

Homeowner Annual Newsletter 2026

Large print and an audio version of this newsletter are available here: <http://www.tinyurl.com/mr3u62uf>

Welcome to your annual newsletter

Inside, you'll find updates from across your communities, a look at what homeowners have been up to, some useful information on your lease, contact information, and a few practical tips to help you make the most of the summer ahead.

Our Vision & Mission

Affordable Housing and Healthcare Ltd (AHCL) is a registered provider of social housing, but we think of ourselves as something broader than that. We build communities under our brand wrapper, Platinum Skies, work with partners across the public and private sector to deliver quality affordable homes, and we are here for the long term for the people who live in our communities.

OUR VISION

Thriving, inclusive communities across Britain, where affordable homes unlock opportunity for everyone who invests, builds and lives in them.

OUR MISSION

AHCL brings together landowners, developers, local authorities and investors to deliver quality affordable homes at scale. We hold ourselves accountable to the people who live in those homes, keeping communities safe, transparent and full of life, and ensuring every partnership creates lasting social and financial value.

AHCL & FirstPort — Who Does What

Since our June newsletter, a number of you have asked a very sensible question: when something goes wrong, or if I have a question, who do I contact? It is a fair question, and we want to give you a clear answer.

AHCL — YOUR LANDLORD

- Your lease and legal rights as a homeowner
- Landlord related queries and complaints
- Assistance with warranty claims
- Regulatory reporting
- Holding FirstPort to account

FIRSTPORT — YOUR MANAGING AGENT

- Day-to-day running of the estate / community
- Service charge administration
- Community services, including Bistros
- Maintenance and communal area upkeep
- Housekeeping services
- Requests for licensed alterations
- Emergency out-of-hours support

For everyday community matters, queries and complaints, your Community Team is the right first port of call. For anything relating to your lease, or to raise a complaint regarding landlord matters, please contact us directly at AHCL.landlord@ahh.org.uk

Your Lease

As a Platinum Skies homeowner, you hold a full repairing and insuring lease.

We understand leases can sometimes be confusing, so we have summarised what it means in practice.

THE LEASEHOLDER IS RESPONSIBLE FOR:

The interior of your home, including doors, windows, and flooring, and your balcony or terrace where applicable (down to the structural decking). This covers decoration and routine repairs, but any structural alterations or changes to the exterior - including balconies - need our written consent first. You are also responsible for arranging your own contents insurance.

YOUR LANDLORD AND MANAGING AGENT ARE RESPONSIBLE FOR:

The structural parts of your building - roofs, foundations and external walls - as well as communal spaces, roads and gardens. This covers routine maintenance and repairs to shared fixtures like communal lighting and door entry systems, arranging buildings insurance, and the regular health and safety checks needed to keep everything safe and compliant.

Your lease sets out the full detail of what's included. If you would like help understanding it, please either contact your solicitor who helped you move in, or contact us directly.

TENANT SATISFACTION MEASURES

Thank you to everyone who took the time to complete our survey this year - 201 of you responded, giving us a response rate of 42.6%, up from 33% in our last survey cycle, and we are genuinely grateful for your engagement.

Your feedback tells us that the things you value most about Platinum Skies are the community, the people around you, and the on-site teams who look after your community. 83.1% of you felt welcomed when you joined your community, and 72% are satisfied with the on-site team.

YOU SAID, WE DID

We know, however, that overall satisfaction has fallen, and we take that seriously. Concerns about service charges, communication, and how some issues have been handled come through clearly in the results, and we are already acting on them - through our Charter, which can be found here: <http://www.tinyurl.com/mr3u62uf>, these monthly newsletters, improved service charge transparency with FirstPort, a new bistro management company at Chapters, Mulberry Fields and Quantock House, and a dedicated complaints handler.

Your voice matters, and it is driving real change.

A link to our full survey results for 2025-2026 can be found here: <https://www.ahc.org.uk/documents/ahcl-platinum-skies-tsm-2025-26-v5.pdf>

Another Heatwave on the Way

It's been a hot summer so far, and with another heatwave forecast to arrive soon, here's a link to the latest official guidance on staying safe in the heat:

<https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-staying-safe-in-hot-weather>

Within lease restrictions, some permanent alterations are not possible - however, portable shading and air-con units are a great alternative, with plenty of freestanding options available that require no structural changes or additional consent.

Your on-site Community Team is there if you are feeling unwell or need a hand. And if you're concerned about a neighbour who lives alone, please do let them know - a quiet check-in can make a real difference.

What You've Been Up To - First Half of 2026

Fundraising:



Homeowners have been busy baking! Georgie (pictured here on the cake stand) hosted an afternoon bake sale in aid of Quantock House's chosen charity - Alzheimer's Society, with an afternoon bake sale featuring homemade treats kindly donated by homeowners, such as: Lemon cake, ginger cake, pavlova, chocolate cake, tea loaf and even gluten-free scones.

A really busy afternoon with a fantastic atmosphere, raising an amazing £291.

Esprit homeowners came together for a vote and chose to support Brain Tumour Research this year - a cause close to home for several residents. Fundraising included a joint coffee morning held alongside Macmillan, along with raffles and beautiful homeowner-made artwork auctioned at local craft fairs. Everyone was over the moon to raise a fantastic £319.20 for the charity - a brilliant effort from the whole community.



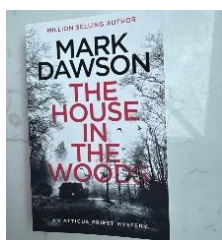
Mulberry Fields' charity year runs from April to March, and in April homeowners presented a cheque for £1,000 to Weldmar Hospice Care, the community's chosen charity for 2025/26.

Throughout the year, the community has also welcomed talks and entertainers on behalf of other good causes, with donations made to their chosen charities along the way - including Rock Falconry in Bruton, who brought several birds for homeowners to see fly and even hold, as well as a number of cancer charities and the Dorset & Somerset Air Ambulance.

Chapters homeowners voted to support the Wiltshire and Bath Air Ambulance Charity as this year's chosen cause, running from April 2026 to March 2027, and fundraising has already got off to a great start. So far, homeowners have raised £300 from an Easter Raffle, £1,100 from an Auction, £120 from a World Cup Sweepstake, and £45 (and counting) from homeowner Lel's handmade greetings cards - with plenty more planned before the year is out.



Hobbies & Skills:



Chapters welcomed bestselling author Mark Dawson for a book club afternoon of crime writing and discussion, and Craft Club homeowners tried their hand at string art card-making with gold thread and split pins to create intricate, eye-catching designs, finished with personal greetings and embellishments ready to celebrate a special occasion.



What's coming up:

- Alan Turing talk, 4 Sept (Mulberry Fields)
- Talk on the Salisbury Hangings, 21 Aug, & tile painting workshop (Chapters)
- Talk on British Sign Language and the deaf community, 10 Aug (Quantock House)
- Bridge, Scrabble and table tennis (Vista & Mulberry Fields, regular weekly sessions)
- Knit and Natter, Fridays 1pm (Vista, regular weekly session)
- Art class and Get Crafting sessions (Mulberry Fields, regular weekly programme)

Wellbeing:

What's coming up:

- Tai Chi, Sit Fit, Rebounding, and Beauty with Ella (Vista, weekly programme)
- Social Prescriber Drop-In, 11 Aug (Mulberry Fields)
- Regular exercise classes (Mulberry Fields)

Having fun:



Quantock House recently held a "Meet Your Neighbours" event, giving new and long-standing homeowners the chance to chat and connect over cake, Pimm's and a few competitive games of Jenga. Mulberry Fields got into the World Cup spirit with a display, while the Bistro joined in with specially priced drinks and free desserts during England games.



What's coming up:

- Salisbury Cathedral tours, led by a volunteer homeowner (Chapters, in the pipeline)
- Weekly coffee mornings (Vista, Mon 11am; Esprit, Thurs 11am; Monterey, resident-led, ongoing)
- Pop-Up Card Shop, 5 Aug, & Afternoon Bingo, 12 Aug (Mulberry Fields)
- Summer Party with BBQ, band and bottle raffle, 8 Aug; Mexican train dominoes, 26 Aug; Silent Disco, live band from Timespan, and Christmas Talent Show (Chapters, pipeline)
- Summer Party with the Coffee Club Singers, 5 Aug (Quantock House)
- Summer Safari Cruise, Poole Quay, & Friday night fireworks and free music, Keywest Bar & Grill (Esprit)

Eating and dining:



French Supper Club brought a touch of continental charm to Quantock House, with homeowners enjoying rich beef bourguignon and traditional coq au vin, followed by a perfectly indulgent crème brûlée. Great food, warm conversation and a relaxed atmosphere made for a wonderful evening of coming together as a community. Monterey's residents organise their own coffee mornings and fish and chip/bingo evenings, with a barbecue planned once the weather cools a little. This community may be small – but they are mighty, close-knit, and everyone helps each other when needed.



What's coming up

- Supper Evenings, 13 & 27 Aug (Mulberry Fields)
- Ice-cream sundae making, 13 Aug; Caribbean BBQ with steel pans, 20 Aug; Cream tea, 27 Aug (Chapters)
- Fish and chip bingo nights and a planned summer barbecue (Monterey)
- Fish and chips, every Friday (Vista)
- Sunset fish and chip cruise, Weymouth (Esprit)

This is just a small snippet of the great charitable work and events that happen across your communities - there are simply too many to list them all here! A heartfelt thank you to our on-site teams and to all of you who get stuck in, for bringing these events to life and helping each community thrive.

A Reminder of our Complaints Procedure

We want to hear from you - whether it is a compliment, a suggestion, or something you are not happy about. If you have a concern or complaint about anything landlord related, please contact us directly at AHC.landlord@ahh.org.uk and we will aim to respond to your message within 10 working days.

You do not need to use the word "complaint" - if you are dissatisfied with something, just tell us and we will take it from there. We will always aim to resolve matters quickly and fairly. If you are not satisfied with our response, you can ask us to review your case at Stage 2, a senior member of staff will carry out a fresh review and aim to respond within 20 working days.

If you remain unhappy after our Stage 2 response, you have the right to contact the Housing Ombudsman Service free of charge at www.housing-ombudsman.org.uk or on 0300 111 3000. The Ombudsman is independent and can investigate complaints about registered providers like AHCL.

Your voice matters to us and we are committed to handling every concern with care and respect. Our complaints policy can be found here: <https://www.ahc.org.uk/documents/ahc-complaints-policy-feb-2026.pdf>

You told us what you love most about your community - this word cloud was generated automatically from those comments, with no cherry-picking, giving a genuine reflection of what came up most.



That's all from us for now - we hope you have a wonderful rest of the summer. Before we go, a little something for the garden lovers among you:



Save 30% on RHS Membership

From just £55.99, enjoy a year of unforgettable days out with RHS Membership. With unlimited access to five RHS Gardens and 240+ Partner Gardens*, you'll always have somewhere beautiful to explore. As a member, you'll also enjoy monthly advice, news and inspiration from our award-winning The Garden magazine (worth £81 annually). Access to friendly, expert RHS gardening advice available online, in-garden and over the phone. You can unlock reduced-rate tickets and priority access to RHS Flower Shows, including RHS Chelsea Flower Show. Plus so much more. The URL for the offer is:

www.rhs.org.uk/join/promo/4734

If you have queries regarding anything in this newsletter, please email us at AHC.landlord@ahh.org.uk

You can also speak to your on-site Community Team, who will be happy to assist you in contacting us.