



Issue 27 - August 2025

InTouch - Your update from Alliance Homes.

As we enjoy the last of the summer sunshine, we'd like to share an update on our performance, introduce the Customer Scrutiny Panel and invite you to celebrate the reopening of the Coronation Community Hub. Let's take a look at this issue of our customer newsletter, InTouch.

See how we're doing - with our new quarterly updates on repairs, home safety and more

We've started publishing quarterly performance updates to give you a clearer picture of how we're doing across key services. It's part of our commitment to being open, transparent and accountable to our customers.

You can now see regular updates on:

- Repairs – how many repairs we've completed, how quickly we responded, and how satisfied customers were.
- Home improvements – how many new kitchens, bathrooms, windows, doors and roofs we've installed, and how many homes now have better energy ratings.
- Customer contact – how quickly we answered calls and how many enquiries we received.
- Tenancy – new tenancies, satisfaction levels, and rent arrears.
- Complaints – how many complaints we received, how quickly we resolved them, and how satisfied customers were with the outcome.
- Community safety – anti-social behaviour cases and how well we handled them.
- Safety checks – including gas, electrical and fire safety inspections, and damp and mould cases.

We'll update this information every three months so you can see what's working well — and where we need to do more to improve our service.

You can see how we've performed in April – June 2025 by clicking the button below.

Quarterly performance

Introducing the Customer Scrutiny Panel

It's been a busy year for the [Customer Scrutiny Panel](#), which used to be called the Customer Feedback Panel. At the end of 2024, the panel started working with an outside agency to build their skills in scrutiny. This is part of our aim to give customers a stronger voice in decisions that affect them.

The panel is now officially the Customer Scrutiny Panel and is working with our senior and Board team to review and improve services.



Mary, one of our newest panel members, shared an update on what the panel has achieved between April and June. Highlights include attending a conference with the Regulator of Social Housing, and other housing providers and social housing customers from across the South West. The panel is also taking on more work and has started scrutinising services within the Lettings, Repairs, and Empty Homes teams to help make things better for everyone.

Customer Scrutiny Panel update

Come and celebrate with us



Join us on **Friday 12 September, 5 – 7pm** for the official reopening of our newly refurbished Coronation Community Hub.

We've worked hard to make the space warmer, more welcoming and better equipped for everyone who uses it. It's a great chance to explore the newly refurbished space, enjoy live music, food and entertainment, and discover how you can get involved in community events and initiatives.

Where: Coronation Community Hub, 3 Loxton Road, Coronation, Weston-super-Mare, BS23 4QX

When: Friday 12 September

Time: 5 – 7pm

And the celebrations continue...

On Saturday 13 September, we team up with the [For All Healthy Living Centre](#) to celebrate the new National Lottery funding for the [Our Neighbourhood Network programme](#). Over the next four year, the programme will be delivered by the For All Healthy Living Centre in partnership with Alliance Homes.

Nominate an Alliance Homes colleague who's made a real difference

Has someone from Alliance Homes gone the extra mile for you? Whether it was a kind word, a helping hand, or support over and above what you'd have expected, we'd love to hear about it.

We're inviting you to nominate a colleague who's made a positive impact on you or your home. It's our way of recognising the brilliant work our teams do. Nominations close **Friday 29 August 2025**.

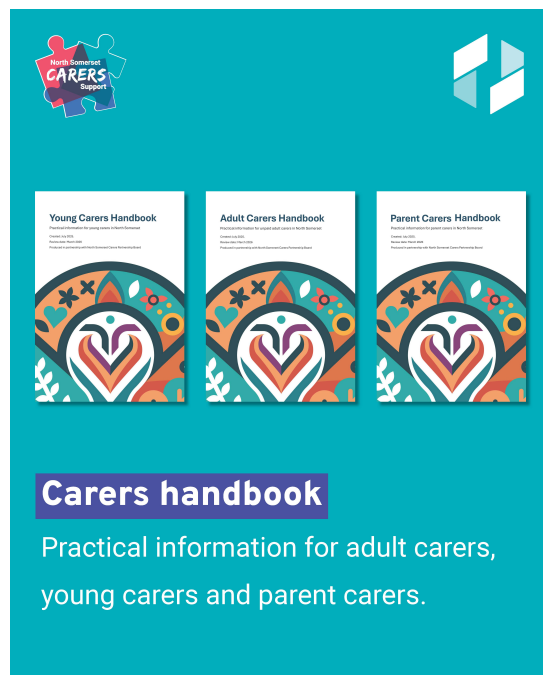


[Nominate an Alliance Homes colleague](#)

Carers handbook

In partnership with North Somerset Carers Partnership Board, led by [North Somerset Council](#), we've helped create three handbooks designed to support young, adult, and parent carers across North Somerset.

Each handbook is full of practical information, advice, and signposting to help carers feel supported in their role and look after their wellbeing. You can read and download the handbooks by visiting our website [here](#).



If you have any questions about our carers support service, email carersupport@alliancehomes.org.uk or complete an [enquiry form](#).

Support for carers

What's happening in our communities



Here's a recap of some of what's been happening in our communities. Our Community Safety Team has been out and about with local partners, talking to residents about our commitment to tackling anti-social behaviour.

The outdoor community hub at Coleridge Road has been a buzz of activity. We've been hearing from customers about the positive difference the space has made for them. To stay up to date with what's happening in our communities, follow us on [Facebook](#) and [Instagram](#). It's the best way to keep connected.

Alliance Homes

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