Either way, the focus is on making you feel, and be, as independent as possible, living your life the way you want to, surrounded by friends and neighbours in a safe community of like-minded people. And, of course, you’ll feel safe in the knowledge that you’ll have the support and commitment of a highly professional team if you need help now or in the future.

Whatever your financial circumstances, living at an ExtraCare Village aims to be affordable, with flexible options for outright purchase, shared ownership and rent.

If you need care and support it can be assessed and provided in the comfort and privacy of your own Village home. This means that couples can remain together if one partner becomes frail.

Our Vision
ExtraCare is a charitable trust, a not-for-profit charity. For over 25 years we have invested our expertise and energy into ensuring older people can enjoy a healthier, active and more independent lifestyle within our network of inspirational communities.

As a charity we invest our surpluses in providing new retirement communities and upgrading our existing locations, improving our services and driving new innovations that will benefit our residents.

Our principles are laid down in our trust deed.

Our vision is simple:
Better lives for older people

Find out more at:
www.extracare.org.uk

Life begins at an ExtraCare Village

Some say life begins at 40; others say 60. We say that life begins at an ExtraCare Village.

ExtraCare Villages are not just about providing new places to live. They’re about giving their residents a new lease of life.

A Village is designed to provide you with a fulfilling lifestyle as an active and valued member of a vibrant local community where you can rekindle old passions and discover new ones, meet fresh challenges and relish new achievements.

At ExtraCare we believe that later life is a time for being more active, not less. It’s a time for doing all those things in life that you’ve always wanted to do but somehow never got around to or found the time for.

There’s certainly a great deal to keep you occupied but, if you prefer simply to relax and enjoy some well-deserved ‘me time’, that’s absolutely fine too.
Comfortable, spacious homes for active lifestyles

A Village with wide open spaces outside and plenty of space inside.
Every home has been thoughtfully designed to make life as comfortable and safe as possible, regardless of your mobility.

Village properties are built and equipped to the highest specifications and with good sized rooms.
Each home has its own front door opening onto a wide, bright corridor or internal walkway. Everywhere you’ll find details such as easy-to-reach switches and fittings, emergency lights in the event of power failure, and low level, individually controlled, low surface temperature radiators to prevent burns. All are designed to be energy-efficient, with low-energy lighting.

The shower rooms have slip resistant, self-draining floors and 180 degree opening doors for emergency access.

Comfortable living rooms. Most living rooms have connection points for both satellite and terrestrial TV, radio, phone, broadband and a link to the Village’s closed circuit TV. Many of the spacious master bedrooms have phone and TV points too.

Your kitchen has high quality units and a fully fitted electric oven and electric hob.

In some Villages a number of homes have balconies and some properties on the ground floor open out onto spacious communal patio areas.

All homes are protected by a number of safety features, including the Village’s closed circuit security cameras. An emergency pull cord in every room connects you 24 hours a day to staff on site who can respond in a serious emergency.
Village Centres - heart of the community

ExtraCare Villages have a superb range of facilities right on your doorstep, so there’s always a choice of things to do.

An ExtraCare Village has its own library and smart IT room with computers, internet access and email. There’s a welcoming coffee shop and friendly bar supported by resident volunteers. If you want to help organise a get-together, a party or a dance, the Village Hall is just the place.

Or perhaps you’d enjoy relaxing in the landscaped gardens, terraced area or just pampering yourself in the beauty salon.

An ExtraCare Village has its own restaurant or bistro, convenience shop, hairdresser, a laundry and laundrette, hobby and craft rooms and a greenhouse.

The Village’s gymnasium has a fully qualified fitness instructor who can offer guidance and instruction.

Each Village Centre is a social hub for both residents and their local communities, welcoming family, visitors and friends from the local area.

Volunteering

Our valued volunteers make a huge difference to our residents’ lives. If you have a skill or hobby you would like to share, volunteering is a great way of getting involved. Our residents tell us that volunteering helps them enjoy an active and healthy lifestyle. As a Charity we value their support which is at the heart of an inspirational ExtraCare community.

Friends

For an affordable membership, visitors can become Friends of the Village, joining clubs, classes and events. Friends have enabled our Villages to become ‘sociable hubs’ bringing companionship, ideas and fresh opportunities. Their valuable contribution helps keep down costs which benefits residents and the Village community.

Stay active, stay younger

The Village facilities are of the highest quality but it’s your involvement that really brings the place to life. Resident ‘Interest Groups’ may offer a range of hobbies including choir singing, wheelchair aerobics, line dancing, painting, crafts, gardening, woodwork and writing.

In short, each Village offers its own range of opportunities for discovering hidden talents, learning new skills or brushing up on old ones. Residents also have the option of taking part in a host of activities and events including our Garden in Bloom events, our annual choir competition or the ExtraCare Snooker Tournament. And then there’s the annual ExtraCare Christmas Concert where ExtraCare residents come together and celebrate.

Surfing the web in the Village IT Centre

Archery - just one of many activities

Fully equipped gym with fitness instructor

A typical Village restaurant

Catch up with friends

Trying a new look at the hair and beauty salon

Housekeeping services – a little extra help at home
A typical Village Centre

Each Village provides doorstep access to a wide range of social and leisure facilities. Please be aware, some features may vary between different Village Centres in different locations.

Typical Village Homes

Spacious Village homes surround each Village Centre and come with one or two bedrooms, living room, kitchen, shower room with toilet and entrance hallway. Some have balconies or shared patio areas. Please be aware, some features may vary between different Village homes in different locations.

Typical One Bedroom Apartment

Gross internal area: 55.06m² (592.66ft²)

Doors open in on ground floor and out on upper floors

Typical Two Bedroom Apartment

Gross internal area: 66.0m² (709.5ft²)

The furniture on display is for guideline purposes only and will not be included in the apartments.
Care tailored to meet your assessed needs

ExtraCare people make life at the Village so special.

At ExtraCare we have unequalled experience in encouraging and supporting residents to keep their independence and get the most out of life. Our QCF (NVQ) qualified staff will assess your personal care needs with you. They will ensure that your care is tailored to meet your requirements and delivered within the comfort and privacy of your own Village home. This can range from a simple daily pop-in visit or more regular monitoring throughout the day, (subject to an assessment of your needs). And of course, response in a serious emergency. Should you need regular help of a more personal nature now, or in the future, such as washing, dressing, personal hygiene, medication, or getting in and out of bed, our Village staff team can assist you, subject to an assessment of your needs. They can help keep you independent enough to remain in your own Village home. Peace of mind. Our Care Services are monitored by the Care Quality Commission and your Local Authority. Our staff undergo police checks to ensure your security and peace of mind.

Supporting your future health

The Village’s own Well-being Centre is run by a highly-trained Well-being Advisor and offers health screening, information and advice on managing a healthy lifestyle. This holistic approach is part of the way of life at ExtraCare, and covers everything from keeping a healthy heart, managing diabetes and asthma, to weight reduction, diet, sleep and exercise, and safety in your home.

Enriched Opportunities
ExtraCare’s award-winning Enriched Opportunities Programme® (EOP) supports residents in most ExtraCare locations with dementia and dementia-related conditions through a programme of tailored activities. We also offer a ‘Healthy Minds’ Service to support residents with memory issues and, where appropriate, to support the early diagnosis and treatment of dementia. If you have dementia or a complex mental health condition we will welcome your application, subject to a full assessment to determine if we are able to meet your individual needs.

Housekeeping Services
To make life easier and give you more time to enjoy a healthy lifestyle, we can also offer help with domestic chores like shopping, ironing, laundry and cleaning, and those D.I.Y. jobs around the home; all available on a pay as you go basis.
Our aim:
A Village affordable to all

ExtraCare is a charity. Our principal aim is to ensure that we can offer our residents a truly rewarding lifestyle at a cost that is affordable and fair for all.

- **Purchase and Rental Options.** Depending on the Village and your circumstances, you can usually purchase a home outright, select a shared ownership option, or rent. (Shared Ownership is where you buy a proportion of your home, then pay rent, which is the interest only element, on the unpurchased portion). You may be eligible for financial support with some of your living costs through the benefits system – our specialist benefits staff will advise you when you apply for your home.

- **Charges.** In addition to your purchase or rental costs, each home is subject to the following charges (which may vary according to your location and type of tenure):
  - **Service Charge:** Costs associated with maintaining the communal areas, such as: fire alarms, entry phone system and emergency lighting repair; communal area cleaning; rubbish collection, disposal and pest control; building insurance; staff time for organising these services.
  - **Management Charge (this is included in rental costs for rented apartments, and will be a separate charge for purchase and shared ownership homes):** This covers some tasks associated with the day-to-day maintenance of your home and the management time associated with these tasks. Full details will be given to you when you make your application. The charge also includes your buildings insurance (but not contents insurance).
  - **Amenity Charge:** All heat, light and power to each home; all water and sewage services associated with each home.
  - **Housing Related Support Charge (in some locations):** This covers the costs of providing the Housing Related Support Services including welfare benefits advice, assistance with routine household issues, help in accessing other services and encouraging and supporting people to live as independently as possible.
  - **Community Charge:** A contribution towards the running of the Well-being Service, activities staffing, 24-hour access to staff support in an emergency, and costs associated with running the communal areas.
  - **Council Tax:** Council tax is payable by you directly to the local council. The Council will work out your council tax charge based on the value of your home and its size. Ground rent may be payable at some Villages and you will be informed if this is the case.
  - **Care:** Care services are charged as required and costs vary according to the amount of care needed. Many residents can receive benefit entitlements to support the cost of their care and we will advise you when you apply.

The information on these pages is a guide only and may change or vary between locations. A copy of the lease and tenancy agreement is available upon request. Please ask your local sales advisor for specific information.

---

**Stamp Duty (for purchasers only):** You are eligible to pay Stamp Duty Land Tax (SDLT) if you buy a property or land over a certain price in the UK. Find out more here.

**Home Contents Insurance:** This is to cover the contents of your home. However, your building insurance will be covered in your Management Charge (see above).

**Telephone/Internet/Broadband:** If you require these services.

**Satellite/Digital TV:** If you require these services.

**TV Licence:** Depending on your circumstances – we will advise you.

**Maintenance of White Goods:** Enhanced properties have integrated appliances (e.g. washer/dryer, fridge/freezer, oven, hob and extractor). You will be responsible for the maintenance of these after their respective warranties expire.

**Whilst access to many of the Village facilities is covered by residents’ charges, membership of specific Village activity clubs and participation in Village entertainment and social outings are usually charged in relation to costs.**

**Help with Costs.** The following costs associated with your Village residency may be eligible for support through the Benefits System:

- **Housing costs of your shared ownership or rental property.**
- **The provision of care.**
- **Your weekly charges.**

Our Welfare Benefits Advisors can advise you about your entitlements.

In some rare cases, levels of benefit entitlement may be insufficient, but our Welfare Benefits Team are able to complete an affordability assessment with you.

---

**Cost reviews.** Residents are informed in advance of annual reviews of their rental costs or other charges.

**Leaving the Village - Purchasers**

If you leave your purchased home, it will normally* be purchased by The ExtraCare Charitable Trust which operates a waiting list of potential residents. The original purchase price of your home is guaranteed to be returned to you or your estate, minus a long-term maintenance charge, an administration fee and any outstanding weekly charges.

The long-term maintenance charge applies only to homes that are shared ownership or outright purchased. This charge is built up over time and enables the Charity to pay for major repairs, replacements and improvements within the Village.

*Please note: You will need to check arrangements at the particular Village you are applying for. Arrangements may vary in locations where The ExtraCare Charitable Trust operates the Village with another housing partner.

**Availability of Services:** Please note, some non-essential services or activities may only be available subject to demand or the availability of staff or volunteer resources. (For example, this might influence the duration of the shop, restaurant and well-being service opening hours, or the availability of some resident activities or specialist/luxury treatments). The particulars are set out as a general outline for guidance only.

The information in this brochure does not in any way form part of a contract or warranty. We would advise prospective residents to seek independent legal and/or financial advice, support and representation as appropriate.
Hagley Road Village has 241 spacious homes surrounding a host of health and leisure facilities, set in landscaped gardens in Edgbaston, Birmingham. The Village is owned and managed by The ExtraCare Charitable Trust.

Our Homes
We have 241 one and two bedroom apartments, each with:
- Hallway
- Living room
- Kitchen
- Shower room
Many homes have balconies or shared patio areas

Our Facilities
Cafe Bar and Lounge
Craft Room
Enriched Opportunities Suite (to support residents who develop dementia)
Fitness Gym
Greenhouse
Guest Suite
Hairdressing and Beauty Salon
Indoor Short Mat Bowls (within an enclosed Winter Garden)

Laundrette
Library and IT Suite
Reception Area and Main Street (with communal seating areas)
Restaurant
Snooker and Games Room
Village Hall
Village Shop
Well-being Suite and Well-being Bathroom
Woodwork Room
Meeting Room, used as a cinema club

Landscaped Garden Areas
Communal Parking Area with 161 Spaces

Living Options
Depending on your circumstances, you can purchase a home outright, select a shared ownership option, or rent. (Shared Ownership is where you buy a proportion of your home, then pay rent on the unpurchased portion).

Application Criteria
Any person over the age of 55 is eligible to apply for a home in the Village. Whilst application priority is given to local people (or those who have a local connection), some homes are also available to people living outside Birmingham without a local connection.

Our Care
Dependent on individual circumstances we can support residents with significant assessed care needs, including dementia.
Contact Us

Would you like to visit us?
To enquire about living at Hagley Road Village, joining activities or volunteering, please phone 0121 420 6000 or email admin.hagley@extracare.org.uk

Location Map

Our address is:
Hagley Road Village
322-336 Hagley Road
Edgbaston
Birmingham
B17 8BH

Hagley Road Village opened in 2013.

A registered charity since 1988. Charges will apply. Any costs associated with your home, care and Village services will be provided as part of your application. The ExtraCare Charitable Trust, registered charity number 327816, is a company limited by guarantee and registered in England and Wales as company number 2205136. Its registered office is at 7 Harry Weston Road, Binley Business Park, Binley, Coventry, CV3 2SN. Copyright © 2017 - The ExtraCare Charitable Trust.
Founded in 1988, The ExtraCare Charitable Trust is a registered charity based in Coventry. We operate over 30 retirement villages and smaller housing developments across the Midlands and the North.

Our mission is to give older people an independent, safe and secure future in a network of inspirational communities.

At the heart of our communities is a belief that older people should have the opportunity to lead independent, active lifestyles in their own home regardless of health, wealth or frailty, with tailored care that is carefully assessed to meet individual needs.

Did you know?
- ExtraCare is a not-for-profit charity governed by a board of Trustees – experienced advisors in housing, care, business and finance who give their time and expertise voluntarily.
- The Charity’s surpluses are re-invested in helping to provide new ExtraCare retirement communities, upgrading our existing locations or supporting innovation and improvement in the services we provide.
- We actively support the future health and well-being of our residents through the work of around 60 ExtraCare Charity shops.
- We have an active network of around 3,000 volunteers – their contribution is highly valued and is at the heart of our inspirational communities.

Would you like to know more about the Charity’s work?
Why not visit: www.extracare.org.uk