

Minutes of the ExtraCare Resident Forum Meeting

on Wednesday 3 June 2026 at Longbridge Village



██████████ Resident Forum Chair

██████████ Resident Forum Vice Chair

Location	Representatives
Bournville Gardens	██ ██
Earlsdon Park Village	██
Hagley Road Village	██ ██
Hughenden Gardens	██ ██
Humber Court	No reps No RA
Lark Hill Village	██ ██
Longbridge Village	██ ██
Lovat Fields Village	██
New Oscott Village	██
Pannel Croft Village	██
Rosewood Court	██
St Oswald's Village	██
Shenley Wood Village	██
Solihull Village	██
Stoke Gifford Village	██ ██
Sunley Court	██
Wixams Village	██ ██
Yates Court	No reps

Mark Jeffrey, Trustee

Mick Lavery, Chief Executive

Matt Rickards, Executive Director Operations

Richard Keeley, Housing & Resident Engagement
Manager

Maria Cutting, Housing Performance & Standards
Officer (minutes)

Aran Duggan, Head of Property & Environment

Tony Stuchfield, Head of Operations

Laura Davies, Head of Care & Wellbeing (*Teams*)

Sarah Downes, Head of Special Projects

Colin Cole, Regional Operations Manager

Julie Hogan, Regional Operations Manager

1. Minutes of the last meeting

welcomed everyone to the meeting. The minutes from the March meeting were confirmed as accurate.

requested an update on the maintenance contracts and digital signage.

Aran advised that the key target dates are for the main voids contract to be in place by October and for the FM Project contract to be in place by April next year, which will be subject to a Section 20 consultation.

Richard advised that we are currently trialling the digital signage at Earlsdon Park Village and Shenley Wood Village. We are consulting with residents as part of this process and are also working closely with the Communications Group.

2. ExtraCare Update - Matt Rickards, Executive Director – Operations

Matt advised the reps that Mick Lavery, CEO, will be leaving ExtraCare, and the recruitment process for a new CEO is now underway. Matt also noted that Laura Davies, Head of Care and Wellbeing will shortly be going on maternity leave. During her absence, Sarah Downes, Head of Special Projects, will be covering her role. In addition, Aran Duggan will be leaving ExtraCare within the next two months to take up a new opportunity.

Resident Conference

Matt confirmed that the Resident Conference is scheduled for 21 October and advised that Richard, along with a group of residents, will be visiting the venue in early July. Matt advised that , CEO of ARCO, is confirmed as the main speaker for the conference, and that Michael Spellman will also be speaking, focusing on the topic of frailty.

Matt added that there will be additional speakers at the conference. Matt explained that the event will focus on ExtraCare communities, including the theme of balanced communities.

Leasehold Reform

Matt explained that there has been little new developments regarding leasehold reform since the last update. Matt reiterated that the proposed reforms are not expected to affect our existing locations. Matt advised that discussions are ongoing with our trade body, ARCO, to better understand the implications for future developments, including whether we will be able to continue issuing leases or if alternative arrangements may be required. Further updates will be provided as more information becomes available.

Board Feedback

Matt reminded reps that, at the previous meeting, , the Board Effectiveness Reviewer, had attended the forum to assess ExtraCare's engagement with residents through the Forum. Matt advised that had reported that the Forum was "best in class" as compared to other providers he has assessed. One area for improvement that identified was how more feedback from the Forum is communicated to the Board. Matt confirmed that as part of his role and that he will be considering how this can be strengthened going forward.

Matt also advised that consideration is being given to introducing a Trustee Resident Champion role to act as a liaison between the Reps and the Board, helping to improve the flow of information in both directions.

3. EV Charging Update – Sarah Downes, Head of Special Projects

Sarah provided an update on the electric vehicle (EV) charging project. Sarah explained that a significant amount of work is underway to apply for grants for EV charging units. We have also had to redesign plans for the positioning of charging units in some locations, following advice from ExtraCare's insurers, as new charging units may need to be located further away from residential accommodation.

Sarah committed to providing further updates as information becomes available.

The intention remains to develop a detailed rollout plan as soon as possible. Sarah confirmed that she will present the completed proposal to the Executive Team in July, enabling an informed decision to be made on the next steps. Subject to approval and budget arrangements being finalised, the aim is to begin implementation at the earliest opportunity and communicate a clear timetable for delivery to residents.

The Chair queries whether new charging units would be of the same type / model. Sarah advised that the intention is to use the same charging unit manufacturer across all locations where possible. Maintaining consistency in the type of charging units installed across all locations would support more efficient management and maintenance.

The rep [REDACTED] asked whether EV charging points would be installed at their location. Sarah confirmed that this is not currently proposed, as ExtraCare is not the landlord of the village. Sarah explained that the site is owned by Rooftop Housing, and therefore any decisions regarding the installation of charging infrastructure would rest with them.

4. Reps Q&A (pre-submitted questions)

- **Market Rent [REDACTED] – Richard Keeley**

[REDACTED] had queried the process for residents moving into market rent properties and asked whether they have the same rights and responsibilities as other residents.

Richard explained that ExtraCare is offering a market rent option at specific villages, being Hagley Road (up to 19 properties), Hughenden Gardens (up to 20 properties) and Solihull (up to 21 properties). Other villages may accommodate a market rent option in response to a specific need, aimed at individuals who may be considering purchasing a property in the future but wish to rent in the meantime.

Richard advised that the market rent option is based on charging a rent that reflects the property's market value. The amount charged depends on factors such as the property's location, type, and overall market value. The rental range varies considerably, with rents starting at approximately £1,700 per month at the lower end and reaching around £3,700 per month at the higher end.

Richard explained that residents moving into market rent properties are subject to the same assessments as all other incoming residents. Residents will be granted an assured tenancy.

The [REDACTED] raised concerns about the limited communication and awareness surrounding the market rent process. Richard proposed developing an information slide for use at future street meetings.

Action: Market rent update to be included as part of June's Street Meeting slides (Richard).

The Chair sought clarification on the difference between social rent and market rent properties. Richard explained that where we have social rent properties we are given a grant from the government or local authority to provide this type of accommodation. As a result, we are required to charge these properties at social rent level. In contrast, market rent properties operate as a commercial offering and sit outside the social housing regulatory framework. This allows rents to be set at prevailing market rates rather than at social rent levels.

- **Permission to Access [REDACTED] – Richard Keeley**

Richard advised that this query had been submitted by [REDACTED] rep (not in attendance). The query related to the process for granting access to a resident's apartment during resident's extended absence. Richard explained that when a resident is away from their property for an extended period, it is important that arrangements are made to allow access for essential compliance and safety checks, such as legionella flushing. These checks help ensure the safety and maintenance of both the individual property and the wider building.

Richard advised that it is the resident's responsibility to make suitable access arrangements during their absence. The preferred approach is for the resident to nominate a trusted individual, such as a family member, friend, or neighbour, to facilitate access if required. Where residents are unable to arrange access through a family member, friend, or neighbour, the organisation may access the property using a master key, provided the resident has given the necessary permission.

Richard advised that the permission-to-access form is intended to cover a specific period of absence and does not provide ongoing or blanket authorisation for access to a resident's property. As we cannot assume continued consent, a new permission form must be completed each time a resident is away and access to the property may be required during that period. We will therefore continue to work with residents to identify suitable alternatives before relying on master key access. Richard confirmed that this has always been our policy and that there has been no recent change to the process.

The [REDACTED] rep advised that people may not feel comfortable requesting or completing a Permission to Access form at reception, as the area is staffed by volunteers and is frequently used by residents and visitors, which may limit privacy. The rep explained they currently notify staff of periods of absence by email. Richard confirmed that the Permission to Access form can also be sent directly to residents by email for completion and return.

A rep queried the procedure for gaining access to a resident's property in the event of an emergency. Sarah confirmed that where there is an immediate risk to life or property, the terms of the lease and tenancy agreements provide ExtraCare with the authority to access the property without prior permission to address the emergency and ensure the safety of residents and the building. Sarah shared that such situations are rare and do not occur frequently.

- **Ticket Sales for Shows (New Oscott) – open question to Forum reps**

The [REDACTED] rep raised concerns regarding the sale of tickets for events. It was reported that some individuals begin queuing from as early as 5:30am. to secure tickets and that, by the official sale time of 9am, all tickets have often been sold. This includes tickets being purchased by Friends of the Village members and non-residents. The rep advised that residents are unhappy with the

current arrangements and questioned whether other villages experience similar issues with ticket sales.

A discussion followed where reps shared examples of how ticket sales operated across locations. Longbridge and Hughenden Gardens advised that they had a phased sales approach was introduced whereby tickets were initially made available exclusively to residents for a period, then made available to non-residents. [REDACTED] rep added that residents are required to select their seat at the time of purchasing a ticket. This ensures that seating is allocated in advance and provides clarity for attendees prior to the event. This approach was echoed by Lark Hill, where tickets at their location are issued with a seat number printed on the reverse. Each ticket corresponds to a specific seat, enabling allocated seating arrangements for events.

- **Chute rubbish disposal ([REDACTED]) – open question to Forum reps**

The [REDACTED] rep reported ongoing issues at their location with waste chutes becoming blocked and rubbish being left in the chute room. It was suggested that the issue may be linked to external carers. The rep asked whether other villages experience similar problems and how these situations are managed.

A discussion followed where reps shared their experiences across locations. Some locations did not report an issue with chutes, and it was noted that residents are responsible for others (e.g. carers) using the rubbish chutes appropriately.

The [REDACTED] rep advised that residents can book a slot at reception for assistance with cardboard disposal. Volunteers are then able to support by breaking down and removing the cardboard on behalf of residents. [REDACTED] also advised that they have volunteers who help to clear the rubbish chutes.

The [REDACTED] rep commented that the height of the chute door presents a difficulty for some residents, which can result in waste bags being left outside the chute. The rep also added that the chute door can be difficult to open, which further contributes to the issue.

Matt agreed to arrange for an information slide to be developed for presentation at future street meetings. The slide will outline the appropriate use of chutes and chute rooms, including guidance on the do's and don'ts of waste disposal, with the aim of raising awareness and encouraging good practice among residents and visitors.

Action: Richard to ask James Clifford (Health & Safety Manager) to produce a slide for Street Meetings.

Matt added that the design of the chute doors is determined by fire safety regulations and must comply with the relevant safety requirements.

- **Gymnasiums ([REDACTED]) – Tony Stuchfield**

The [REDACTED] rep raised the issue of memberships fees for gym. Tony clarified the pricing structure, and the rep welcomed the opportunity to discuss the membership through a resident working group.

- **Energy Usage in Locations (Vice Chair) - Aran Duggan**

The Vice Chair highlighted ExtraCare's Environmental Sustainability Strategy, noting that there were resident concerns regarding energy usage within their village. He advised that, in his view, there was energy being wasted in locations through, for example, lights being left on unnecessarily for extended periods.

Aran confirmed that ExtraCare takes energy consumption and sustainability very seriously and advised that improving energy efficiency has been a strategic priority for the past five years. Aran shared that significant progress has been made across the organisation to reduce energy consumption. Since the 2021 baseline, carbon emissions per resident have reduced by 26%. In the current year, total emissions have fallen by 9%, supported by a 6.7% reduction in gas consumption, and a 3.2% reduction in electricity usage across locations.

Aran advised that our current focus is the optimisation of heating and ventilation systems, improvements to Building Management Systems (BMS), and investment in low-carbon and energy-efficient technologies. Aran reported that initiatives such as the installation of LED lighting have had a significant impact on overall energy usage.

Reps expressed the view that there may be opportunities to further reduce energy consumption by reviewing lighting arrangements and ensuring that existing energy-saving measures, such as sensor-controlled lighting, are operating effectively. Aran advised that a programme of work is currently underway to increase the automation of lighting systems across the villages. Aran further advised that feasibility studies are currently being undertaken to identify additional opportunities for improving the automation and efficiency of lighting systems across the estate.

5. Feedback from Communication Discussion - Richard Keeley, Housing & Resident Engagement Manager

Richard provided an update on the Standardising Resident Communications project, which included the newly re-formed Communications Group comprising eight members, the recruitment of a new Special Projects Officer, and progress on the Location Resident Handbooks.

In addition, Sarah provided an update to residents on Social Tenant Access to Information Requirements (STAIRs), introduced by the Regulator of Social Housing. This is like 'freedom of information', which applies to public bodies. Sarah explained that Phase 1, which begins on 1 October 2026, will require ExtraCare to implement a Publication Scheme to ensure that key information is made publicly available. This will include information relating to governance and decision-making, performance and service standards, spending and resources, and housing management and safety. Phase 2 will take effect from 1 April 2027, which will enable residents to request specific information, if it is not published on the website.

Residents were asked to note that STAIRs applies to social rent residents only, as that is the focus of the RSH. However, ExtraCare will voluntarily apply to principles of STAIRs to all residents and plans to publish all relevant information on our website to prevent the need for specific information requests.

6. Results from Annual Landlord Survey - Matt Rickards, Richard Keeley

Matt explained to the reps that the Annual Landlord Survey is a requirement set by the Regulator of Social Housing. Matt reported that ExtraCare chooses to survey all tenures. Matt added that the survey enables

ExtraCare to monitor how well it is performing and helps to identify areas for improvement. Matt confirmed that the full survey results are reported each year in the Annual Report to Residents.

The overall results were shared with reps (see slides). Matt noted that most measures across all tenures had seen an improvement compared to the 2024/25 survey.

Matt explained that following the recent (2025-2026) Annual Landlord Survey, we will meet with the location's management team to discuss their local results. We will also meet with the Resident Association Committees to review the findings at a local level. Matt reported that an action plan will be developed for each location to support improvements in services, and an overarching action plan will also been created to strengthen services across the Charity as a whole.

Matt responded to the query from the Solihull Village rep regarding locations that do not have a Resident Association Committee. Matt confirmed that in these cases, the team will meet with a group of residents at that location to review and discuss the survey results relevant to their own location.

7. Annual Report to Residents / Resident Scrutiny Update - Richard Keeley

Richard explained that the Annual Report to Residents is currently being finalised. He confirmed that the draft will be shared with the Resident Communications Group, who will provide feedback before it progresses further. Once this stage is complete, the report will be presented at the June Board meeting for approval. Following approval, it is scheduled to go to print in early July.

Richard confirmed the names of residents who have agreed to join the Resident Scrutiny Group. Richard confirmed that he will be contacting the group shortly to invite them to an introductory meeting at the end of June, during which the first scrutiny subject will be agreed.

8. Competency & Conduct Standard: Developing a Code of Conduct – Table Discussion

Richard advised that ExtraCare are required by the Regulator of Social Housing to develop a staff code of conduct. He explained the background to this, explaining that the aim is to ensure that staff who engage with residents, including when handling concerns and complaints, demonstrate professional behaviours and communicate effectively and respectfully.

Richard explained that expectation of the Regulator is that residents are consulted in the formation of such a Code of Conduct. It should also be written in plain, accessible language that is free from unnecessary jargon and easy for residents and staff to understand. It should be aligned with ExtraCare's values.

Richard then engaged the reps in a group activity to consider a range of 'positive behaviour' words, and to select the top three behaviours (on each table) that reps felt were the most important. For each chosen word, he requested that reps describe what that behaviour would look like in practice. The feedback was collated from each table. **A fuller summary of the outcome of this discussion is included in Appendix A.**

The next Forum meeting is **Wednesday 2 September 2026** in **Longbridge Village**.

Date of further meeting:

Wednesday 2 December 2026 Longbridge Village