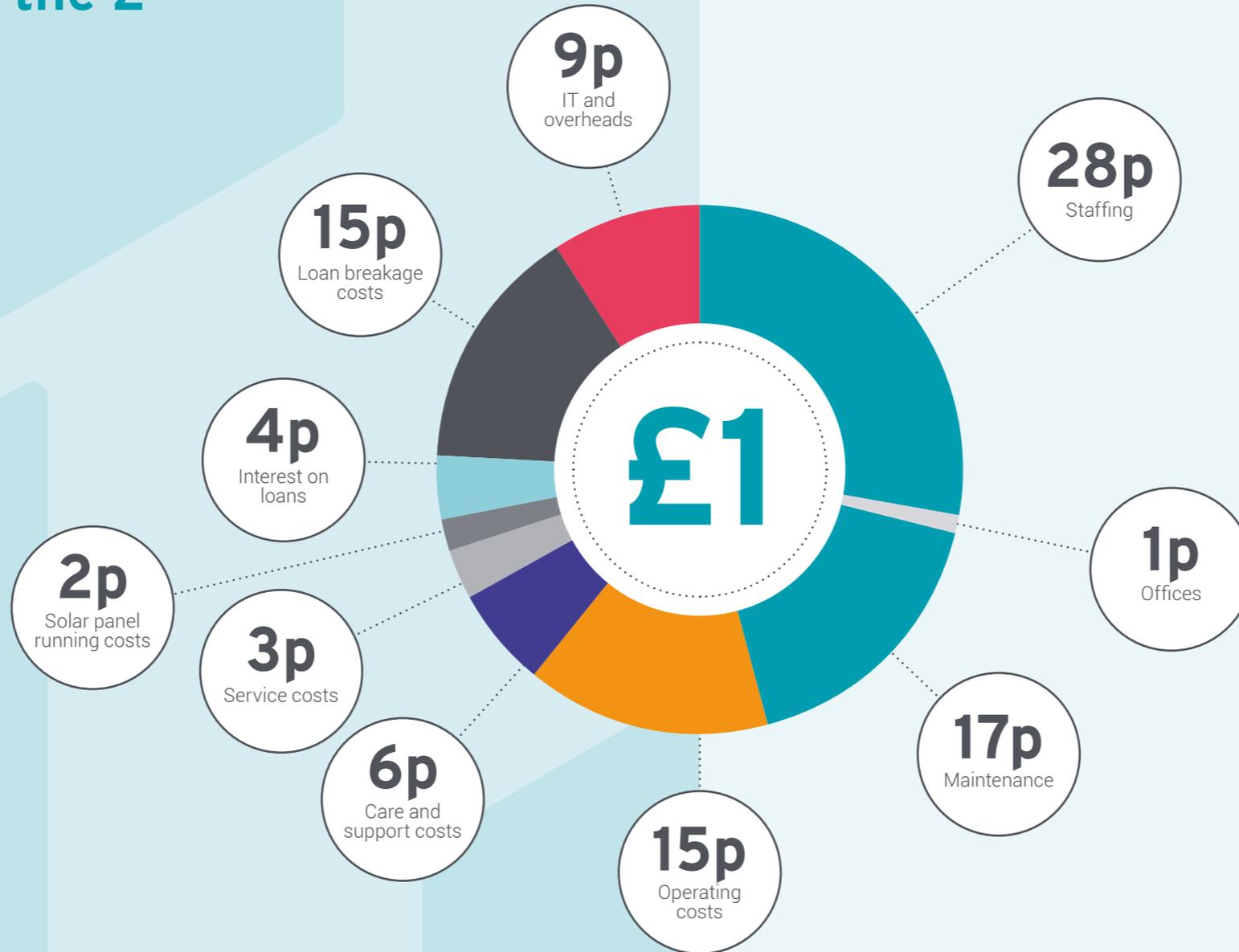
Number of new kitchens
198

Number of people supported into work
203

Number of complaints
478



How we spent the £





Review of the year

April – June

Launch of Home Repairs Service

Our new Home Repairs Service was launched in April in partnership with United Communities and Bristol Community Land Trust. Through this partnership we are now delivering home repairs and maintenance services to over 8,500 customers in North Somerset and Bristol. Working together we can improve the services we offer, and deliver efficiency savings.

The Chill launches in Bath

May saw Wera Hobhouse MP for Bath launch our first affordable homes scheme in the city. The Chill, provides 38 new homes aimed at families and professionals, bringing much needed affordable housing to the area.

Austen Court opens

The newly refurbished Austen Court - previously Masefield House - in Weston-Super-Mare opened its doors for the first time in June. After undergoing a makeover to give it a new lease of life, the building was ready for new customers wishing to rent a home from us.

July - Sept

Good rating for Tamar Court

Tamar Court, our extra care scheme in Worle, achieved a rating of 'good' from the Care Quality Commission (CQC) in July. The report said that people using our services were 'supported by staff who were kind and caring and who promoted people's independence.'

Moody's rate us highly

In August, we received the highest possible credit rating, an A1, from Moody's following the credit agency's annual review of our operating and financial performance. We were only one of three housing associations to achieve this rating for the year and it reflects their confidence in our risk management and financial position. The rating gives our plans to develop 2,000 new homes over the next ten years a real boost!

Martingale Way gets a makeover

We've been working on plans to consolidate our office facilities, which not only saves money but reduces our carbon footprint. In September, we welcomed our first customers to our newly refurbished office at Martingale Way, Portishead. We've also been investing in new equipment and technology enabling colleagues to deliver better services to you.





October - Dec

Big Lottery funding for Bournville

We successfully secured a huge £370,000 grant from the Big Lottery Fund in November for our neighbourhood investment project in Bournville, Weston-Super-Mare. The funding is being used to support a community-led, five-year project which aims to help local people strengthen and acquire new skills, obtain qualifications and ultimately reach their own personal goals.

£150m from Macquaries for new homes

Good news came in December, when Macquarie Infrastructure Debt Investment Solutions (MIDIS) gave the green light to our £150m funding arrangement. This funding is being used to support our plans to develop much needed new homes in the South West.



We successfully secured a huge £370,000 grant from the Big Lottery Fund in November...



Jan - March

Growing our talent

As an organisation committed to helping customers into work and growing our own talent, we celebrated the fantastic contribution of four of our apprentices in March. We're always on the look-out for passionate, customer focused colleagues and with a wide range of roles on offer, it's worth keeping an eye on the jobs section of our website for opportunities!

Care planner goes live for Alliance Living Care customers

Our new Connecting Care system went live in March for Alliance Living Care customers. The new system makes it easier for our care colleagues to manage customer paperwork and allows customers to access their own care plans online.



40 Martingale Way, Portishead, BS20 7AW
03000 120 120
alliancehomes.org.uk

