

**Issue 33 - August 2026**

Your update from Alliance Homes.

We've got some exciting news to share, and we can't wait to celebrate with you. Take a look...



You're invited to our big customer event

This year marks our [20-year anniversary](#), and we're excited to invite you to a special community celebration.

- **Date:** Saturday 24 October 2026
- **Time:** 11am – 4pm
- **Location:** Winter Gardens, Royal Parade, Weston-super-Mare, BS23 1AJ

Bring the family and enjoy a free day of live music, activities, games, arts and crafts, community organisations, food and refreshments, and opportunities to meet the Alliance Homes teams that support customers and neighbourhoods across our communities.

Whether you've been an Alliance Homes customer for years or are new to our communities, there'll be something for everyone of all ages to enjoy. Tickets are free and available to all Alliance Homes customers and their household members. Click the button below to find out more about the event and to book your tickets through Eventbrite. We can't wait to celebrate with you!

Get your ticket

Share your story

We'd love to hear from you, share your story from the past 20 years and be part of our celebrations. Email communications@alliancehomes.org.uk to get involved.



Connect hits 3,000 users. Have you registered yet?

That's 3,000 customers regularly using our customer portal to:

- Report repairs
- Pay rent
- Download documents

They can do all this and more, whenever it suits them.

If you've not signed up yet, now's the time to get started. Click the button below to find out more, give us a call, or start a live chat on our website, and we'll help you get set up.

Get started with Connect



Growing Together and our gardening competition

We've had some great entries for our gardening competition, but the judges haven't made their decisions yet, so don't forget to get your entry in by 31 August and you might win the Golden Gnome and £50 in shopping vouchers.

It's easy to enter, just take a pic and upload it to our website. We've got categories for all kinds of gardens so if you're even slightly green fingered there's nothing to stop you.

Blooms of Alliance

Open garden every Thursday

Fancy spending some time outdoors? Come along to our Growing Together Outdoor Community Hub and Gardens on Coleridge Road every Thursday from 1.30 – 3pm. Drinks and snacks are provided. Take a stroll around the garden, see what fruit and vegetables are growing or roll up your sleeves and enjoy some hands-on fun in the mud.

Where: Growing Together Outdoor Community Hub and Gardens, between 65 and 67 Coleridge Road, Bournville, BS23 3UJ.

Growing Together

Need to speak to us? Pop by our new drop-in sessions

Starting in September, we're launching a pilot of monthly community drop-in sessions, where you'll be able to chat with our teams face-to-face about:

- Your home and repairs
- Your tenancy and neighbourhood
- Rent and payments
- Support and community services

When: Every fourth Tuesday of the month, starting 22 September 2026 from 1.30 - 3.30pm

Where: The Sub Station, Bournville Community Hub, Weston-super-Mare, BS23 3SS.

If you have any questions, email
customerengagement@alliancehomes.org.uk

Find out more



Say hello to Mary (and Dobby!)

Mary is Chair of our [Customer Scrutiny Panel](#), she's passionate about making sure customers have a say in how services are delivered here at Alliance Homes.

Could you be a part of one of our customer panels?

Whether you're interested in sustainability, complaints or other areas of our services, there are lots of ways to get involved. Take a look at

our [customer panels](#) or email us at customerengagement@alliancehomes.org.uk to find out more.

[Join a customer panel](#)

Life through your lens: do you need information in a different language?

We want to make sure that everyone can access the information they need in a way that suits them. If you need to receive information in a different language, please let us know by completing our quick online form.

Did you know you can also translate our website? Simply visit our website, click the 'Accessibility tools' icon at the top of the screen, and select your preferred language.

[Tell us if you need information in a different language](#)

Life Through Your Lens: what we've learnt so far

More than 2,000 customers have shared information with us through our Life Through Your Lens project. Thank you to everyone who has taken part.

The information you've shared is helping us review our services, identify where improvements are needed and make sure customers receive fair and consistent outcomes. It's already helped us introduce our new Reasonable Adjustments Policy, making it easier for us to respond to customers' communication and support needs.

[Read our latest update](#)



Summer holiday fun: enjoy a free trip to Tyntesfield

Hundreds of customers have already claimed their free pass to the National Trust's Tyntesfield estate. To get yours, click the button and fill in the short form. We'll be in touch to confirm your free pass.

Available until 30 September. Terms and conditions apply.

[Get your free pass](#)



Alexandra House enters main demolition phase as works start at Hillsborough House

Demolition work is moving ahead at Alexandra House in Weston-super-Mare, where the main phase of demolition is now underway. Over the coming weeks, the building will be taken down in a controlled way using specialist machinery. We're also capturing this stage of the project through drone footage and time-lapse photography, which we'll be sharing on our channels as the work progresses.

Meanwhile, work has now started at Hillsborough House, beginning with site set-up and preparation work before demolition gets underway later in the programme. We'll continue to keep local residents and the wider community updated as work progresses at both sites.

For the latest updates and information about the demolition programme, click the button below.

[Read the latest update](#)

Our latest news



£1,650 raised to support unpaid carers

Alliance Homes' Carers Support Service has raised £1,650, helping to fund a special one-off respite day trip for unpaid carers in North Somerset. Thank you to everyone who supported the fundraising effort and helped make this possible.

[Read the full story](#)



£34,200 awarded to local community groups

Eleven local projects, charities and organisations received funding through the Alliance Homes Communities Together Grants programme. The successful recipients were chosen by customers, helping to support initiatives that make a real difference in local communities.

[Read the full story](#)



Making sure older customers' voices are heard

We recently held our second Customer Forum, giving residents living in our age-restricted schemes the opportunity to talk directly with senior leaders about their experiences, concerns and priorities.

We also included a small celebration for our 20th anniversary, with customer Yvonne cutting a special cake to mark the occasion.

Find out more and what we're doing next

Alliance Homes

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