



Issue 32 - July 2026

Your update from Alliance Homes.

Summer has officially arrived, and after the recent record-breaking temperatures, many of us will be welcoming the return of slightly cooler weather while still enjoying the sunshine and longer days. With the school year drawing to a close and holidays on the horizon, there's plenty to look forward to over the coming weeks. We've got some exciting news to share with you in this latest issue of InTouch.



Exciting news coming soon...

This year we're celebrating 20 years of Alliance Homes, and we've got lots planned to mark this milestone.

Find out what we've done so far, what's still to come and how you can take part by visiting our anniversary webpage: www.alliancehomes.org.uk/20-years.

We'll soon be sharing more details about a special customer celebration event that will take place in the autumn, so keep your eyes peeled for updates coming your way.

Share your story

We'd love to hear from you! Share your story about being an Alliance Homes customer, your neighbourhood and community, and the changes you've seen over the past 20 years and be part of our celebrations. Email communications@alliancehomes.org.uk to get involved.



Enter our gardening competition

As part of our 20-year anniversary celebrations, we've launched **Blooms of Alliance**, our community gardening competition! Whether you're a seasoned gardener or just getting started, we'd love to see your green spaces, no matter the size, style, or shape. From colourful balconies to thriving back gardens, every space has the potential to shine.

Every entry will receive a commemorative sticker to display with pride, while category winners will be awarded a £50 voucher along with the coveted **Golden Gnome!**

How to enter

Simply visit our [webpage](#) and submit your entry by **31 August**.

Please note that entrants must be Alliance Homes customers. For full terms and conditions, visit the webpage above. We can't wait to see your gardens in bloom!

Blooms of Alliance



Building carer friendly communities

Dedicated support for young adult carers (YAC)

Introducing our new project, supported by the National Lottery Community Fund, the [young adult carers service](#) is here to support people aged 17 to 25, delivering guidance and advice on education, work and opportunities for the future. Marc Robinson, Young Adult Carers Coordinator said: *“We’re here to help young adult carers thrive, not just survive.”*

[Find out more about the YAC project](#)

Life through your lens: your caring responsibilities

We want to make sure our services work for everyone who cares for someone else. To do this, we need to make sure the information we hold about customers who provide unpaid care to people are accurate and up to date.

If you're a carer, you can help us by taking a moment to complete our short survey. It's quick, completely optional and will really help us to understand how we can support you and our communities.

[Your caring responsibilities](#)



Customers, support clients and carers can claim a free pass to Tyntesfield this summer

Looking for something to do this summer? We're pleased to be partnering with National Trust at Tyntesfield for the second-year running, giving customers, support clients and carers the chance to enjoy a free visit to the stately home and gardens.

Passes are available from 1 July to 30 September, and each pass admits two household adults and any number of children. To claim your free pass, complete the online webform by clicking the button below.

Terms and conditions apply. Please read them on the webpage before applying.

[Claim your free pass](#)



Demolition works underway at Alexandra House, Weston-super-Mare

Work has now started at Alexandra House in Weston-super-Mare, following the appointment of Weaver Demolition Ltd as demolition contractor. The building has been empty since earlier this year, after customers were supported to move into new homes.

Over the next few weeks, work will focus on setting up the site and safely preparing the building for demolition, including removing materials from inside the building. The building itself will be taken down later this summer, with demolition expected to be completed in autumn 2026.

Demolition of Hillsborough House will follow from mid-August, with completion expected by the end of the year. We are continuing to keep the local community informed as the works progress.

[Find out more and keep up to date with the latest information](#)



Our 2025/26 Tenant Satisfaction Measures results are now available

We've published our latest Tenant Satisfaction Measures (TSMs) results, giving customers an update on how we're performing and the improvements we've made over the past year.

We're pleased that overall tenant satisfaction increased to 79.8%, up from 73.8% in 2024/25. We also saw strong improvements in

satisfaction with repairs, the time taken to complete repairs, keeping homes well maintained, and treating customers fairly and with respect. These results reflect the changes we've made in response to customer feedback, as well as improvements to key services across the organisation.

While these are positive results, we know there's still more to do. Customers have told us they want to see improvements in areas such as communal spaces, neighbourhoods, communication and anti-social behaviour. We've used this feedback to help shape our priorities and improvement plans for the year ahead.

[Read the full results and our customer report here](#)

Help shape what we do next

We're also starting the first wave of this year's TSMs perception surveys. These help us understand what's working well and where we need to improve, directly from our customers' perspective.

If you're contacted by one of our independent survey partners, we'd really appreciate you taking part.

Email surveys will come from The Harris Poll (alliance.homes@harrispollsurvey.com), and telephone interviews will be delivered by PFA Research, with calls coming from a number beginning with 01326.

Every response helps us improve our services!



“I feel more relaxed, I’m sleeping better, and I’ve been able to catch up with my neighbours and sit outside again”

Keeping our customers and communities safe is our top priority. In 2025–26, our Community Safety team responded to 439 reports of anti-social behaviour.

We spoke to Mandy, one of our customers, who, along with her neighbours, experienced ongoing anti-social behaviour in her neighbourhood. With support from our Community Safety team, the issues were addressed and the person responsible was evicted, helping to restore peace of mind for local residents.

Read about Mandy's experience, the support she received from our Community Safety team, and the difference this has made to her and her neighbours.

[Read Mandy's story](#)

Enjoy the World Cup, respect your neighbours

With the World Cup underway and matches taking place later in the evening, please be mindful of noise levels, particularly late at night.

We also encourage neighbours to be patient and understanding during match days, as there may be a little more noise than usual from time to time.

If noise becomes persistent, unreasonable or targeted, report it by emailing communitysafety@alliancehomes.org.uk

Looking out for each other

Major sporting events can sometimes lead to a rise in tensions at home. If you're worried about your own safety, or concerned that a neighbour might be experiencing domestic abuse, please report it.

Report your concerns

- communitysafety@alliancehomes.org.uk
 - **03000 120 120**
 - www.alliancehomes.org.uk/community-safety
-



Working together to improve services

How customers are helping shape our services

Whether it's through customer panels, forums, or sharing feedback, customers are helping us understand what's working and where we can improve. Here's a look at how customers are influencing services to improve your experience.



Customer Scrutiny Panel (CuSP)

CuSP has been reviewing the standard of our homes and the experience of new customers. The Panel has worked closely with our Empty Homes team to understand how we prepare empty homes, check whether homes are in the right condition when new customers move in, and review the lettings experience.

[Read Angela's blogpost.](#)



You said, we did

We regularly use customer feedback to shape our services. Our latest 'You said, we did' updates show changes we've made in response to feedback from customer panels and community catch-ups with customers living in our age-restricted schemes.

[Find out more.](#)



Age-restricted Customer Forum

We recently held our second Age-restricted Customer Forum, giving customers aged 55+ the opportunity to speak directly with senior leaders and service managers about their experiences. We'll be sharing what customers told us and the actions we're taking in response very soon.

[Find ways to get involved.](#)

Shared Ownership Customer Group

Are you a shared owner? Can you help shape how we communicate with you and keep you updated?

We're looking for customers to join a new Shared Ownership Customer Group and help shape how we contact you, keep you informed, and what we could do better to improve the service you receive.

If you'd like to get involved, please email customerengagement@alliancehomes.org.uk.

Take a look at our job vacancies

Have you considered applying for a role at Alliance? Head over to our [vacancies webpage](#), sign up for job alerts and find out what it's like to work with us.

Alliance Homes

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