



Issue 30 - February 2026

Your update from Alliance Homes.

In February, we celebrated our 20th anniversary, and throughout the year we'll be rolling out a series of events and activities, hearing from customers, and looking ahead to the future. Keep your eyes peeled for these updates.

In this issue of InTouch, we introduce our Customer Golden Rules, outlining our promise to you. You'll also find out about our Communities Together Grants, community events you can get involved in and lots more. Let's take a look 📌

Introducing our new Customer Golden Rules

Your feedback has helped us shape our new Customer Golden Rules - five commitments that set out how we'll support you, communicate with you, and put things right, so every interaction you have with us is consistent and positive.

In the video below, Cath Stenson, Service Director for Customer Operations, Andy Williams, Service Director for Repairs, and colleagues from across our services introduce the five Rules and explain what they mean for you.

The Customer Golden Rules are:

- 1. Treat you with respect**
- 2. Keep you safe**
- 3. Take action and keep you updated**
- 4. Adapt our services to meet your needs**
- 5. Listen to your feedback.**



Customer Golden Rules

Communities Together Grants

Applications are now open for our **Communities Together Grants 2026**, giving local projects, charities and community groups the chance to secure funding and make a real impact.

Since launching, our Communities Together Grants have invested over £86,000 into local projects, charities and community groups. This funding, decided by our customers, has helped to make a difference and strengthen our communities.

Applications close Sunday 22 February 2026. Click the button below to read the application guidance document and complete the application form.

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

Communities Together Grants

How our Communities Together Grants are making a difference

Find out how last year's Communities Together Grants, chosen by our customers, made a difference for three local charities.



North Somerset LGBT Forum

Supporting LGBT+ communities.

[Read the full story](#)



Refugees Welcome North Somerset

Providing English language lessons.

[Read the full story](#)



Weston Hospicecare

Creating safe spaces for difficult conversations.

[Read the full story](#)

Hoarding: understanding starts at home

We're here to help when things at home start to feel overwhelming. If you're struggling with clutter or finding it difficult to manage your space, you're not alone and more importantly you don't have to face it by yourself.

Our support is customer-led, so, if you're looking for someone who will listen without judgement, we're here for you.

Come along to one of our drop-in sessions:

We support monthly drop-in sessions led by Respect My Stuff. These relaxed sessions are a safe space to talk, connect with others who understand, and find helpful support and advice. Here's when and where you can join us:

Weston-super-Mare

When: First Thursday of each month

Time: 10.30am – 12.00pm

Where: Bradbury Room, 3 Neva Road, Weston-super-Mare BS23 1YD

Portishead

When: Second Thursday of each month

Time: 10.30am – 12.00pm

Where: Alliance Homes, 40 Martingale Way.

Please email jack@respectmystuff.org.uk to book your place at the Portishead sessions.

[Hoarding support](#)

The latest quarterly performance figures are now out

We track and measure performance across our services and publish a quarterly report to share our progress.

The report is easy to digest and shows a selection of our key metrics. Our aim is to provide a great customer experience and to be transparent on how well we are performing.

The figures for the quarter to 31 December 2025 can be found by following the below link, where you can also download previous reports.

Quarterly performance

Gas servicing for leasehold customers

Leaseholders are responsible for making sure their home is gas safe, and we're here to help. You can register to receive our gas servicing support, choosing either our 5-star gas servicing option or our annual service and safety check package. Sign-up is open until Wednesday 4 March 2026.

Visit our [webpage](#) to learn more or contact our Leasehold Team at leaseholdteam@alliancehomes.org.uk or **03000 120 120**.

Leasehold gas servicing

What's on in your community

Looking to connect with your neighbours, meet new people or find support? Our What's On pages include all the activities, events and drop-in sessions taking place across our Community Hubs and with our Carers Support Service.



Community Hubs

Come along to our friendly, welcoming spaces offering activities for all ages. We have after-school social groups and creative and wellbeing sessions for adults.



Carers Support Services

Supporting unpaid adult carers across North Somerset. Find out when our next drop-in session is and explore the activities you can get involved in.

InTouch. So, working with customers from five of our age-restricted schemes, we've created a dedicated printed newsletter designed just for them.

Your Home and Community will be published twice a year and will feature important updates as well as puzzles and games. The first full issue will be released in Spring 2026.

If you don't live in one of our age-restricted schemes but would still like to read it, you can visit our '[Customer newsletters' webpage](#) to view and download the trial edition and future issues.



Celebrating 20 years

As part of our celebrations, we're keen to hear directly from the people who have been part of this journey with us, that's you, our customers. If you have a story, a memorable moment or an experience from any point over the last 20 years, we would love to hear it and include it in our celebrations.

If you have something to share, get in touch by emailing communications@alliancehomes.org.uk

Alliance Homes

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