

Minutes of the ExtraCare Resident Forum Meeting

on Wednesday 11 March 2026 at Longbridge Village



Ray Boreham, Resident Forum Chair

David Wilson Resident Forum Vice Chair

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

Mark Jeffrey, Trustee

Janet Houlis, Trustee

Matt Rickards, Executive Director Operations

Angela Carpenter, Executive Director Governance and Compliance

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

Luan Meadows, Asset and Investment Manager

Kevan Tanner, Regional Building Surveyor

Marc Smith, Regional Building Surveyor

Alex Walkeden, Regional Building Surveyor

Melisa Cirakli, Environment and Sustainability Officer

Paul Davies, Head of IT

1. Minutes of the last meeting

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

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

Resident Conference

Matt advised the reps that the Resident Conference, which was originally scheduled to take place in May, has been moved to 21 October 2026. The event will be held at Edgbaston Cricket Club.

Matt explained that the conference had been moved from its initial date of May to provide an opportunity to engage with residents on the ExtraCare's Corporate Plan; the current Corporate Plan runs until March 2027. It will also enable sufficient time to plan for the event. Matt added that the reps will be updated further at the June and September Forum meetings.

The Chair enquired whether a decision had been made regarding the number of attendees from each location who would be able to attend the conference. Richard Keeley (Housing & Resident Engagement Manager) advised that the total number of residents able to attend will be circa 130. He explained that we intend to reconvene with the Resident Conference Working Group to develop the structure and content for the day, and to agree the breakdown of representatives from each location.

Leasehold Reform

Matt provided an update on leasehold reform. In January, the government published the Commonhold and Leasehold Reform Bill. Within the Bill, there are no plans to ban leasehold in existing buildings. This means that for ExtraCare buildings that are already built, the government does not intend to prevent the issuing of new leases. This will enable ExtraCare to continue with our buyback model.

Matt noted that the current spotlight on leasehold reform is generally creating a negative narrative around leasehold as a tenure, which ExtraCare are monitoring as this could negatively impact our sales programme.

Matt explained that there is still uncertainty regarding the issuing of leases for new developments. We will continue to work closely with Associated Retirement Community Operators (ARCO), to monitor the situation closely, and Matt will provide further updates to the Forum as more information becomes available.

Shenley Wood Modernisation

Matt shared that the modernisation programme at Shenley Wood Village has now been completed, and the feedback from residents has been very positive. He added that the organisation continues to refine and improve its modernisation programmes, listening carefully to residents and making changes accordingly.

Matt also reported that work is currently being completed at Hagley Road Village, and once that is finished, modernisation works will begin at Bournville Gardens Village.

Matt reminded the reps that, as requested, discussion items will now be addressed at the beginning of the meeting. The format remains the same: reps are asked to submit their discussion items in advance. This allows us to ensure that the relevant staff are present to respond to the queries raised. Matt made a

request that these sessions remain collaborative with staff and residents working towards a shared goal of service improvement.

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

- **Service Charges for single occupants - Lovat Fields rep**

The [REDACTED] rep expressed the view that ExtraCare should consider a fairer approach to the way service charges are applied to residents. They reported that in [REDACTED], some residents moved in as couples many years ago, but over time, there are now several single residents living on basic State Pensions. The rep suggested that residents who receive only one income should be offered some form of financial support or subsidy, like the 25% council tax discount provided by the local authority.

Matt explained that the service charges are applied on the property, rather than on individuals. Matt explained individual residents' financial circumstances vary across all our locations, and Matt reminded the Forum that the Welfare Benefits team is available to help residents explore all options for financial support. He emphasised that the service charge could not be reduced for single residents, as it is levied on the property. Matt confirmed that ExtraCare would always see what support could be provided to residents facing genuine financial challenges.

Richard added that for those residents of pensionable age claiming housing benefit, the 'bedroom-tax' (or underoccupancy charge) does not apply, meaning that single residents occupying a two-bedroom apartment should not have their Housing Benefit entitlement reduced by virtue of having an additional bedroom. Richard explained that the challenge for ExtraCare when applying charges is that legislation around rents and service charges is based on charging the property rather than the individual resident. The issue is not specific to ExtraCare but rather relates to wider housing law.

He added that the Welfare Benefits team regularly supports residents in reviewing their financial circumstances and accessing the appropriate support. Last year alone, the team helped residents across all locations claim a total of over £5m in benefits.

The Chair asked whether the Welfare Benefits team visits every location. Richard confirmed that they do. Richard explained that Natalie and her team advertise in each location in advance of their surgery, allowing residents to book an appointment at reception. Richard also added that residents do not have to wait for the scheduled surgery—they can contact their location staff, and support can be provided remotely (phone / email).

The [REDACTED] rep suggested that residents may wish to meet the Welfare Benefits Advisor in their own home, rather than in a meeting room in the location. Richard confirmed that home visits are carried out if requested.

The [REDACTED] rep asked whether ExtraCare could set up an internal charity through which residents could apply for financial assistance to help offset service charges.

Matt responded that, as a charity, ExtraCare already subsidises numerous services, including its care services by approximately £2 million each year. In addition, the organisation subsidises its dementia and wellbeing services, which operate at a deficit. ExtraCare have further subsidised utility costs for residents across several years to the value of over £8m.

- **Cleaning of shower drains and cooker hoods – Sunley Court rep**

Richard shared that the rep from Sunley Court had queried who was responsible for cleaning shower trays and cooker hoods. Aran confirmed that shower drains are degreased and cleaned on a biannual basis as part of the MOT schedule; mechanical ventilation heat recovery units and extractor fans are checked for operational purposes, however, cleaning them is the resident's responsibility.

The [REDACTED] rep advised that, in their village, they actively engage trained volunteers with backgrounds in maintenance to assist with tasks that some residents may not be able to carry out.

- **Maintenance emergency response times – Shenley Wood rep**

The [REDACTED] rep asked why ExtraCare's emergency response time was 4-hours and advised that he believed that this should be reduced to 2-hours. He cited situations such as flooding, where a faster response time may be needed. He queried whether the availability of local contractors could improve emergency response times.

Aran advised that a 4-hour emergency response time is standard in the housing sector. He advised that ExtraCare seeks to strive to the right balance to achieve a quick response time, and having contractors that attend our locations that have the technical skills and knowledge to appropriately resolve the issue. Aran reminded reps that our locations have complicated, technical infrastructure and equipment.

Aran also advised reps that ExtraCare are about to review the maintenance contracts for some of our locations, so response times will be a consideration as part of the tender exercise but reminded residents of the balance between enhanced service delivery and the potential for an increase in the cost of service charges.

- **Gym membership for residents – Shenley Wood rep**

The [REDACTED] rep advised that, in his view, residents at his location have limited access to their gym instructor, due to the limited hours they work. The rep believed that much of the instructor's time is taken up with administrative duties and delivering classes outside the gym, meaning residents may be unable to access one-to-one consultations. There was a specific query around residents allegedly being unable to access gym inductions, which Tony advised that ExtraCare would look into.

The rep also highlighted the potential benefits for residents being able to access the gym to help maintain their fitness as a preventative measure against increased frailty. The rep argued that ExtraCare should reconsider charging residents for gym use.

Tony Stuchfield advised that ExtraCare have recently appointed a new Senior Fitness Instructor; their role will include reviewing provision across all locations to understand what is currently in place and identify opportunities for improvement.

Tony further explained that ExtraCare have reviewed gym charges across locations, and – to ensure consistency across locations – will be introducing a standard £10 per month (gym only) charge for residents, from April 2026. This will be further discounted to £100 per annum, if residents pay the

charge annually in advance, rather than monthly. The cost of external gym memberships will be increased accordingly to offset the decrease in the resident charge. He stated that some locations may offer a higher charge to residents, that would include cost of classes.

Tony shared that many of our more elderly residents prefer attending classes rather than using the gym. Part of the Senior Fitness Instructor's role is to explore ways to encourage more residents to use the gym and assess how facilitating classes may help residents access a range of physical health activities.

There was a query from the [REDACTED] rep about external gym members who may not be signing in / out, so could this mean that people using the gym may not have a valid membership. They also highlighted the potential security issue of people using the gym who may not be authorised to be there. Tony replied that we will investigate this and consider ways to address it, however stated that ExtraCare was not alone in trying to combat this issue as it is a common problem for many gym companies. Tony further highlighted the importance of external gym membership, as this helps to keep costs to residents to a minimum.

The [REDACTED] rep highlighted an issue specific [REDACTED] absence of their gym instructor. Tony acknowledged the issue and stated that ExtraCare are working to provide cover arrangements

The [REDACTED] highlighted that often the gym at their location is left unsupervised and queried whether this would be a health & safety issue. Matt Rickards stated that all those using the gym have an induction so that they can use the equipment safely. He further stated that increases in hours for paid gym instructors would potentially mean higher costs that may have to be passed on to residents, so ExtraCare are trying to strike a reasonable balance.

- **The role of Resident Association's in addressing wider community issues – [REDACTED]**

The [REDACTED] shared a specific issue regarding speed bumps on the road outside their village (not belonging to ExtraCare), and how these were causing a disturbance to residents in the early hours of the morning by delivery vehicles. They highlighted how the Resident Association and ExtraCare are working together to try to address the issue, as an example of good practice. They stated that the situation is out of ExtraCare's control, but by working with the Resident Association, all options to try to resolve the issue are being explored.

Matt confirmed that he would write a statement for ExtraCare's [REDACTED] residents outlining the actions that have been completed and clarifying ExtraCare's position regarding the road noise issue. He thanked the reps serving on the Resident Association Committees and emphasised that ExtraCare is happy to continue working with the Committees to try and find solutions to resident concerns.

4. IT Update – Paul Davies, Head of IT

Paul provided an IT update, including the Location Technology Upgrade Plan and digital signage. The plan includes several initiatives for all locations. These are

- Improvements to electronic cabling, to allow for better data connection

- Installing updated hardware
- Installing a new telephone system at selected locations
- Improving wi-fi connectivity

The timeline chart shows scheduled completion dates for each project by location, with some sites already completed and others marked as TBC (to be confirmed). The upgrades will be undertaken on a phased rollout across all ExtraCare sites.

Paul shared that we have been exploring digital signage and have decided on a vertical display with a large touch screen. Users will be able to press buttons on the screen to access different options. The signage will display information such as bistro menus and details about what is happening in the location. Paul explained that particular focus has been placed on how the content will be managed. There will be an average of two screens per site dependent on the size of the location.

Paul shared that ExtraCare have completed several projects to assist staff. These include digital care ('Birdie'), a new staff intranet site (The Hub) and incident management software.

The [REDACTED] rep asked about the boundaries of responsibility for Wi-Fi between ExtraCare, TIS, and the Internet provider. Paul explained that responsibilities depend on the location and the date when the Wi-Fi was installed. However, with the upgrade of wi-fi project, as this is rolled out across locations then the wi-fi issues will fall solely under ExtraCare's IT team.

5. Resident Information: Consultation - Sarah Downes, Head of Special Projects & Richard Keeley, Housing & Resident Engagement Manager

Sarah shared that she has been reviewing resident communication materials, including those provided to prospective residents prior to move-in, those issued at the point of move-in, and the documents shared with residents on an ongoing, day-to-day basis.

The reps were divided into table groups, each assigned a question to discuss, including a review of current documents. They were asked to record their feedback on their table, which was collected at the end of the discussion.

Richard invited any reps interested in joining the Communication Group to express their interest by emailing forum@extracare.org.uk

6. Fundraising Update - Mark Clements, Fundraising Manager

Mark explained that he would like to form a small resident focus group to explore ways to improve fundraising at ExtraCare and support residents in their fundraising efforts. Any rep interested is encouraged to speak to Mark directly or email the forum inbox at forum@extracare.org.uk

Mark delivered a presentation on the upcoming fundraising event—the Fire Walk—taking place at Head Office in Coventry on Thursday 21 May at 4pm. Mark advised that participation in the Fire Walk requires a £25 fee per person, and participants are also expected to fundraise.

The Chair asked how the funds would be used. Mark explained that the proceeds will go to ExtraCare's wellbeing service. A location rep asked if there was the possibility that a fire walk could be organised at a location, and Mark confirmed that if the required numbers could be reached that this could be explored.

7. EV Update – Sarah Downes

Sarah provided an update on EV charging. Hangar 19, the company that provides support services for the Earlsdon Park and Solihull Village chargers, conducted surveys at all our locations in January and February. They have prepared an information pack detailing the technical requirements for powering the sites, including the location of power sources and the infrastructure needed or potentially available.

In February, the government announced the closure of one of the main grants available to housing associations for infrastructure investment, removing a significant funding opportunity. Sarah advised that over the next few weeks she will focus on how to maximise government contributions toward the installations to take advantage of this scheme before it closes to minimise costs to the Charity. From April, a hardware grant scheme remains and is due to increase the maximum that can be received per socket installed. We will also look to take advantage of this where eligibility allows.

The document outlining these considerations was submitted to ExtraCare's Executive Leadership Team (ELT) last week. The outcome confirmed a strong commitment to progress the project as soon as possible. Sarah is working closely with the Property and Development teams to assess the impact on individual locations. Sarah agreed to come back and give a further update in June.

In response to a query from [REDACTED] rep, Sarah advised that usage cannot be tracked on the existing Zappi head units [REDACTED] but these are being replaced with pay-as-you-go units to address this issue.

The [REDACTED] rep asked about the expected timeline. Sarah replied for any location where we apply for the infrastructure grant by the end of March, the supplier will need to submit their installation plan by May. Sarah estimated that the process will likely take at least six months.

Post-minute note: At locations where ExtraCare is not the freeholder (Pannel Croft and Bournville Gardens) permission to install EV chargers is being sought from the freeholder as required under the terms of the respective head leases. At partner locations (St Oswald's Village and Yates Court), estate management including parking is the responsibility of the landlord, Rooftop Housing Association, so these locations will not be included in the rollout. Surveys at ExtraCare owned schemes (Humber, Rosewood and Sunley Courts) suggests that significant infrastructure modifications would be required to install chargers, due to this, schemes are not included in installation plans at this stage.

8. Resident Scrutiny: Ideas for next scrutiny topic - Richard Keeley

Richard explained that we are aiming to form the Resident Scrutiny Group with a consistent membership, rather than seeking members on a 'by topic' basis. This is to enable the formation of a diverse and representative group, and one that would be trained up to ensure that they are able to be as effective as possible in the scrutiny process. The group will consist of 8 to 10 members, who will receive training and the necessary tools to carry out their role. Richard provided examples of topics for the next scrutiny. Richard requested ideas on how to encourage residents from the wider community to volunteer for the group.

Richard advised that anyone interested in joining the Core Resident Scrutiny Group should email the forum inbox. forum@extracare.org.uk

9. Annual Landlord Survey Update - Richard Keeley

Richard advised that the Annual Landlord Survey / Resident Satisfaction Measures is currently underway and is being managed by Service Insights, who are fully registered and accredited. Richard thanked residents for completing the survey and noted that the deadline for submission was 27 March 2026. Richard explained the ways in which residents could access the survey.

The next Forum meeting is **Wednesday 3 June 2026** in **Longbridge Village**.

Date of further meeting:

Wednesday 2 September 2026 Longbridge Village