



Issue 34 - October 2026

Your update from Alliance Homes.

20 Years Together

With just a few weeks to go until our 20 Years Together event, we can't wait to celebrate with you! Here's a message from our Chief Executive, Louise Swain, inviting you along to the event:



And there's lots to look forward to! Here's just a little glimpse of what we have planned:

- Music from **Adam Lipinski** and Pill's very own **Tawny Shantymen**
- Food from **5 Slice Pizza Club** and **Pappadoms**
- Sweet treats from **Cheesecake Wonderland**, plus gluten-free desserts from **The Gluten Free Cake Den**
- Circus-themed entertainment for everyone to get involved in
- And, of course, the chance to meet and chat with our teams.

Tickets are completely free, including food, drinks and entertainment.

Book your ticket now and we'll see you on **Saturday 24 October** at the **Winter Gardens in Weston-super-Mare**.

Please make sure you read the [terms and conditions](#) before booking your ticket.

[Book your ticket](#)





20 years of customer stories

Yvonne recently sat down with us to talk about the last 20 years in her sheltered accommodation home in Portishead, the difference it's made to her life and the sense of security it's given her.

Read [Yvonne's story](#) and, if you have a story of your own to share, we'd love to hear from you. Get in touch by emailing communications@alliancehomes.org.uk.



Community drop-ins

In September, we held our first community drop-ins, giving customers the chance to chat with us face-to-face, ask questions, and find out more about our services. Our next drop-in is on [27 October 2026](#) at the Bournville Community Hub. We'll see you there!

Life Through Your Lens: your health needs

We want to make sure our services work for everyone. To do that, we need to keep the information we hold about our customers accurate and up to date.

If you have any health needs, you can let us know about them by taking a moment to complete our short survey. It's quick, completely optional and will really help us to understand how we can better support you.

Your health needs

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 cover significant hazards involving excess cold/heat, falls, structural collapse, fire and explosions, electrical hazards, and domestic hygiene.

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 [click here](#).

See something concerning? Let us know. Together, we can help keep homes safe.



Flip through our new Customer Guide

We know moving home can feel overwhelming, so we've created a new and improved guide to help customers understand their tenancy, learn more about our services and find the support available to them.

Whether you're a new customer or have been with us for a while, the guide is a great source of important information about your home and our services, all in one place.

All new customers now receive the guide as part of their welcome pack, and it's also available on our [website](#).

Ageing well in North Somerset from Voluntary Action North Somerset

What's happening near you?

An update from Tracy, Wellbeing Co-ordinator at [Voluntary Action North Somerset](#) who delivers the Improving Ageing in North Somerset programme.

For **Portishead** residents over 65, I've been working closely with Steve Ledbrook, Chair of North Somerset Council's [Disabled Access Group](#) and who hosts a Disabled Access Café locally and Kylie Howard, the

local Police Community Support Officer, who hosts a Beat Surgery at the Portishead Youth and Community Centre on Wednesday 21 October, 18 November and 16 December between 1pm – 2pm.

In **Wrington** at The Lodge, a group of over 65s meet to listen to speakers, eat cake and drink tea. Come along on Monday 19 October, 16 November or 21 December from 2.30pm – 4pm.

At the Mother Hen in **Wrington** a "Tech and Chat" session is taking place to support people with their telephones, tablets or laptops. Drop in on Tuesday 20 October, and 1 December 2026, and then on 9 February 2027 from 10am to 12 noon.

Are you ageing without the support of adult children?

Come along to one of our friendly groups for people who are ageing without children (AWOC) - which includes those who have never had children, those who are estranged from their children and those who have outlived their children. Our AWOC groups meet monthly in both Weston-super-Mare and Portishead, with speakers on different topics each month, such as home security, local handyperson service, technology-enabled care and power of attorney.

For more information, contact nicky.pybus@vansmail.org.uk or call [01934 416486](tel:01934416486).

Our performance

Regulatory Judgement published

The Regulator for Social Housing recently published the results of its inspection of Alliance Homes.

We retained our G1 governance grading and V2 viability grading, and, following our first assessment against the Consumer Standards, received a C2 consumer grading.

The judgement recognises a number of strengths including compliance with landlord health and safety requirements and the Decent Homes Standard, well-developed customer engagement and insight, and strong and increasing customer satisfaction, while confirming opportunities to improve further in areas such as damp and mould, repairs and complaints handling. These are areas we had

already identified as priorities and where improvement work is already underway.

We welcome the Regulator's feedback and remain committed to providing safe, good-quality homes and services for our customers. To find out more about the Regulator of Social Housing and what these gradings mean, [click here](#).

Quarterly performance

We want customers to have a clear picture of how we're performing. That's why every quarter we publish our performance figures, including information on repairs, safety and complaints. The latest update, covering April to June, is now available on our website. [Click here to see how we're performing](#).



Annual Report

Take a look at our latest Annual Report. It's a review of how we've performed over the last year and what we've done to improve services. The report includes experiences from customers like Jason Browne, who says he feels *"so lucky and thankful that my son and I live in this amazing home"*.

[Read the report](#)

Complaints Performance and Service Improvement Report 2025/26

When things go wrong, we want you to feel confident that we're doing everything we can to put things right and make sure they don't happen again. Our latest report shares what customers have told us, what we've learnt from complaints and feedback, and the improvements we're making to our services.

[Read the report](#)



Alliance Homes

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