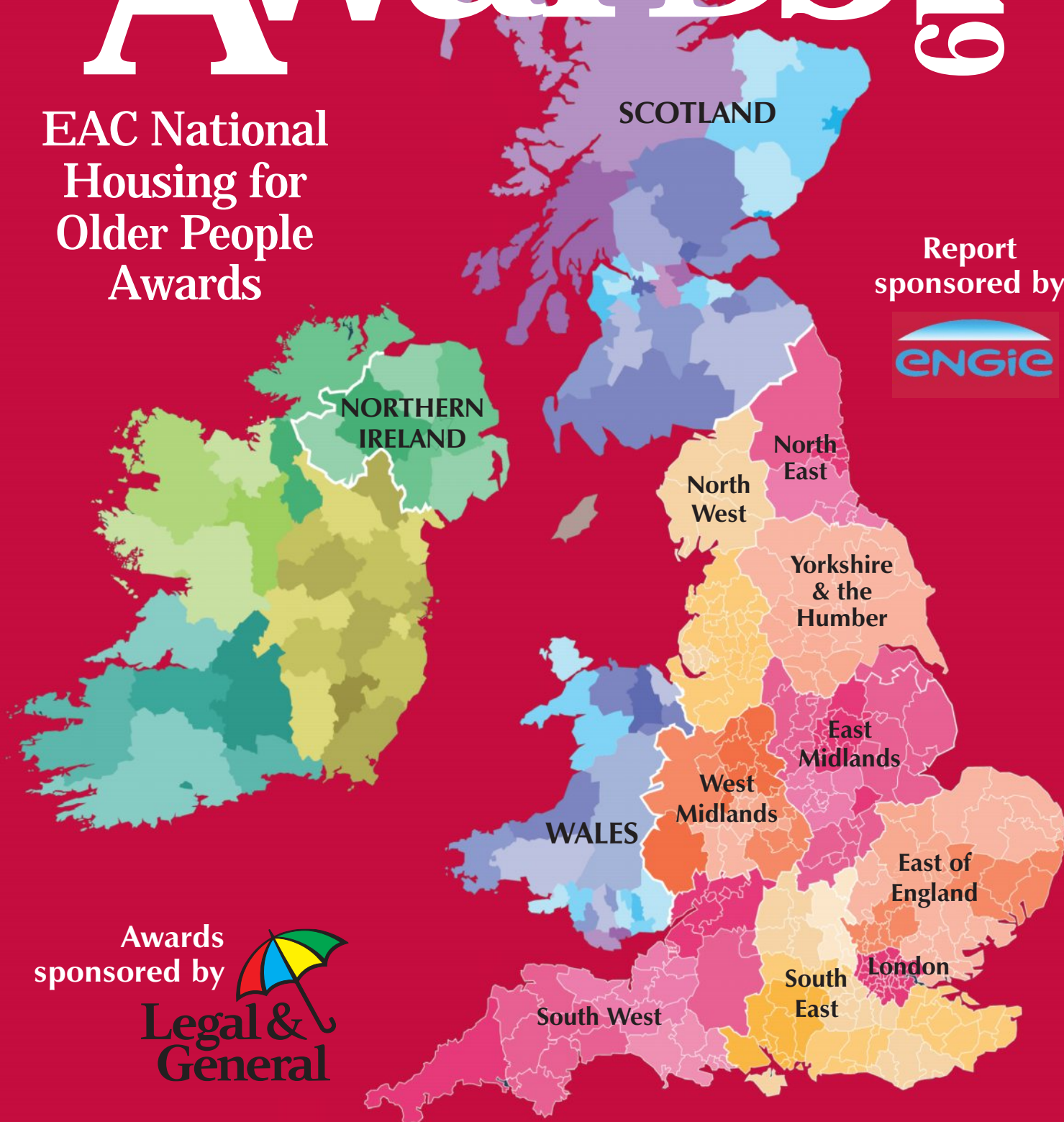


EAC Housing Awards 2019

EAC National
Housing for
Older People
Awards

Report
sponsored by



Awards
sponsored by



Legal &
General

contents

EAC National Housing for Older People Awards



Report written by

Alex Billeter EAC

John Galvin EAC

Acknowledgements

These Awards would not have been possible without the support of a number of organisations and individuals credited on page 35

With special thanks to ENGIE for sponsoring the production of this report



3 Preface

4 Awards 2019 round up

6 Housing options for later life

8 Association of retirement housing

9 The Awards Sponsors

15 The Awards from 2010 to 2017

16 Nine Heroes

18 The Award Winners

28 Regional Winners

35 Credits



Preface

This is a very exciting year for the Housing Awards. They remain unique because residents' voices count most in determining the winners – with the views of visitors, volunteers and staff sometimes influencing the type of award made.

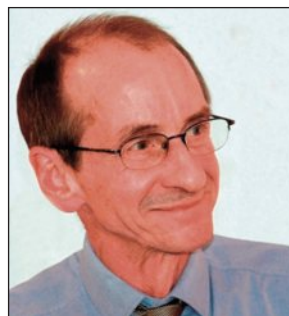
As Alex Billeter reports over the page, participation has doubled, and the introduction of regional and Heroes Awards proved very popular. Bookings suggest that the Awards event in Manchester will be the largest to date, and attended equally by regional and national winning teams, again led by residents.

So it is timely to reflect on a simple truth that Awards nominations tell us – both the number of votes and the thousands of testimonials – that good quality retirement housing, in all its variety, remains popular because it delivers what it says on the tin – security, companionship, involvement and good supportive management by dedicated staff.

Of the 1,220 schemes, courts, estates, houses, lodges and villages nominated this year, 298 won regional Awards and our regional reports, which can be downloaded from the Awards website (www.eacawards.org.uk), feature them all. The bulk of this report is devoted to showcasing the 27 national winners.

I said in our last Awards Report in 2017 that the retirement housing sector – and therefore current and potential future residents – faced challenges. The rented sector in particular faced uncertainty around funding for on site management services, which was holding back new schemes as well as the refurbishment of older ones. Happily this problem was addressed by Government in autumn 2018, though its impact shows in a sharp fall in properties built and renovated during 2016 – 2018.

What I didn't forecast was the impact that increasing economic and housing market uncertainty would have on private development. Here the story isn't



John Galvin
Chief Executive, EAC
020 7820 7867
john.galvin@eac.org.uk

about reduced building – which has held up pretty well over the last 2 years. Instead it's about a lack of significant growth in numbers, which we at EAC and most observers expected and wanted to happen to meet the needs of owner-occupiers.

But, despite these disappointments, let's look forward optimistically. Nearly 200 housing provider encouraged their residents to participate in the Awards 2019, and 86 have received one or more Awards. They will, and should, feel proud of these accolades, which we hope will boost their determination to continue innovating, building and managing successful later life housing.

As we reflect later, the Awards feature an increasingly diverse mix of housing provision – in terms of providers, built form, locations, services offered, tenures and costs. This is welcome, and will over time provide more choices for people wherever they live. However more choices can make it more difficult for any of us to weigh up the options and decide which would suit us best.

EAC exists to help people do just this, and I finish with a plea to housing providers to think about helping us re-establish EAC's Advice Line service. Spending part of your marketing budget on a subscription to our HousingCare website will give you a much stronger profile, while helping us to offer free, independent and impartial 'housing options' advice to more older people.



Manor Green, Nottingham

awards 2019

Whats New?

A Regional Dimension

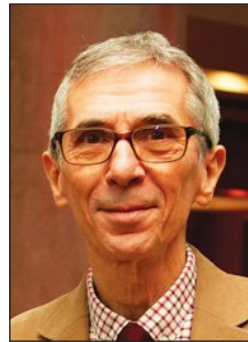
In 2017 we hadn't expected that over 10,000 voters would nominate nearly 1,200 retirement housing schemes. We had only 30 awards to offer! So to do justice to the high number of excellent nominations, we made a further 78 commendations.

This year we reviewed the Awards' ambitions and their format with a new Awards Advisory Group comprising representatives of housing providers in the voluntary and private sectors as well as specialist consultants from Legal & General, the Awards' core sponsor.

The Group supported our ambition for a further large increase in participation in the Awards, and suggested that this was the year to introduce a regional dimension to them. They suggested retaining the Awards' established framework of 10 type and size categories – which caters well for both small and large schemes, and both traditional retirement and housing-with-care ones – but replicating this in each of the 12 UK countries and regions.

With bronze, silver and gold awards available in each category and region, this would enable us to celebrate around 300 great examples of housing for later life through the new regional awards. From these regional winners around 30 would be selected to go forward into a national awards finals.

The regional winners are listed on pages 28 to 34 of this report and are also detailed with their sponsors on the Awards website www.eacawards.org.uk.



Alex Billeter
Projects Manager, EAC
020 7820 3755
alex.billeter@eac.org.uk

Nine heroes awards

We welcomed an Awards Advisory Group recommendation to acknowledge those special individuals who make a significant contribution to the residents' quality of life.

We invited voters to nominate a member of the staff, a volunteer or a resident who deserved recognition for their work. However, the overwhelming majority preferred to vote for their scheme manager; leading us to select 8 heroines and 1 hero for this new award.

Let's praise the managers! It seems clear from what residents tell us that a good on-site manager (or in their absence, good management) is universally regarded as crucial to a scheme's success.

By contrast the importance of other factors, such as location design and range of facilities etc varies according to individual preferences.

So, on pages 16 & 17, we are for the first time celebrating some very special people, all nominated by residents, visitors, staff and volunteers.

What did we learn from the stakeholders?

In our 2017 Awards report we made much of the 9,107 testimonials offered by residents and their relatives, so this year I'll just list below a handful that reflect the sentiments expressed most frequently in 2019.

I like the companionship, no worries about security, any problems with the flat are dealt with. Socially the place is a happy place.

It is a great place for my parents to live. I know they are safe and I know they get the support they need. They have an active life . . . and the court manager encourages them and has built a great community spirit.

The atmosphere and communal activities make Fuller Court a wonderful place to live.

I like the companionship, no worries about security, any problems with the flat they are dealt with. Socially the place is a happy place.

A welcoming warm atmosphere, beautiful building with lovely communal facilities and a top rate restaurant.

I was very lonely in my bungalow after losing my husband. I came to Mxxxx Lodge to see a friend's flat and knew right away that this would be a good move for me to make. I have never regretted it!

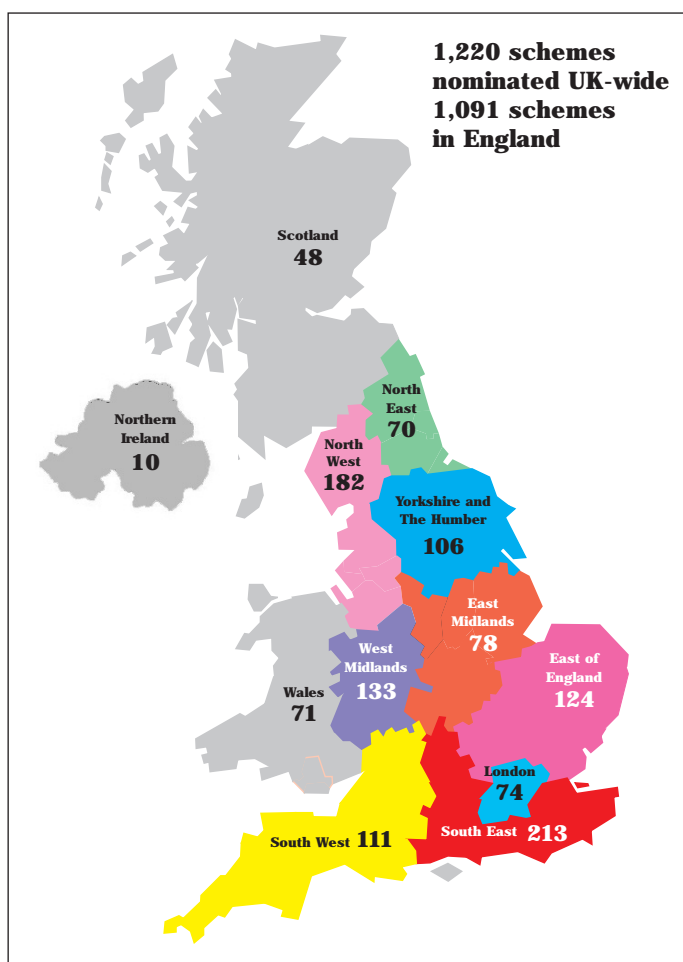
round up

Who took part?

Almost twice as many nominations as in 2017

- **1,220 schemes** were nominated by **18,996** individuals, of which **2,323** also nominated a heroine or hero - mainly their scheme manager.
- The **18,996** voters comprise approximately of **8,895** residents, **6,938** visitors, **2,986** staff members and **177** volunteers.
- The **1,220 schemes** include **938 standard retirement and sheltered housing schemes** and **282 housing-with care schemes**.
- Of the **1,220 schemes** **766** provided some type of rented accommodation, **334** some type of ownership, and **110** provided both types of tenures.
- The **1,220 schemes** are managed by **193 organisations** – **295 schemes** by private sector companies, **71** by local authorities, **854** by voluntary sector organisations.

Note that the private sector is well represented with 24% of nominated schemes, whereas it manages around 16% of retirement developments.



. . and a lot of work for Postman Pat

Nominations were made either via our online app or by post between 15 Nov 2018 and 28 Feb 2019. Online voters were also invited to nominate heroes and to provide testimonials, however unfortunately we were unable to offer these extras to postal voters. We simply didn't have the resources to key in the number of handwritten responses we expected - let alone the 12,000 that arrived!

The updated keyword count opposite includes 15,314 testimonials made in 2017 and 2019

But can everything in later life housing schemes be quite as rosy as our testimonials suggest? It's true, of course, that we would expect them to be largely positive, as they are made in support of a nomination for an award. But nothing prevents voters from being critical if they wish to be. Yet we have counted just 27 negative comments over the two years – less than 0.2%.

All 15,314 anonymised testimonials now display in the profiles of 1,824 housing schemes on the EAC HousingCare website. We have also made these available to providers for use on their own websites and literature.

Keyword	Count	%
friendly/friends/friendship/warm/company/companship/community/family/neighbour/welcome/welcoming	8,204	54%
manager/warden/staff	7,260	50%
care/caring/carer/support/supportive/help	5,547	36%
activity/activities/event/events/outings/trips/sociable/social/socialise/social life	3,349	22%
happy/happiness/ enjoy/enjoyment/enjoyable	2,850	19%
safe/safety/secure/security	2,591	17%

Housing options

In the UK we are lucky to have the huge variety of attractive, popular and successful 'retirement' housing which the Housing Awards celebrate.

An ever more varied retirement housing sector

Types of schemes

There are two dominant types of retirement housing:

- **Retirement and sheltered estates**, with some communal facilities and an on-site or visiting manager;
- **Housing-with-care schemes** providing on-site care services and usually a restaurant and other health, wellbeing and lifestyle facilities.

Overall provision

We have 25,000 retirement housing estates in the UK comprising $\frac{3}{4}$ million individual properties, but these are not spread evenly:

- Provision per head is highest in England's North East and South West regions;
- There is a broader mix of tenures in the South East and South West;
- The West Midlands has most housing-with-care, and Wales, Scotland and Northern Ireland the least.

New building remains subdued, with just 178 new schemes and 8,500 properties added in 2018. Over the last 10 years the South East, South West and West Midlands have seen significant increases in

provision for sale, but elsewhere local authorities and the not-for-profit sector continue to make much of the running, building for rent and shared ownership.

Providers

Nearly 2,000 organisations provide and manage retirement properties. Well known national names include McCarthy & Stone, Churchill, Anchor Hanover, Housing 21, FirstPort, ExtraCare Charitable Trust and a handful of others.

However most retirement properties are provided by medium sized, regional or local organisations, mainly local authorities and housing associations, many of which are represented in the Awards.

Yet by far the largest number of providers are both small, local and very diverse. There are over 1,000 of these, represented in the Awards by Abbeyfields and Almshouse charities.

Built form

Schemes range in size from small clusters of just 4 or 5 flats, bungalows or houses to large 'retirement villages of up to 350 properties of all types.

Tenures

Recent years have seen roughly equal numbers of open market and 'affordable' retirement homes built



for later life

– the latter often including a shared ownership option. Mixed tenure schemes are increasingly common.

Eligibility

Access to affordable rented housing generally requires evidence of both housing need and low income, whilst access to open market provision depends mainly on affordability.

However there are also other hurdles. Most providers look for assurance that people moving into their retirement schemes are likely to be able to live quite independently, whereas for housing-with-care schemes they are naturally keen on residents who will need and use the care and support services on offer.

Costs

For standard retirement housing, council and housing association rents average between £400 and £600 a month inclusive and private ones £600 - £1,000.

But because housing-with-care is a package combining bricks & mortar with a high level of services and facilities, there are more costs to consider, and bigger differences between schemes in the affordable and private sectors. Broadly, the affordable sector caters for people eligible for financial help from their local authority towards care costs, and the private sector for self-funders.

Anxieties about paying for care are near universal, but so is the appeal of newer retirement developments with multiple facilities, and therefore higher service charges. So the private sector is beginning to develop more flexible approaches to charging for services and facilities by offering the option to 'pay-as-you-go' (monthly bills) or pay-when-you-go (a fee at the end of your residency), or a combination of both.

But housing decisions aren't easy in older age

At EAC we understand the challenge of making decisions about how and where we will live as we get older. Most people seem clear they want to 'stay put' where they are, some aspire to a new dream home, only a few initially gravitate towards the retirement community idea.

Our mission is to provide good, independent and impartial information to ensure that people are aware of the full range of options open to them,

and have the opportunity to discuss these with an experienced 'housing options' advisor.

Our website www.HousingCare.org delivers the information, and until recently our free FirstStop Advice Line was staffed by 6 Advisors, supported by a mix of funding, but heavily reliant on Government grant which has come to an end.

One of the ways we aim to re-launch our service is by persuading more retirement housing providers to help. We don't ask you to fund our service directly, just to think about spending some of your marketing budget on a subscription to our HousingCare website. Showcase what you provide, and support EAC's service at the same time.



Association of Retirement Housing Managers



The ARHM, formed in 1991, represents around 50 member organisations who manage circa 90,000 retirement properties in the UK.

It is the only body that jointly represents both the private sector and registered social landlords and is widely consulted on various matters by both the Government and other professional bodies.

We have developed a close working relationship with EAC and are delighted to be given the opportunity to showcase the role of Scheme

Managers at these Awards. It demonstrates the professionalism of our members and their commitment to complying with the Code of Practice, which received Government approval in 2016.

The Code sets out stringent management standards providing leaseholders with the reassurance that their homes are being managed to the highest standard. This is increasingly important with the inevitable growth in the sector in the future to meet the challenges of a growing older population.



ARHM Member Award 2019

This year we present one award in a single category

EXEMPLARY PERFORMANCE FOR A SCHEME MANAGER

Scheme Managers are the first point of contact at developments; the eyes and ears of an organisation and an integral part of the management team. It is a demanding job, be it a residential or visiting role.

We are delighted to include this award to recognise the fantastic work which is being done at developments around the country and which makes such a difference to older people.



Gwendolen Court, North Yorkshire

Note: The ARHM is committed to continually raise standards within the sector by promoting best practice amongst those managing retirement housing. We carry out audit compliance checks across our whole membership to ensure members comply with the Code of Practice which is a condition of membership and we hope this provides reassurance to leaseholders that you are being managed by an organisation that commits to manage at the highest level. It is also committed to promoting quality and professionalism through training and education of its members and perhaps most importantly, championing the benefits of retirement housing. The EAC Annual Awards are testament to the value placed on retirement living by the people who live there.

THE AWARDS SPONSORS

Legal & General

The Legal & General Group, established in 1836, is one of the UK's leading financial services companies. As at 30 June 2018, we had over 9.5 million customers in the UK for our life assurance, pensions, investments and general insurance plans.

We are delighted to support Elderly Accommodation Counsel's Housing for Older People Awards again this year. This is a unique set of awards that gives residents of later life accommodation the opportunity to tell us what they really value about their retirement housing and celebrates the providers who are helping residents enjoy a better retirement.

At Legal & General, listening to the needs of our customers is rooted in our thinking too. Our customers are saying loudly and clearly that traditional retirement is an old-fashioned way of thinking and that over those later years there are plans and dreams, learning and loving, ambition and challenges.

As a major provider of retirement solutions, we are taking the lead to help meet the needs of people in the new age of retirement. We have been doing a

great deal of deep thinking on ageing; from pensions to housing and long-term care to mid-life MOTs that help people to better prepare for later life. We're also championing the role of annuities in retirement and the important role that a guaranteed income for life can play in providing security and certainty to older people.

Our leading lifetime mortgages are improving the lives of people across the country. Whether it's helping those living in run-down properties in London to renovate their homes and improve their quality of life, or even supporting retirees to do the things they want to do in later life by topping up their income, we are committed to helping our customers have a great retirement.

With action, research and longer-term thinking, as well as coordination with organisations like Elderly Accommodation Counsel, we really can work to capture the amazing benefits to our society of millions of fulfilled and secure senior lives.

Learn more at www.legalandgeneral.com and follow us on twitter at @landg_business and @landg_uk

Sponsors of this EAC Housing Awards report

Engie



In the UK & Ireland, ENGIE is focused on three key activities: energy, services and regeneration.

We enable communities to realise their full potential, considering every aspect of the process needed to successfully and sustainably improve and maintain local areas. We have over 25 years experience in delivering accommodation for older and vulnerable people in partnership with

local authorities and registered providers. LIFEstyle by ENGIE is a dedicated provider of intelligently designed homes that easily adapt to the changing needs of people in their later life. Without compromising on style or customer aspirations we offer age exclusive homes for over 55's in stunning locations. We create communities, not just buildings, which often means successfully linking resources with the wider community.

The Awards Sponsors continued

Sponsors of www.eacawards.org.uk

McCarthy & Stone Resales

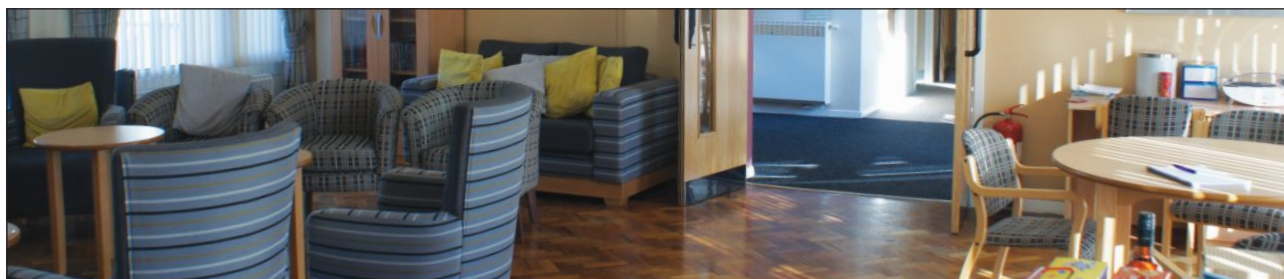


Earlier this year we launched our own in-house resales business to support homeowners and their families who wish to sell their retirement apartment.

McCarthy & Stone Resales draws upon our extensive knowledge and experience of the retirement sector, as well as our understanding of the benefits of buying a previously owned McCarthy & Stone retirement apartment.

This unique offering is managed by our team of specialist Property Consultants and supported by McCarthy & Stone's exceptional House and Estate Managers. Since its launch nationwide, the Resale service has gone from strength to strength, fast becoming the go-to providers for preowned retirement properties.

See McCarthy & Stone working with EAC on page 14. McCarthy & Stone sponsor the EAC Housing Awards website eacawards.org.uk



Blaengwawr Close, Rhondda Cynon Taf, Wales,

ARCO



Setting Standards for
Retirement Communities

ARCO continually strives to:

- Promote confidence in the sector
- Raise awareness of the retirement community model
- Increase the volume and quality of expertise within the sector

All our members must comply with (and are assessed against) the ARCO Consumer Code which sets out the principles of best practice in the Retirement Community sector, while ensuring standards are raised and maintained.

ARCO believes that meaningful, long-lasting partnerships and commitments are at the heart of solving the challenge of meeting the housing, care, and support needs of our ageing population.

We emphatically believe that older people ought to:

- Be treated with respect and dignity.
- Be valued for their contributions to society and to their communities.
- Have what they need to be happy and healthy, including access to good support, care, and health services.
- Be enabled and supported to live independently for as long as possible.
- Be empowered and free to make informed choices.

ARCO is delighted to be a sponsor of the National Housing Awards for Older People, the only awards within the sector judged entirely by residents.

The Awards Sponsors continued



Catering Academy

We are experts in the healthcare market, delivering the best food into all our sites. Our clients vary across the sector from national to single site accounts, and each one receives a bespoke service created with the residents in mind.

We are dedicated to redefining standards in the market and our team is driving excellence through delivering innovation into our clients, whether that's the freshest food, the latest tech or the very best service. We listen, we learn and we work with our customers to meet their diverse needs and preferences.

We are not a one size fits all company, through constant engagement and communication with your residents, we tailor our menus and service offering to the specific needs and preferences at each and every home. All aspects of your service, from the delicious meals being served, comprehensive engagement and day calendar, KPIs, and meeting structure and frequency will be a true reflection of your requirements.

To find out how we could help your home, please contact steve.ross@atalianworld.com

Catering Academy's approach to service delivery is unique in every setting and tailored to your needs. Even though the service will be bespoke, we always promise the following:

What you can expect

- Our management team and staff will be friendly and approachable
- We will always strive to do better, never settling for good enough
- Our teams will set ambitious targets and exceed them
- Our management team will hold regular meetings with our staff
- We believe in measuring our success through KPI tracking and client and customer feedback forms. We will perform regular auditing of our service.
- A dining experience that caters for all needs, preferences, tastes, cultures, religions, and cultural beliefs and promotes inclusivity through diverse offers.

CHS Foundation Ltd



The Centre for Housing and Support (known to our friends as 'The CHS') exists primarily to offer training and qualification courses to professionals involved in Housing and Housing-related Support Services.

Our ethos, and that of EAC match well; both of us celebrate the very best in housing for older, and often vulnerable, people. We could have chosen almost any of today's wonderful awards to support, but we had to make a choice, so we are proud to present today, the award for "Housing with Care of 41-55 units".

We deliver qualification programmes in Housing Practice, Supporting Homeless People, Awareness of Dementia, Dementia Care and Telecare Services. Our Higher Education programmes, which currently include our Foundation Degree in Housing and the Foundation Degree in Independent Living, continue to develop to meet the new challenges that housing organisations face.

Our courses are validated by the Chartered Institute of Housing, City & Guilds, NCFE or the University of

Plymouth, so you know that someone taught by the CHS has shown the ultimate skill and professionalism in gaining their qualification.

We also offer an accreditation scheme for quality services called the CHS Service Excellence Standards. This is an independent quality award – somewhat like a 'kite' mark - for organisations and services providing support to many different client groups and settings.

The CHS will continue to contribute to the professionalism of the wonderful staff who support people just like our audience here today. We congratulate all today's winners, all of whose awards are richly deserved.



Westfield Court, Hampshire

The Awards Sponsors continued



COMMUNITY CARE OPTICIANS

Community Care Opticians

Providing FREE NHS Eye Tests at home for clients who have trouble getting to the High Street on their own

Nearly 20 years ago, we were asked to visit individuals who were housebound; they were struggling to read the daily paper and watch TV, which was having a huge impact on their quality of life. Their confidence was being eroded, both in their ability to live independently and also their desire to socialise.

Updating their glasses significantly improved their quality of vision allowing them to watch TV and read in comfort. Their self-worth and confidence increased dramatically completely changing their outlook on life.

This inspired us to specialise in offering a flexible and responsive home visiting Optical service. Our local

Opticians, working throughout the UK, continue to help over 160,000 people with functional and on-going appropriate solutions, not only with glasses, but also ensuring that our clients are fully aware of opportunities that local eye clinic referral pathways and sight loss organisations can offer them.

We are passionate about community eye care and are proud of the reputation that our organisation has established, promoting a proactive holistic approach, which ensures the best possible outcome for each person we visit.

Contact us on 0203 418 8488 or at seeme@ccchealth.co.uk

Visit our website www.communitycareopticians.co.uk

EROSH



Championing quality housing and support for our ageing population

As the national consortium for older people's housing and support services, erosh is an essential membership organisation for professionals in the sector

Through our website www.erosh.co.uk we provide cost effective practical expert advice, news, commentary and guidance particularly for front line staff and their managers to help them respond to current and future challenges

and opportunities; to enhance individual and organisational performance; to help them comply with national standards; and ultimately to improve the quality of housing and support for thousands of older people.

We are delighted to support the EAC awards again which complement our own work to highlight good practice in the sector.

Member Benefits

- Central point of information, advice and support for resolving common problems
- Opportunities to actively influence government policy and practice
- Good practice guides, checklists, and practical case studies on key topics
- Policy briefings - how changes in policy and legislation affect you
- Training to complement our good practice resources (member discount)
- Local erosh networks to work together to resolve issues and share good practice
- Discounted rates for joint events and training with key partners
- Our Service Impact Template helping you to demonstrate the contribution you make

Solutions - Networking - Influence



Lisbon Place, Newcastle-under-Lyme

Lisbon Place, Newcastle-under-Lyme

The Awards Sponsors continued

FirstPort Retirement Property Services



FirstPort Retirement Property Services is the UK's largest retirement property manager, with the expertise and efficiency to deliver complete peace of mind.

We have been managing people's homes for over 30 years and in that time our knowledge and skills have grown, as has our understanding of our customers' needs. We specialise in managing private retirement residential developments in England, Wales and Scotland which typically have dedicated onsite managers, so we can provide our customers with peace of mind and the ability to live independently, free from the stress of maintaining their property.

We run safe and welcoming properties, as we know that residents want to feel secure in their home and be part of a community. We respond to our customers' needs with the minimum of fuss, and

each of our 1,400 on-site development managers are equipped with technology that allows us to get the appropriate support quickly and efficiently. Developments that we manage offer the opportunity to live independently, where customers generally own their property or hold a tenancy and benefit from communal facilities which can include a residents' lounge, garden and laundry services. Some developments do offer assisted living, which can include additional services such as 24 hour on-site staff, a restaurant and housekeeping.

The feedback and discussions raised at the EAC awards are vital to us learning more about our customers, and we are proud to support the awards and show our continued commitment through sponsorship of an award category.

Housing LIN

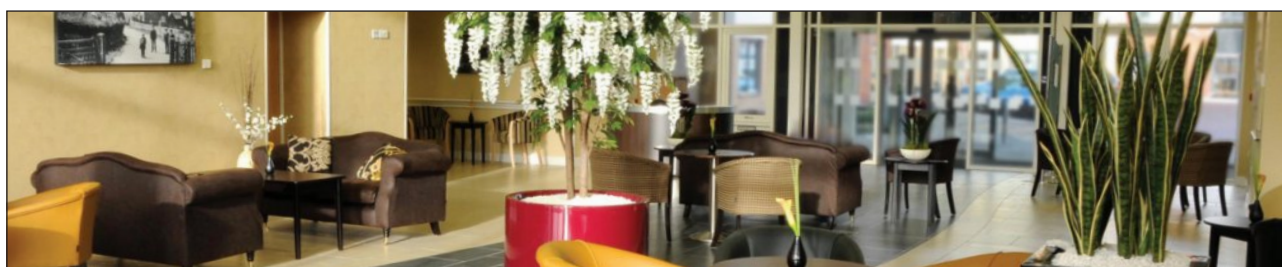


The Housing Learning and Improvement Network (LIN) is the leading knowledge hub for a growing network of housing, health and social care professionals in England involved in planning, commissioning, designing, funding, building and managing housing with care for older people.

We are skilled at connecting people, ideas and resources to improve the housing with care choices for older people and people with a long-term condition. We have a reputation as a 'trusted brand', strong links and record of involvement with government, the Homes and Communities Agency, major trade and professional bodies and key industry players across the public, private and voluntary sectors. Our aims are to:

- raise the profile about the housing and care needs and aspirations of older people
- act as a champion for housing with care organisations and, in particular, promoting innovations in Extra Care Housing
- offer unrivalled access to tools that support the way you improve existing housing and related care and support services for older people or deliver new ones.
- help you to respond to, inform and influence policy and practice developments and what older people say about service quality
- provide you with an opportunity for effective learning through our national and regional networking activities, and
- enable you to benefit from the latest research, thinking and ideas from the field to help raise standards

If you would like to get involved with our free regional network meetings, tour latest schemes, capture latest policy and practice developments, investment opportunities and showcase ideas and innovations, connect with the Housing LIN at www.housinglin.org.uk or follow us on twitter at @HousingLIN and @HousingLINews



West End Village Stoke-on-Trent, Staffordshire

The Awards Sponsors continued

Retirement Homesearch

Visit the website at retirementhomesearch.co.uk

RETIREMENT
HOMESSEARCH

Retirement Homesearch is proud to be Britain's number one retirement property specialist, and has helped thousands of satisfied customers buy and sell their property for over 30 years.

We offer an unbeatable range of retirement properties for sale across England, Scotland and Wales. Each of our consultants is specially trained on the purchase and sale of retirement properties, and they will be your single point of contact throughout the sale.

What makes Retirement Homesearch unique is that, wherever possible, we will arrange for the property viewing to be conducted by the Development Manager. Retirement living is about so much more than just bricks and mortar and their advice and guidance in the

buying and selling process is indispensable. They will be able to present communal facilities, talk through on-site social activities and events and provide a great insight into what life on the development is like. They may also be able to invite prospective buyers to a communal coffee morning.

Retirement Homesearch maintains excellent customer service and offers purchasers and sellers a smooth transition. We have all the information you need if you're thinking of purchasing a retirement property, including part exchange, legal services, advice brought to you in conjunction with the EAC, as well as details of retirement and assisted living properties countrywide.

Visit the website at retirementhomesearch.co.uk

McCarthy & Stone - working with EAC


McCarthy & Stone
The UK's leading retirement housebuilder

At McCarthy & Stone, we recognise that downsizing from a family home to a purpose-built retirement apartment can be a daunting prospect. That's why we work alongside EAC, who provide impartial information for those considering the move, so they can make an informed decision.

We are proud to be supporting this year's EAC Housing Awards which recognise successful examples of housing for later life. In previous years we have been delighted to receive several EAC Awards, which celebrates our role in providing people with a better retirement.

Development

Award

Prior Park, Leicestershire	2017 Gold Award for Retirement Housing 37-43 Units
Barnes Wallis Court, Surrey	2017 Bronze Award for Housing with Care 36-41 Units
Rockhaven Court, Bolton	2017 Bronze Award for Retirement Housing 44-52 Units
Speakman Court, Altrincham	2017 Commended for Retirement Housing 44-52 Units
Clover Leaf Court, Alton	2017 Commended for Retirement Housing 25-30 Units
Queen Elizabeth Court, Carnforth	2017 Commended for Retirement Housing 31-36 Units
Hughenden Court, High Wycombe	2017 Commended for Retirement Housing 31-36 Units
Paxton Court, Tenby	2017 Commended for Retirement Housing 31-36 Units
Queen Elizabeth Court, Carnforth	2015 Bronze for Retirement Housing 24-39 Units
Rockhaven Court, Bolton	2015 Gold Award for Retirement Housing 40-49 Units

Celebrating The Awards: 2010-2017

February 2010 Lords Cricket Ground



Liz Smith

February 2011
Ascot Racecourse



Nicholas Owen

May 2012 City of London
(Legal & General HQ)



September 2013 National Motorcycle
Museum, Birmingham



Edwina Currie

November 2014
Doncaster Racecourse



Anita Harris &
Barbara Nice

February 2015
Hilton Deansgate, Manchester



Ann Widdecombe

May 2017
Edgbaston Cricket Ground



Tim Wonnacott

nine Heroes

Sponsored by



COMMUNITY CARE OPTICIANS

For the first time since 2010, voters were given the option of nominating a hero, someone making a significant contribution to the quality of life in their housing scheme. We had planned to celebrate remarkable residents, dedicated volunteers, and of course the scheme managers. In the end the overwhelming majority of votes went for the scheme managers, with one exception. We list below in alphabetical order the nine heroes of our Awards.

Amanda Stevenson,
Court Manager, Lisbon Place
Newcastle-under-Lyme,
Managed: by Housing 21



Amanda is a treasure. She keeps an eye on our well being. (a resident)

Amanda has made Lisbon Place an inspirational living environment. She has enthused residents and taken them on a journey of horticultural and social development. The result is amazing - she's a true community champion. (a visitor)

My hero is Amanda, our golden girl who goes over & above for the benefits of us all. Aka Wonder Woman! (a resident)

"Local hero" hardly covers all the time and effort she so kindly offers to each and everyone of us. (a resident)

Donna Harvey
Cook, Abbeyfield House
Stirling, Managed by:
Abbeyfield Stirling Society Ltd



She is very good at catering for the individual likes and dislikes of the residents and does so cheerfully and to a high standard. (a visitor)

Donna does all she can to help any of us, the residents. She is a great cook and remembers the kind of food each one likes. She has a great sense of humour and listens to our concerns. She works very hard really beyond the call of duty. She takes an interest in our lives and makes sure we are all comfortable, (a resident)

She takes such good care of the residents. (a visitor)

Esther Noah
Scheme Manager, Avonhurst House
Willesden, Brent, London,
Managed by Network Homes



Esther is always helpful and friendly and always makes you feel welcome. She always responds promptly to calls and emails and is such a nice person. (a visitor)

I love going into Avonhurst House because the manager, Esther, is lovely. (a visitor)

Scheme manager is excellent, very helpful, with listening ears. (a resident)

Ms. Esther Noah has made my father very welcome to Avonhurst House and he speaks very highly of her kindness and warmth to making his new flat a home. (a relative)

Helena Newbold
Sheltered Housing Officer
Lincoln Court



Milton Keynes, Managed by:
Milton Keynes Council

Helena is very caring, she is doing so much on a daily basis. She's helped me with online shopping, and the Internet. (a resident)

We've had various wardens, but none like Helena. She is caring and inventive, finding new things for us to do. I dread the day when the council asks her to move. (a resident)

Lady Helena is very good and looks well after us, making lots of interesting things for us to join in. A busy lady. (a resident)

Helena enhances our lives. She is an inspiration and one of the most positive person I have met. (a resident)

Kathy Staunton

Development Manager, Bellview Court,

Bexhill on Sea, Essex, Managed by:
Freemont Property Managers



Kathy is always so friendly - so willing to listen to comments and deal with residents and visitors politely - even when they are not being particularly easy. (a visitor)

Kathy has been brilliant and looks after it all very well. (a relative)

We have an extremely hard working manager, always smiling and cheerful. She gives her all. (a resident)

Having a very caring manager makes all the difference. (a resident)

Marion Tasker-Lynch

Scheme Manager, Brookhill House

Coleraine, Managed by: Apex
Housing Association



Marion has a great team of staff. They all made me so welcome. I didn't realise how lonely I was. You can have a bit of banter. I enjoy every day now. (a resident)

I feel Marion did everything she could to make my move to Brookhill as smooth as possible. She is always available to help with any small issues I may have. (a resident)

I have known Marion for a long time. She is quiet and unassuming which hides the fact that she is like a lioness protecting her cubs when it comes to the well being of the tenants in Brookhill. (a volunteer)

Pamela Lambert

Court Manager, Bowler Close

Bradford, West Yorkshire,
Managed by: Housing 21



We as residents nominate Pam. Without her Bowler Close would not be as good as it is. This is our way of saying Thank you for all the support, hard work and encouragement she gives us all. An excellent Manager. (residents)

I live abroad but I know my mum is looked after and is safe. I email weekly to Pam and she answers straight away. She is very good; anything is wrong with mum she lets me know; professional & polite. (a relative)

I have not yet met Pam but from what my parents tell me about her, I think she deserves an award. (a relative)

Sharon Gratton

House Manager, Rockhaven Court

Bolton Greater Manchester,
Managed by: McCarthy & Stone
Management Services



Sharon works very hard for our wellbeing as individuals and for everyone in the building. She is unfailingly pleasant, very efficient and someone you go to for help, coming away happily satisfied. (a resident)

Sharon is an absolute star and an asset to Rockhaven. It wouldn't be the same without her. (a visitor)

Sharon is always there when needed and works over and above her duties. We must drive her mad at times. Always with a smile. (a resident)

She's not just a manager she's the "rock" for the residents at Rockheaven court. (a visitor)

Thomas Green

Court Manager, Chapman Court

Worthing, Sussex
Managed by: Housing 21



He is kind, helpful efficient and willing to listen. He has achieved the exactly right balance of ensuring we are well and safe, without being intrusive or officious. (a resident)

Tommy Green is the best person you could wish to meet. He is excellent; I do hope he stays here all the time I'm alive. (a resident)

We have a lovely manager! (a resident)

Realising that the aged need encouraging at times he is a listener and carer, an ex Army warrant officer he is there for us at all times and handles problems very well. (a resident)

THE AWARDS winners

The 10 Awards categories

Best UK Retirement Housing schemes	under 25 units	Best UK Housing-wth-care schemes	small
Best UK Retirement Housing schemes	25-30 units	Best UK Housing-wth-care schemes	medium
Best UK Retirement Housing schemes	31-36 units	Best UK Housing-wth-care schemes	large
Best UK Retirement Housing schemes	37-43 units		
Best UK Retirement Housing schemes	44-52 units	9 National Heroes	
Best UK Retirement Housing schemes	53 units and over		

The nomination process

As in 2017, all users of retirement housing were invited to nominate their housing scheme by voting online or by returning a paper voting form (Freepost).

Online voters had the option of adding free text telling us why they voted; they could also nominate a local hero and say why. These options were not offered on paper voting forms because deciphering and retyping thousands of handwritten testimonies was beyond our capacity. However statements and nominations of heroes scribbled on the voting forms were all faithfully retyped into the database and taken into account. The National finalists comprised all the regional gold award winners



Limetree Court, London

The selection process

Our selection of Regional and National Awards is based on the number of votes/nominations received for a housing scheme, compared to the number of homes in it. We also give more weight to the residents' votes than to those of staff and visitors. Housing schemes are arranged by types and size (see table above) to compare likes with likes.

All online and postal votes are entered in the same IT programme which has the complete details of each housing scheme in the UK, including the number of flats (or bungalows).

The programme ranks the schemes in each category in order of ratio votes/units. It also indicates the ratio of

residents' votes (i.e. without the staff and visitors votes) The 120 National finalists are made of all regional gold awards winners. The 36 National winners are then selected following the same process as the regional winners, i.e. ratio of votes to number of homes.

EAC intervenes lightly in the final regional and national results to make sure that as large a number of housing providers are selected while being fair to all.

To select the Heroes, we compared the number of nominations for a hero in a scheme, with the estimated number of residents in that scheme; the higher the proportion, the higher the ranking.



Jennie Bond with John Galvin and Alex Billeter



Silver for Rockhaven Court



The thrill of winning



Linc-Cymru and Anchor Hanover delegates



Mamba Rumba



Silva Homes delegates joining in on stage



Jennie Bond, Michael McCarthy, John Galvin



EAC and friends ready for work



Anchor Hanover, Trivallis and everyone celebrating



Belong's delegates



Sam Gibson, FirstPort, with Brookhill House

celebrating THE AWARDS



**The
Sheridan Suite
Manchester
21 May 2019**

CELEBRATING THE AWARDS



Cllr Abid Latif Chohan, Lord Mayor of Manchester



Jennie Bond, broadcaster, and journalist



John Power, Strategic Development Director, Legal & General



Jon Hammond, Master of Ceremonies



Janice Connolly, entertainer, as Mrs Barbara Nice



John Galvin EAC Chief Executive



1



2



3



4



5



6



7



8



9



10



11



12



13



14

- 1 Retirement Homesearch: Laura Fisher, Sales Manager and Nick Freeth, Managing Director
- 2 Moya Jones, engie Lifestyle Sales & Marketing Director with Limetree Court delegates
- 3 Paul Chapman-Hatchett, Community Care Opticians Director with Sharron Gratton
- 4 Laura Fisher, Retirement Homesearch Sales Manager with Pamela Lambert
- 5 Janice Connolly as Mrs Barbara Nice
- 6 David Gabriel, Resales Director, McCarthy & Stone with Thanet delegates
- 7 Jeremy Porteus, Housing LIN Director with Tom Brown, Anchor Hanover, Head of Extra Care
- 8 Keith Shields, FirstPort Managing Director with Adam Hillier, EAC Deputy CEO, and Sam Gibson, FirstPort Operations Director
- 9 Rebecca Mollart, erosh CEO with Abbeyfield Scotland winners
- 10 Martyn Stockwin, Catering Academy Director with Amanda Stevenson & Donna Harvey
- 11 Jennie Bond and Cllr Chohan, Lord Mayor of Manchester
- 12 Cecilia Brodigan, ARHM Head of Operations with Andrea Jackson
- 13 Mamba Rumba
- 14 Thomas Green and Esther Noah with John Galvin

Best UK Retirement Housing schemes

Category: under 25 units



Sponsored by: Championing quality housing and support for our ageing population

GOLD AWARD

ABBEYFIELD HOUSE

Greenock, Renfrewshire, Scotland, managed by **Abbeyfield Scotland Ltd**

The house being small (maximum 8 residents) the staff, residents and relatives are like family to each other and create a homely setting. The food being locally purchased and home cooked meals makes it healthier for the residents thus keeping in good health.



SILVER AWARD

ABBEYFIELD HOUSE

Stirling, Scotland, managed by **Abbeyfield Stirling Society Ltd**

Always a lovely welcome when visiting my Mum. I know her needs are being met whilst retaining her independence. A great nurturing environment. (a relative)
Residents consistently tell me that the staff are wonderful, respectful and thoughtful. (an independent advocate)



BRONZE AWARD

BLAENGWAWR CLOSE

Aberdare, Rhondda Cynon Taf, Wales, managed by **Trivallis**

The home is in a great location for local amenities, the staff are very helpful and friendly, and all tenants like each other. There is a wonderful atmosphere in the whole home, and our landlord is available to help all tenants with any problems. I love my home. (a resident)



Best UK Retirement Housing schemes

Category: 25-30 units



Sponsored by. **ARHM**

GOLD AWARD

NORTHFIELDS HOUSE

Newcastle upon Tyne, Tyne & Wear, managed by **Karbon Homes**

This is a lovely place, looked after by someone who cares about the residents and goes the extra mile to ensure they are safe and secure and part of the family. No one is left in isolation. A warm loving place to be! (a visitor)



SILVER AWARD

GWENDOLEN COURT

York, North Yorkshire, managed by **Anchor Hanover**

Gwendolen Court is a lovely sheltered housing unit tucked away in Boroughbridge, ideally situated to get into town and to use other local facilities. Weekly luncheon club held by local organisation; many activities held on site too. (a visitor)



BRONZE AWARD

HAZELHOLT

Brighton, East Sussex, managed by **Brighton & Hove City Council**

It is so warm & friendly & gives me a really good feeling of security. Everyone is ready to help in an emergency; it feels like a little village community. There is always something going on in the lounge. I am lucky and blessed to live here. (a resident)



Best UK Retirement Housing schemes

Category: 31-36 units

RETIREMENT

Sponsored by: HOMESearch

GOLD AWARD

BOWLER CLOSE

Bradford, West Yorkshire, managed by **Housing 21**

My life at Bowler Close has been excellent; I have the social life and the company which keeps me very busy as there are lots to take part in. The flat, gardens are well kept. Repairs get actioned immediately; we have the best of everything. (a resident)



SILVER AWARD

OAK GRANGE

Northwich, Cheshire, managed by **McCarthy & Stone Management Services Ltd**

It is a fabulous modern building in a beautiful village location, enabling elderly people to be part of a local community and have the friendship and support which is so important later in life (a visitor)



BRONZE AWARD

CHARLES CLARK HOUSE

Southsea, Hampshire, managed by **Portsmouth Rotary Housing Association Ltd**

It's a friendly home with a family like atmosphere! Everyone is made to feel welcome and I love every minute here. (a resident)

Such friendly atmosphere as you walk in the main door. (a visitor)



Best UK Retirement Housing schemes

Category: 37-43 units

Sponsored by:



GOLD AWARD

LIMETREE COURT

Hackney, London, managed by **Anchor Hanover**

It's a beautiful building with views across the River Lea. The rooms are well designed and staff availability is first class. Shared activities are regularly on offer and there is lots for residents to do. Everyone enjoys visiting there! (a visitor)



SILVER AWARD

HILLIER COURT

Romsey, Hampshire, managed by **McCarthy & Stone Management Services Ltd**

Hillier Court has added to my parents' quality and enjoyment of life. They have never regretted leaving their house. An inclusive, happy community. New friends, a comfortable, well maintained building, wonderful manager, social events, lovely guest room, and a great location. (a relative)



BRONZE AWARD

WESTFIELD COURT

Andover, Hampshire, managed by **FirstPort**

My husband and I moved into our flat in April 2016 and in my opinion it was definitely the right place for us. I feel very safe in our flat and that was top priority on my list. (a resident)



Best UK Retirement Housing schemes

Category: 44-52 units

Sponsored by: 
Legal & General

GOLD AWARD

LLYS PEGASUS

Cardiff, South Wales, managed by **FirstPort**

The residents are well supported by our Development Manager. Also, we have an excellent Residents' Association who holds frequent events. A first class retirement development that I would recommend to anyone. (a resident for over 8 years)



SILVER AWARD

ROCKHAVEN COURT

Bolton, Greater Manchester, managed by **McCarthy & Stone Management Services Ltd**

It is in an ideal place with views of the hills, close to Horwich village centre and with bus stops outside. We have friendly relationships with our fellow residents, enjoy the communal activities (running two of them). We value these apartments and all that is done for our well being. (a resident)



BRONZE AWARD

BELLVIEW COURT

Bexhill-on-Sea, East Sussex, managed by **Freemont Property Managers**

The best retirement property in Bexhill, perhaps in the world. (a volunteer)

I am happy here and the management is good and supportive. (a resident)

I really love living here. It is excellently run. (a resident)



Best UK Retirement Housing schemes

Category: 53 units and over

Sponsored by **McCarthy & Stone**
The UK's leading retirement housebuilder

GOLD AWARD

THANET

Skelmersdale, West Lancashire, managed by
Anchor Hanover

Excellent scheme, no voids, always a waiting list, comfortable accommodation, peace and quiet, well maintained gardens, friendly neighbours, various activities arranged by scheme manager who always goes over and above her call of duty. (a resident)



SILVER AWARD

GRANGE LODGE

Portishead, Bristol, managed by
Millstream Management Services

Moving here has been the best thing we did at this stage of our lives! 5 Great years! (a resident)

The best move I have made since retiring, happy, friendly, very well run! (a resident)

My aunt has never has a better quality of life!
(a relative)



BRONZE AWARD

KINGSLEY COURT

Edgware, Greater London, managed by
Network Homes

I look forward to coming to their events as we all have a great time. It is a wonderful place for my sister to live (a relative)

A warm, friendly place where people look out for each other. (a visitor)



Best UK Housing-with-Care schemes

Category: under 41 units

Sponsored by  **FIRST PORT** Retirement Property Services

GOLD AWARD

BROOKHILL HOUSE

Coleraine, Northern Ireland, managed by
Apex Housing Association

The staff at Brookhill House always go the extra mile to make us all feel loved, cared for and special. Our flats are truly home to each of us. We have lots of entertainment and there is always a listening ear for any concerns. A very special place. (a resident)



SILVER AWARD

REVEREND BILL BAKER COURT

Mablethorpe, Lincolnshire, managed by
Anchor Hanover

Outstanding place for the elderly, very well looked after by fantastic staff. It's like a big family all under one roof. (a visitor)

A truly excellent scheme which I am happy and proud to be part of. A fantastic, friendly upbeat atmosphere. (the Manager)



BRONZE AWARD

BROADWAY HOUSE

Sandhurst, Berkshire, managed by
Silva Homes

As a regular volunteer I can honestly say that this is the most friendly and supportive scheme I have ever visited. Nothing is too much trouble for the amazingly helpful staff and the atmosphere that greets you on arrival is the very best there is. (a volunteer)



Best UK Housing-with-Care schemes

Category: 41- 55 units



GOLD AWARD

GLYN ANWEN

Newport, South Wales, managed by
Linc-Cymru Housing Association

My father lives here and loves everything about it: staff, food, entertainment. His flat is well designed to meet his need; it's cosy, homely and secure and he wouldn't want to live anywhere else. It's the best ever. (a relative)



SILVER AWARD

HANOVER COURT

Cinderford, Gloucestershire, managed by
Anchor Hanover

My grandmother lives at Hanover Court; the care provided and service is absolutely outstanding. Furthermore my grandmother is treated warmly and with respect. I could not recommend The Manager and her team any more. This is fantastic assisted living! (a relative)



BRONZE AWARD

ROKEBY GARDENS

Doncaster, South Yorkshire, managed by
Housing 21

Friendly and cheerful (a resident)

Very friendly staff, immaculately clean, lots of activities. (a visitor)

Fantastic place to work I would live here.
(a member of the staff.)



Best UK Housing-with-Care schemes

Category: 56 units and over

Sponsored by:



Housing LIN

Connecting people, ideas and resources

GOLD AWARD

WEST END VILLAGE

Stoke-on-Trent, Staffordshire, managed by
Staffordshire Housing Association

As a musician I have visited/entertained at so many different types of retirement homes over the years. The welcome I receive at West End Village from the enthusiastic residents is a tribute to everyone involved. Morale is high. (a visitor)



SILVER AWARD

BIRCHERLEY COURT

Hertford, Hertfordshire, managed by
Network Homes

It always has such a welcoming atmosphere. (a visitor)
Brilliant scheme in the centre of town. Loads of support.
My grandma lives there: she loves it. (a relative)
Beautiful setting and gardens, fantastic facilities.
(a visitor)



BRONZE AWARD

WOODCHESTER VALLEY VILLAGE

Inchbrook, Stroud, Gloucestershire, managed by
Woodchester Valley Village

Woodchester Valley Village is, uniquely, mutually owned by its residents, giving us complete control over its management and finances and encourages an extraordinary esprit de corps. It is the right size, and its location, a quiet wooded valley, adjoining an attractive market town (Nailsworth) is incomparable. (a resident)



REGIONAL winners

As Alex Billeter recounts on page 4 of this report, we decided this was the year to introduce a regional dimension to the Housing Awards. So in mid March we were able to announce 299 regional winners, of which 27 had been selected to move through to the national finals.

It is beyond EAC's ability to organise more than one Awards event. But all regional winners have received their Awards Certificates, most have organised local celebrations of their own, and we are delighted that so many have taken up our invitation to attend the national event – whether they are finalists or not.

The regional winners are listed on the following pages of this report.

Scotland	East Midlands
Wales	West Midlands
Northern Ireland	East of England
North East	South East
North West	Greater London
Yorkshire & the Humber	South West

Each regional winning housing scheme has received a printed certificate and is detailed and illustrated on the housing awards website at eacawards.org.uk

SCOTLAND

In Scotland 508 residents, visitors, volunteers and on-site staff cast their votes. They represent 48 developments, schemes, courts and estates managed by 12 housing providers.

ABBAYFIELD HOUSE, GOLD, Greenock,
Abbeyfield Scotland Ltd

ABBAYFIELD HOUSE, GOLD, Stirling,
Abbeyfield Stirling Society Ltd

ABBAYFIELD HOUSE, SILVER, Stonehaven,
Abbeyfield Scotland Ltd

ARCON COURT, BRONZE, Ayr,
South Ayrshire Council

ARDFIN, BENMORE & ADAMTON ROAD, GOLD,
Prestwick, South Ayrshire Council

BOYLE COURT, GOLD, Girvan,
South Ayrshire Council

HEATLEY COURT, BRONZE, Annan,
Dumfries & Galloway Housing Partnership

JAMAICA COURT, SILVER, Greenock,
Bield Housing & Care

LOGAN DRIVE, SILVER, Troon,
South Ayrshire Council

OAKBURN GARDENS, BRONZE,
Glasgow, Bield Housing & Care

PARK VIEW, SILVER, Lockerbie,
Dumfries & Galloway Housing Partnership

WALES

In Wales 1,043 residents, visitors, volunteers and on-site staff cast their votes for the Awards. They represent 71 developments, schemes, courts and estates managed by 13 housing providers.

BIRCH COURT, SILVER, Swansea,
McCarthy & Stone Management Services Ltd

BLAENGWAWR CLOSE, GOLD, Aberdare, *Trivallis*

CAE GARNEDD, SILVER, Bangor,
North Wales Housing Association

CWRT YNYSMEURIG, SILVER, Mountain Ash, *Trivallis*

DAVID'S COURT, GOLD, Pontyclun, *Trivallis*

GARTH WEN, SILVER, Tonypandy, *Trivallis*

GELLIHIRION CLOSE, SILVER, Pontypridd, *Trivallis*

GLYN ANWEN, GOLD, Newport,
Linc-Cymru Housing Association

GWYN COURT, BRONZE, Port Talbot, *Tai Tarian*

LIBRARY COURT, GOLD, Pontypridd, *Trivallis*

LLYS ENFYS, GOLD, Llanishen,
Linc-Cymru Housing Association

LLYS GWERNIFOR, GOLD, Mountain Ash, *Trivallis*

LLYS PEGASUS, GOLD, Cardiff, *FirstPort*

NEBO COMPLEX, GOLD, Tonypandy, *Trivallis*

PARKWAY, BRONZE, Colwyn Bay, *Cartrefi Conwy*

PAXTON COURT, SILVER, Tenby,
McCarthy & Stone Management Services Ltd

PLAS BRYN, GOLD, Cardiff,
Linc-Cymru Housing Association

SWN-YR-AFON, BRONZE, Porth, *Trivallis*

THE HAVEN, SILVER, Aberdare, *Trivallis*

Regional winning schemes

continued

TREM-Y-CWM, BRONZE, Pontypridd, *Trivallis*

TY CANOL COURT, BRONZE, Cwmbran,
Linc-Cymru Housing Association

TY GNOLL NEWYDD, BRONZE, Neath, *Tai Tarian*

WELLWOOD HOUSE, SILVER, Newport,
Linc-Cymru Housing Association

NORTHERN IRELAND

Voting in Northern Ireland was rather subdued this year, with just 610 residents, visitors, volunteers and staff in 10 locations participating. However very well deserved successes in the Retirement Housing category for the Abbeyfield & Wesley Society's house in Downpatrick and Radius Housing's Rathain Fold in Coleraine.

ABBEYFIELD HOUSE, GOLD, Downpatrick,
Abbeyfield & Wesley Society

BROOKHILL HOUSE, GOLD, Coleraine,
Apex Housing Association

KILLOWEN HOUSE, GOLD, Coleraine,
AApex Housing Association

RATHAIN FOLD/RATHAIN ANNEX, GOLD,
Coleraine, Radius Housing

ST JULIAN'S HOUSE, SILVER, Omagh,
Apex Housing Association

NORTH EAST

In the North East region 984 residents, visitors, volunteers and on-site staff cast their votes for the Awards. They represent 70 developments, schemes, courts and estates managed by 16 housing providers.

ASPEN GARDENS, GOLD, Stockton-on-Tees,
North Star Housing Group

BEAMISH COURT, SILVER, Stanley, *Anchor Hanover*
CAREW COURT, BRONZE, Cramlington,
Housing 21

COATHAM LODGE, GOLD, Redcar, *Anchor Hanover*

DOVECOTE MEADOW, SILVER, Sunderland,
Housing 21

FOUNTAIN COURT, SILVER, Gateshead,
Housing 21

HAWKSHEAD COURT, SILVER, Newton Aycliffe,
Anchor Hanover

KINGS LODGE, SILVER, North Shields, *Anchor Hanover*

MAGDALENE COURT, BRONZE, Consett,
Karbon Homes

NORTHFIELDS HOUSE, GOLD, Newcastle upon Tyne,
Karbon Homes

OSBORNE VILLAS, GOLD, Newcastle upon Tyne,
Karbon Homes

PRIORY COURT, GOLD, Gateshead,
Housing 21

RUSKIN COURT, BRONZE, Stockton-on-Tees,
North Star Housing Group

SAGA COURT, SILVER, Newcastle upon Tyne,
Anchor Hanover

ST CHRISTOPHERS HOUSE, GOLD, Morpeth,
Anchor Hanover

ST CUTHBERT COURT, SILVER, Stockton-on-Tees,
North Star Housing Group

THE MANORS, BRONZE, Prudhoe, *Karbon Homes*

TREE TOP VILLAGE, GOLD, Newcastle upon Tyne,
Your Homes Newcastle

WADHAM COURT, GOLD, Sunderland,
Castles & Coasts Housing Association

WALKER VIEW, GOLD, Gateshead, *Anchor Hanover*

NORTH WEST

In the North West 3,121 residents, visitors, volunteers and on-site staff cast their votes for the Awards – the highest number of any UK region! They represent 182 developments, schemes, courts and estates managed by 44 housing providers.

20 THE CRESCENT, BRONZE, Penrith,
Eden Housing Association Ltd

ANDERTON PLACE, SILVER, Northwich,
The Guinness Partnership

APPRENTICE COURT, BRONZE, Manchester,
Northwards Housing

BELONG CREWE (PRINCESS COURT), GOLD,
Crewe, elong Ltd

BELONG MACCLESFIELD (MAPLE COURT),
BRONZE, Macclesfield, *Belong Ltd*

BOAT LANE COURT, BRONZE, Manchester,
Retirement Security Ltd

BRINDLEY LODGE, SILVER, Sale,
Millstream Management Services

BROWHEAD COURT, SILVER, Burnley, *Anchor*

BUREY COURT, BRONZE, Preston,
McCarthy & Stone Management Services Ltd

COLWELL COURT, BRONZE, Liverpool,
Plus Dane Group

DOLAN COURT & BUNGALOWS, BRONZE,
Liverpool, *Anchor Hanover*

Regional winning schemes

continued

ELDON STREET EXTRA CARE HOUSING, BRONZE, Bolton, *Bolton at Home*

ELM LEIGH, GOLD, Oldham, *Anchor Hanover*

HEATH VIEW, SILVER, Congleton, *Plus Dane Group*

HEYSHAM GARDENS & HEYSHAM MEADOW, BRONZE, Carlisle, *Eden Housing Association Ltd*

LIDO HOUSE, SILVER, Oldham, *Housing 21 in Oldham*

MAXTON HOUSE, SILVER, Bolton, *Bolton at Home*

MERTON EXTRA CARE HOUSING, SILVER, Bolton, *Bolton at Home*

OAK GRANGE, GOLD, Northwich, *McCarthy & Stone Management Services Ltd*

RANULPH COURT, SILVER, Salford, *Anchor Hanover*

ROCKHAVEN COURT, GOLD, Bolton, *McCarthy & Stone Management Services Ltd*

RUSSELL FOX COURT, SILVER, Stockport, *Anchor Hanover*

SIR ROBERT THOMAS COURT, BRONZE, Manchester, *Northwards Housing*

SMITHY CROFT, GOLD, Cheadle, *Your Housing Limited*

SPRING BANK COURT, GOLD, Blackburn, *Housing 21*

ST HERBERTS COURT, GOLD, Oldham, *Housing 21 in Oldham*

ST JOHNS LODGE, BRONZE, Altrincham, *Millstream Management Services*

THANET, GOLD, Skelmersdale, *Anchor Hanover*

TRINITY HOUSE, SILVER, Oldham, *Housing 21 in Oldham*

VIENNA COURT, SILVER, Liverpool, *Plus Dane Group*

VILLAGE 135, GOLD, Manchester, *Wythenshawe Community Housing Group*

WILLIAM GRIFFITHS COURT, GOLD, Blackburn, *Housing 21*

WILLOW BANK COURT, SILVER, Wallasey, *Housing 21*

YORKSHIRE & THE HUMBER

In Yorkshire & Humber 2,081 residents, visitors, volunteers and on-site staff cast votes for the places where they live, visit or work in. These include 106 developments, schemes, courts and estates managed by 31 housing providers.

ABBEY COURT, SILVER, Bradford, *Anchor Hanover*

ALBION COURT, GOLD, Hull, *Anchor Hanover*

ALDER VIEW COURT, GOLD, Scarborough, *McCarthy & Stone Management Services Ltd*

APPLEGARTH COURT, SILVER, Bridlington, *Housing 21*

AVERY TULIP COURT, BRONZE, Bradford, *Housing 21*

BOWLER CLOSE, GOLD, Bradford, *Housing 21*

BRADFORD TRADESMENS HOMES, SILVER, Bradford, *Bradford Tradesmens Homes*

CHAPEL GREEN, SILVER, Leeds, *Anchor Hanover*

CHURCHFIELDS, BRONZE, Barnsley, *Berneslai Homes*

COMPANIONS COURT, SILVER, Rotherham, *McCarthy & Stone Management Services Ltd*

FAIRTHORN, SILVER, Sheffield, *MHA*

FITZWILLIAM COURT, BRONZE, Barnsley, *The Guinness Partnership*

FIVE RIVERS, SILVER, Goole, *Anchor Hanover*

GROVE HOUSE, SILVER, Hull, *Anchor Hanover*

GUARDIAN COURT, GOLD, York, *Anchor Hanover*

GUILDFORD GRANGE, BRONZE, Sheffield, *Places for People Living+*

GUILDFORD VIEW, BRONZE, Sheffield, *Places for People Homes*

GWENDOLEN COURT, GOLD, York, *Anchor Hanover*

HANOVER COURT, SILVER, Barnsley, *Anchor Hanover*

HORNBEAM COURT, BRONZE, Leeds, *FirstPort*

IVESON LODGE, SILVER, Hull, *Sanctuary Housing*

JAZZ COURT, SILVER, Scarborough, *Sanctuary Retirement Living*

JUBILEE COURT & HARDY COURT, BRONZE, Leeds, *Anchor Hanover*

OUTWOOD PARK COURT, BRONZE, Outwood, *The Guinness Partnership*

POPPLE WELL SPRINGS, GOLD, Tadcaster, *Anchor Hanover*

ROKEBY GARDENS, GOLD, Doncaster, *Housing 21*

ROSSEFIELD MANOR, SILVER, Leeds, *Anchor Hanover*

ROYD COURT, GOLD, Mirfield, *Pilgrims' Friend Society*

SCHOFIELD COURT, SILVER, Leeds, *Anchor Hanover*

Regional winning schemes

continued

SHERWOOD COURT, BRONZE, Wakefield,
Yorkshire Housing

SUNNYBANK, BRONZE, Sheffield,
Places for People Living+

WESTMEADS, BRONZE, Barnsley,
South Yorkshire Housing Association Ltd

WILLOW COURT, GOLD, Rotherham, *Anchor Hanover*

WILLOWCROFT, BRONZE, Rotherham,
Berneslai Homes

WOODLANDS, GOLD, Skipton,
Abbeyfield The Dales Society Ltd

EAST MIDLANDS

In the East Midlands 1,530 residents, visitors, volunteers and on-site staff cast their votes for the Awards. They represent 78 developments, schemes, courts and estates managed by 23 housing providers.

ABINGTON LODGE, BRONZE, Northampton,
emh homes

BENGWORTH COURT, GOLD, Wellingborough,
Anchor Hanover

BOWER COURT, SILVER, Newark, *Anchor Hanover*

BRYAN COURT, BRONZE, Nottingham, *Anchor Hanover*

CHESTER COURT, GOLD, Derby, *Anchor Hanover*

CHURCHMEAD COURT, SILVER, Hinckley,
McCarthy & Stone Management Services Ltd

CONNAUGHT HOUSE, BRONZE, Loughborough,
Places for People Living+

ELEONORE HOUSE, SILVER, Northampton,
Northampton Partnership Homes

LANGDALE COURT, BRONZE, Wellingborough,
Places for People Living+

LARK HILL VILLAGE, SILVER, Nottingham,
The ExtraCare Charitable Trust

MIRIAM COURT, GOLD, Nottingham, *Anchor Hanover*

MOORFIELD COURT, SILVER, Southwell,
Anchor Hanover

OAK COURT, GOLD, Leicester, *emh homes*

PARKLANDS VIEW, GOLD, Derby, *Derby Homes*

PRIOR PARK, GOLD, Ashby de la Zouch, *emh homes*

QUEENS COURT, SILVER, Retford, *Anchor Hanover*

REVEREND BILL BAKER COURT, GOLD,
Mablethorpe, Anchor Hanover

ROSEWOOD COURT, SILVER, Wellingborough,
The ExtraCare Charitable Trust

SHRIMPTON COURT, BRONZE, Ruddington,
Midland Heart

SIR ROBERT MARTIN COURT, GOLD, Loughborough,
Housing 21

ST CLEMENTS COURT, GOLD, Kettering, *Anchor Hanover*

ST JAMES COURT, BRONZE, Nottingham, *Anchor Hanover*

ST MICHAEL'S COURT, BRONZE, Sutton-in-Ashfield,
emh homes

STRELLEY COURT, SILVER, Nottingham,
Nottingham City Homes

VRUDHA NIVAS, SILVER, Loughborough, *emh homes*

WALTON COURT, BRONZE, Nottingham,
Gedling Homes

WHITTONS MILL, SILVER, Gainsborough,
Anchor Hanover

WILLOW COURT, BRONZE, Leicester, *Anchor Hanover*

WEST MIDLANDS

In the West Midlands 1,697 residents, visitors, volunteers and on-site staff cast votes. They represent 133 developments, schemes, courts and estates managed by 36 housing providers.

AYNSLEY COURT, SILVER, Solihull, *FirstPort*

BEECH GARDENS, BRONZE, Ludlow,
South Shropshire Housing Association

BERNARD HACKETT COURT, SILVER, Ross-on-Wye,
Housing 21

CHELL GREEN COURT, SILVER, Stoke-on-Trent,
Anchor Hanover

CHERRY ORCHARD HOUSE, BRONZE, Pershore,
Rooftop Housing Group Limited

COPPERFIELDS, GOLD, Lichfield,
Housing 21

CORBET COURT, GOLD, Market Drayton,
Sanctuary Housing

COVEN COURT, SILVER, Wolverhampton, *South Staffordshire Housing Association Ltd*

FRANCIS COURT, GOLD, Worcester,
McCarthy & Stone Management Services Ltd

HADLEY LODGE, BRONZE, Birmingham,
Churchill Retirement Living

HANOVER GLEBE, SILVER, Nuneaton, *Hanover*

HOPKINS & SNEYD ALMSHOUSES, GOLD, Rugeley,
Aspire Housing Ltd

Regional winning schemes

continued

JACKSON PLACE, GOLD, Alcester,
McCarthy & Stone Management Services Ltd

KELVEY HOUSE, BRONZE, Sutton Coldfield, *Anchor Hanover*

LEOFRIC LODGE, GOLD, Coventry, *Anchor Hanover*

LISBON PLACE, SILVER, Newcastle-under-Lyme,
Housing 21

MILL RISE, BRONZE, Newcastle-under-Lyme,
Aspire Housing Ltd

MORTON COURT, BRONZE, Telford,
Wrekin Housing Trust

MYLES COURT (EDWARDS HOUSE), BRONZE,
Brierley Hill, *Housing 21*

MYLES COURT (KINNEAR WING), BRONZE,
Brierley Hill, *Housing 21*

OAKLEY GARDENS, GOLD, West Bromwich,
Housing 21

QUEENSRIDGE COURT, SILVER, Oldbury,
Housing 21

TERRYSRING COURT, SILVER, Redditch,
Midland Heart

THE OAKS, GOLD, Sutton Coldfield, *Anchor Hanover*

WEST END VILLAGE, GOLD, Stoke-on-Trent,
Staffordshire Housing Association Ltd

WHITEFRIARS, SILVER, Ludlow,
South Shropshire Housing Association

WILTON COURT, SILVER, Kenilworth,
YourLife Management Services Ltd

EAST OF ENGLAND

In the East of England region 1,269 residents, visitors, volunteers and on-site staff cast their votes for the Awards. They represent 124 developments, schemes, courts and estates managed by 37 housing providers.

BIRCHERLEY COURT, GOLD, Hertford,
Network Homes

BRAZIER'S FIELD, GOLD, Hertford, *Anchor Hanover*

BROAD LEAS COURT, BRONZE, Huntingdon, *Anchor*

CALTON COURT, GOLD, Hertford,
Network Homes

CRANBERRY COURT, SILVER, Peterborough,
McCarthy & Stone Management Services Ltd

DAVIS COURT, SILVER, St. Albans,
Millstream Management Services

DENIS WILSON COURT, BRONZE, Cambridge,
Housing 21

DODDINGTON COURT, SILVER, March,
Sanctuary Retirement Living

FRANK PHILLIPS HOUSE, SILVER, Southend-on-Sea,
Abbeyfield Southend Society Ltd

HONEYTREE COURT, BRONZE, Loughton,
Places for People Living+

ISABELLA HOUSE, BRONZE, Hertford,
McCarthy & Stone Management Services Ltd

JUBILEE COURT, SILVER, March,
Sanctuary Retirement Living

KING HAROLD LODGE, BRONZE, Waltham Abbey,
Millstream Management Services

LORD WALSHINGHAM COURT, SILVER, Thetford,
Housing 21

MAGDALENE COURT, GOLD, Baldock, *FirstPort*

PRIORY HALL RETIREMENT VILLAGE, GOLD,
Halstead, Hallmark Developments Ltd

REDMAYNE VIEW, GOLD, Norwich, *NorseCare*

REYNOLDS COURT, BRONZE, Saffron Walden,
Uttlesford District Council

ST MARGARET'S HOUSE, GOLD, Leigh-on-Sea,
Abbeyfield Southend Society Ltd

STEEPLE VIEW, BRONZE, Nr Stowmarket,
Orwell Housing Association Ltd

THE FURLONG, BRONZE, Tring,
Hightown Housing Association Ltd

THE HAWTHORNS BRAINTREE, BRONZE, Braintree,
Hawthorns Retirement Group UK Ltd

TYRELL LODGE, GOLD, Chelmsford,
Millstream Management Services

VINNICOMBE COURT, SILVER, Ipswich,
Housing 21

WEDGWOOD COURT, SILVER, Rochford,
Sanctuary Retirement Living

WILLOWBANK, GOLD, Cambridge, *Anchor Hanover*

SOUTH EAST

In the South East 2,665 residents, visitors, volunteers and on-site staff cast their votes. They represent 213 developments, schemes, courts and estates managed by 40 housing providers.

AUSTENMEAD, BRONZE, Chalfont St. Peter,
Abbeyfield (Chalfonts) Society Ltd

BARNES WALLIS COURT, GOLD, West Byfleet, *FirstPort*

BEECHES, SILVER, Dover,
West Kent Housing Association Ltd

BELLVIEW COURT, GOLD, Bexhill on Sea,

Regional winning schemes

continued

Freemont Property Managers

BROADWAY HOUSE, GOLD, Sandhurst,
Silva Homes

CHAPMAN COURT, SILVER, Worthing,
Housing 21

CHARLES CLARK HOUSE, GOLD, Southsea,
Portsmouth Rotary Housing Association Ltd

CHARLES LISTER COURT, BRONZE, Dover,
Housing 21

CHURCHILL HOUSE, BRONZE, Hove,
Brighton & Hove City Council

CLEMENT HOUSE, SILVER, Bracknell, *Silva Homes*

CLOVER LEAF COURT, SILVER, Alton,
McCarthy & Stone Management Services Ltd

DENHAM GARDEN VILLAGE, BRONZE, Denham,
Anchor Hanover

ELIZABETH COURT, SILVER, Gosport,
Thorngate Churcher Trust

FALAISE NOOK, SILVER, Milton Keynes,
Milton Keynes Council

FLINTERGILL COURT, BRONZE, Milton Keynes,
Milton Keynes Council

GUARDIAN COURT, GOLD, Polegate, *Anchor Hanover*

HAZELHOLT, GOLD, Brighton,
Brighton & Hove City Council

HILLIER COURT, GOLD, Romsey,
McCarthy & Stone Management Services Ltd

HOMEBOROUGH HOUSE, BRONZE, Hythe, *FirstPort*

HUGHENDEN GARDENS VILLAGE, BRONZE,
High Wycombe, *The ExtraCare Charitable Trust*

LINCOLN COURT, BRONZE, Milton Keynes,
Milton Keynes Council

LISCOMBE HOUSE, SILVER, Bracknell, *Silva Homes*

MAGDALEN HOUSE, SILVER, Milton Keynes,
Milton Keynes Council

MELROSE GARDENS, GOLD, Gosport,
Thorngate Churcher Trust

MERRYFIELD COURT, BRONZE, Tonbridge, *FirstPort*

OLD MILL COURT, BRONZE, Crowborough,
Stonewater

PENRITH COURT, SILVER, Worthing, *Anchor Hanover*

PRITCHARD COURT, BRONZE, Milton Keynes,
Milton Keynes Council

ST BARTHOLOMEW'S COURT, BRONZE, Rye,
Sanctuary Retirement Living

ST JOHN'S SOUTH, BRONZE, Winchester,
St John's Winchester

ST MARY MAGDALEN ALMSHOUSES, BRONZE,
Winchester, *St John's Winchester*

SWIFT HOUSE, GOLD, Maidenhead,
YourLife Management Services Ltd

THE GLEBE, SILVER, Hurstpierpoint, *Anchor Hanover*

WESTFIELD COURT, SILVER, Andover, *FirstPort*

GREATER LONDON

In Greater London 1,111 residents, visitors, volunteers and on-site staff cast their votes for the Awards. They represent 74 developments, schemes, courts and estates managed by 26 housing providers.

APPLETON COURT, GOLD, London, *Anchor Hanover*

ASHBY HOUSE, GOLD, Surbiton, *Anchor Hanover*

AVONHURST HOUSE, SILVER, London,
Network Homes

BANKHOUSE, SILVER, London, *Season Senior Living*

BELDANES LODGE, SILVER, London,
Network Homes

BUSTAN RADA, GOLD, London,
Gateway Housing Association

CHEVIOT GARDENS, GOLD, London,
Notting Hill Housing

EDITH RAMSAY HOUSE, BRONZE, London,
Gateway Housing Association

ESTHER RANDALL COURT, BRONZE, London,
Season Senior Living

EVELYN FOX COURT, GOLD, London,
Catalyst Housing Limited

HARDWICK COURT, BRONZE, Erith, *Hyde Group*

HEATH COURT, SILVER, Hounslow,
London Borough of Hounslow

JOHN BETTS HOUSE, BRONZE, London,
Hammersmith United Charities

KING HENRY LODGE, BRONZE, London,
Millstream Management Services

KINGSLEY COURT, GOLD, Edgware,
Network Homes

LIMETREE COURT, GOLD, London, *Anchor Hanover*

NEWCROFT HOUSE, GOLD, London,
Network Homes

PAUL COURT, BRONZE, London,
Christian Action (Enfield) Housing Association

ROCHESTER COURT, BRONZE, London,
Gateway Housing Association

RODEN COURT, SILVER, London,
Season Senior Living

Regional winning schemes

continued

ROSE BUSH COURT, BRONZE, London,
Origin Housing

ST BARTHOLOMEW'S COURT, SILVER, London,
Genesis Housing Association

STONELEIGH COURT, SILVER, Ilford,
Housing 21

SYCAMORE HOUSE, SILVER, London,
Hammersmith United Charities

TRELLIS HOUSE, GOLD, London,
Sanctuary Retirement Living

SOUTH WEST

In the South West 2,370 residents, visitors, volunteers and on-site staff cast their votes for 111 developments, schemes, courts and estates managed by 30 housing providers.

BEECHAM LODGE, SILVER, Cirencester,
Millstream Management Services

BLAISE WESTON COURT, SILVER, Bristol, *Anchor Hanover*

CAVENDISH LODGE, BRONZE, Glastonbury,
Millstream Management Services

CHARLES KEIGHTLEY COURT, SILVER, Wimborne,
Housing 21

CLIFT HOUSE, SILVER, Chippenham, *Anchor Hanover*

COMPTON LEIGH, BRONZE, Plymouth,
Sanctuary Housing

CONCORDE LODGE, GOLD, Bristol,
Millstream Management Services

GRACE LODGE, BRONZE, Bristol,
Millstream Management Services

GRANGE LODGE, GOLD, Bristol,
Millstream Management Services

HANOVER COURT, GOLD, Cinderford, *Anchor Hanover*

HANOVER COURT, SILVER, Dulverton, *Anchor Hanover*

HANOVER GARDENS, GOLD, Nailsworth, *Anchor Hanover*

HANOVER LODGE, SILVER, Stroud, *Anchor Hanover*

HOEGATE COURT, GOLD, Plymouth,
Sanctuary Housing

HONEYBOURNE GATE, SILVER, Cheltenham,
Oak Retirement Ltd

LAMBROOK COURT, BRONZE, Bath,
YourLife Management Services Ltd

MEYER COURT, GOLD, Exeter,
Millstream Management Services

MILL COURT, BRONZE, Barnstaple,
Sanctuary Housing

MILLBROOK VILLAGE, BRONZE, Exeter,
Inspired Villages

MUCHELNEY HOUSE, GOLD, Ilminster,
Yarlington Housing Group

PATTINSON COURT, GOLD, Plymouth, *Anchor Hanover*

PEACOCK LODGE, GOLD, Bristol,
Millstream Management Services

PEARN ALMSHOUSES TRUST, BRONZE, Plymouth,
Pearn Almshouses Trust

PENN COURT, SILVER, Calne, *FirstPort*

ROMALEYN GARDENS, BRONZE, Paignton,
Teachers Housing Association

ROSWELL COURT, SILVER, Exmouth,
YourLife Management Services Ltd

ST CLEMENTS COURT, BRONZE, Chippenham, *Anchor*

ST PETERS LODGE, SILVER, Bristol,
Millstream Management Services

TREGOLLS LODGE, SILVER, Truro,
Churchill Retirement Living

WALCOT COURT, BRONZE, Bath, *MHA*

WATERMAN HOUSE, SILVER, Poole,
McCarthy & Stone Management Services Ltd

WOODCHESTER VALLEY VILLAGE, GOLD, Stroud,
Woodchester Valley Village

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HOMESEARCH

The team

Conception and development

Alex Billeter *EAC*

John Galvin *EAC*

Awards website eacawards.org.uk

Adam Hillier *EAC*

Graphic Design

Bryan Marshall *Dartnell UK*

Event Organiser

Helen Bradshaw *Metropolis Events*

Promotion

Michael Rodden, *EAC*

Development strategy

Michael McCarthy

Advisory Group

Mario Ambrosi

David Gabriel

David Leslie

Jacob Lonsdale

Vanessa Pritchard-Wilkes

Pamela Sinnot

Paul Teverson

Richard Tower

Wendy Wells

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Website: www.HousingCare.org Email: enquiries@eac.org.uk

Telephone: 020 7820 3755

Charity No. 292552 Company No. 1955490 VAT Reg No. 386 3167 27