

Meeting notes Retirement Living Forum

Date: Thursday 12 March 2026

Time: 2:00pm

Housing 21 Lead: Kate McArdell-Broome – Director of Retirement Living

Resident Lead: Michael Rose

Housing 21 Representatives:

Sara Herrington - Head of Strategic Projects and Business Improvement

Sarah Bliss - Complaints Lead

Manjeet Singh Sandhu - Senior Procurement Business Partner

Jen Davis-Dean - Head of Retirement Living – East

Amber Crick – Resident Engagement Coordinator

Housing 21 residents: DL, DP, TH and TA.

Date of next meeting:

- **28 May 2026** – Joint meeting with Extra Care Forum (2pm)
- **16 July 2026** – Retirement Living Forum (2pm)

Title of agenda item	Summary of discussion
1. Welcome and Introductions	<ul style="list-style-type: none"> • Michael welcomed attendees and confirmed most members knew each other. • Manjeet Sandhu introduced himself as this was his first attendance.
2. Review of Previous Meeting Minutes	<p>Terms of Reference & Code of Conduct:</p> <ul style="list-style-type: none"> • Documents were circulated by Amber. • Members confirmed they had read the updated ToR. • Feedback gathered and shared with relevant colleagues. • Retirement Living forums have approved them for use going forward. <p>No additional comments were raised, and previous minutes were approved.</p> <p>Outstanding action from last meeting: Pets Policy (follow-up):</p> <ul style="list-style-type: none"> • Michael queried wording related to communal areas • Residents concerned about pets entering lounges, especially with kitchens integrated. • Jen Davis-Dean previously updated that decisions should be made locally by each court, with medical needs overriding majority preference. • Service dogs are always permitted by law.

<p>3. Q3 Performance Report</p>	<p>Presented by Kate McArdell-Broome</p> <p>General Feedback</p> <ul style="list-style-type: none"> Residents agreed the updated format is clearer and easier to read. <p>Key Points Raised</p> <ul style="list-style-type: none"> Repairs: <ul style="list-style-type: none"> Residents expressed concern about long waits for complex repairs (example: subsidence since June 2025). Kate will follow up individually where needed. Emergency Repairs & Appello Response: <ul style="list-style-type: none"> Ongoing confusion about what qualifies as an emergency with Appello. Concerns raised about Appello response times and inconsistent experiences. Residents highlighted that pendant devices do not work outside their flats. Kate confirmed performance monitoring is in place, with clear escalation routes. A dedicated agenda item about Appello technology will be added to the next Retirement Living Forum meeting. Safeguarding Contacts: <ul style="list-style-type: none"> Request to include local safeguarding phone numbers in communications. National numbers will be explored due to the number of local authorities involved. General Transparency: <ul style="list-style-type: none"> Residents felt the report shows improved openness.
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<p>4.</p>	<p>Complaints – Service Improvements</p>	<p>Presented by Sarah Bliss</p> <p>Updates</p> <ul style="list-style-type: none"> • New complaints team formed: 6 specialists across Retirement Living & Extra Care. • Aim: improve complaint handling, data tracking, communication clarity and service improvement. <p>Key Improvements Underway</p> <ul style="list-style-type: none"> • Quality checks of responses to reduce jargon and increase clarity (e.g., what “partially upheld” means). • New dashboard under development to track outstanding actions to completion. • Increased staff training on complaint definitions and Ombudsman requirements. • Website search function to be improved so “complaints” leads to the correct page. <p>Resident Feedback</p> <ul style="list-style-type: none"> • Examples shared where complaints were passed back to managers without resolution. • A serious damp and mould case was highlighted; Kate will follow up due to health and safety concerns.
<p>5.</p>	<p>Laundry Contract – Miele Washers & Dryers</p>	<p>Presented by Manjeet Singh Sandhu</p> <p>Contract Update</p> <ul style="list-style-type: none"> • Current contract ends March 2027. • Tender preparation begins this year.

		<p>Resident Feedback</p> <ul style="list-style-type: none"> • Washing machines continue to be reliable. • Significant concerns about new dryers: <ul style="list-style-type: none"> ◦ Fragile filter-door clips breaking easily ◦ Frequent “clean filter” messages ◦ Replacement parts costly • Older machines were seen as more robust.
6.	<p>Hate Crime Policy</p>	<p>Presented by Sara Herrington</p> <p>Purpose of New Policy</p> <ul style="list-style-type: none"> • Required under new Consumer Standards. • Aims to protect both residents and staff. <p>Definitions Shared</p> <ul style="list-style-type: none"> • Hate Crime: criminal offence motivated by prejudice (race, disability, gender, sexual orientation, religion/belief). • Hate Incident: prejudice-motivated behaviour not rising to the level of a criminal offence. <p>Discussion</p> <ul style="list-style-type: none"> • Hate crime is often underreported; Housing 21 wants to strengthen confidence in reporting. • Staff training essential so LHMs can recognise hate-related behaviours.

7.	Rent Letter Feedback	<p>Presented by Michael Rose</p> <ul style="list-style-type: none"> Residents raised issues with letters showing temporary arrears due to payment cycles. Request for clearer explanations in future communications. Recommendation to add notes explaining payment cycles and why arrears may appear temporarily.
8.	AOB	<p>STAIRS / Regulatory Information</p> <ul style="list-style-type: none"> STAIRS is a new government requirement relating to tenant access to information (ombudsman, complaints, regulatory rights, etc.). Residents acknowledged it's complex and wide-ranging and would need a proper walkthrough rather than a brief forum update. dedicated session to explain STAIRS clearly, to be arranged. Suggested open to all resident groups <p>Meeting Invites</p> <ul style="list-style-type: none"> DL asked about receiving an email with the meeting link, but no automatic calendar entry as it used to be. Amber confirmed she would investigate this and try to reinstate Teams calendar invites so the meetings appear automatically in attendee calendars

9. Follow-up tasks:	<ul style="list-style-type: none">• Arrange a dedicated session for STAIRS with Vanessa Pritchard Wilkes - Kate• Richard Wheeldon, to be invited along to next meeting for a dedicated agenda item about Appello technology – Kate• Follow up damp & mould case with TA - Kate• Chase update on subsidence repair delays for DP - Kate• Pass feedback on Q3 report to Lucy Nixon - Amber• Explore safeguarding contact options for reports – Kate/Lucy• Investigate Teams calendar invites so it appears automatically in calendars - Amber
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