



Your Home and Community

Issue 2

October 2026

Let us know if you need this publication in another format, such as large print. Call us on **03000 120 120** or email **act@alliancehomes.org.uk**

Come and celebrate with us

Join us for a free community celebration as we mark 20 years of Alliance Homes!

We're bringing customers, colleagues, partners and communities together for a fun-filled day of live entertainment, activities, games, arts and crafts and much more.

There'll be something for all ages to enjoy, plus opportunities to meet the Alliance teams who support customers and communities across our neighbourhoods. There'll also be free food and hot drinks for all attendees, with a range of dietary requirements catered for.

If you're worried about getting to the venue, have mobility needs, or require any additional support to attend, please let us know when completing the registration form. We'll do our best to make the event accessible for everyone.



 Saturday 24 October 2026, 11 am - 4pm

 Winter Gardens, Weston-super-Mare,
BS23 1AJ

Book your ticket

To find out more and book your ticket, you can:

Scan the QR code or visit **www.alliancehomes.org.uk/20-years-together**

Call **03000 120 120** and our advisors will be happy to help you register.

Before booking your ticket, please make sure you've read and understood our event terms and conditions.



Awaab's Law and what it means for you

From 30 November 2026, Awaab's Law will be extended to cover a wider range of serious hazards in customers' homes. This builds on the existing rules for damp and mould and will also covers significant hazards involving excess cold/heat, falls, structural collapse, fire/explosion, electrical hazards, and domestic/personal hygiene, pests and refuse.

The changes mean we must investigate serious hazards and take action within set timescales. We'll also keep you informed about what we're doing to put things right.

If you notice a problem in your home that could affect your health or safety, please let us know as soon as possible. Reporting concerns early helps us investigate quickly and make sure the right action is taken.

To find out more about your rights under Awaab's Law, our response timescales, and how to report a concern, visit: www.alliancehomes.org.uk/awaabs-law.

20 Years of Home: Yvonne's story

As we celebrate our 20th anniversary, we're sharing stories from customers reflecting on what home means to them and the role Alliance Homes has played in their life.

For Yvonne Mann, being offered an age-restricted sheltered bungalow in Portishead in 2006 came at a crucial moment. Following a divorce, years of uncertainty and unaffordable private renting while raising her teenage son, she found herself homeless and relying on the support of family and friends.

The offer of a home gave Yvonne the stability and security she needed to rebuild her life. Twenty years later, she says the sense of community she has found remains one of the things she values most.

"There is so much care for one another. We muddle along at times, but we're very resilient and I just love being here."

Looking back, Yvonne has seen huge changes in society and technology. Although she once resisted the digital world, she now uses a computer, smartphone and fitness tracker, and would like to see more opportunities for younger and older generations to learn from one another and share their experiences.



"Technology can help an awful lot, but I don't think we should forget the human side. Sometimes it's nice just to speak to another human being."

Yvonne recently joined other customers living in age-restricted schemes at a Customer Forum event celebrating Alliance Homes' 20th anniversary, sharing her experiences and helping shape future services. Find out more on the next page.

Solar panels at work: your question answered

Your home might have solar panels and when the sun is shining (it doesn't have to be a bright sunny day for them to work) they're busy generating electricity.

One of the questions raised at our first age-restricted Customer Forum in 2025 was: **what happens to the electricity from rooftop solar panels that isn't used in the home?**

Homes can't always use every unit of electricity their panels produce. When there's a surplus, that energy is exported to the National Grid. We receive some money when this happens, which is reinvested into the services we provide.

Want to find out more?

Our solar panel leaflet is packed with tips and useful information about getting the most from your system. Request a copy of the leaflet, get in touch by phone, email or visiting www.alliancehomes.org.uk/solar-panels.



Top tip!

So, with more than 2,500 of our homes fitted with solar panels, every bit of sunshine is helping us create strong and sustainable communities.

Sunshine peaks around noon, so if you time high usage white goods, like washing machines, to start from 11am you can use more of the free electricity.



Customer Forum: what's next?

A huge thank you to everyone who joined our second Customer Forum in June. The session brought together customers living in our age-restricted homes and senior leaders from Alliance Homes for an open and honest conversation about what it's like to live in our homes.

More than 20 customers took part, sharing their experiences and recommendations for how we can do better. This feedback has now been turned into a 12-point action plan focused on improving communication, services and support for customers in our age-restricted homes.

Graham, one of the customers who attended the Customer Forum, said:

"Alliance is starting to better understand customers' needs and what it takes to build a strong customer relationship. It's great to see real progress in communication and a growing understanding of customer requirements across Alliance."

You can read the full action plan on our website, and we'll keep you informed on our progress through our 'You Said, We Did' updates, where we'll share how your feedback is helping to improve our services.



Colleagues and customers at the Customer Forum

Pop by our new community drop-ins

Got a question about your home, rent or neighbourhood? Need some advice or support? Come along to one of our new community drop-in sessions. These sessions are a pilot programme supporting our Neighbourhood Strategy.

When and where?

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

The sessions take place on the fourth Tuesday of every month, between 1.30pm – 3pm.

- 27 October 2026
- 24 November 2026
- 15 December 2026*
- 26 January 2027
- 23 February 2027
- 23 March 2027

* December session takes place on the third Tuesday.

Telecare system upgrades

We're upgrading telecare systems in most sheltered scheme homes. Work is underway and will continue throughout the year. If your system needs upgrading, we'll contact to let you know when it will happen. If you have any questions, you can contact our dedicated tenancy officer, Zoe Ashmore by emailing telecare@alliancehomes.org.uk or calling **07580 905 821**.

Kirstie's puff pastry apple doughnuts

Warm up with these seasonal treats from Learning and Development Trainer Kirstie. These puff pastry apple doughnuts are quick, budget-friendly and cost less than £3* per batch, making around nine delicious treats.



What you'll need

- 3 apples
- 100g sugar (caster or granulated)
- 1 teaspoon cinnamon (optional if you don't like cinnamon)
- 1 egg
- 1 pack of ready rolled puff pastry
- Some butter or oil to grease the baking tray.

Method

1. Preheat the oven to 200°C and grease a baking tray well. Mix the cinnamon and sugar in a small bowl and beat the egg in a cup.
2. Roll out the pastry and cut it into strips about 1cm wide.
3. Slice the apples into finger-width rings, remove the cores, then coat the rings in the cinnamon sugar mixture.

4. Wrap the pastry strips around each apple ring, threading them through the centre as needed.
5. Place on the baking tray, brush with beaten egg, and sprinkle with cinnamon sugar.
6. Bake for 15 minutes (or 12 minutes in an air fryer) until golden and puffed. Leave to cool for 5 minutes before serving.

* Cost estimate based on prices at Sainsbury's in September 2026. Actual costs may vary depending on retailer and ingredient prices.

