



LVEMC Q2 BUSINESS MEETING

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8 September 2026



18:00 GMT+1 Europe/London



Oak Tree Centre

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LVEMC AGENDA 8TH SEPTEMBER 2026

● Standing item

👤 JT

REFERENCES

Only PDFs are attached



01. LVEMC Agenda 8th September 2026.pdf



**BOURNVILLE VILLAGE TRUST
LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE**

**Quarterly meeting of the
Lightmoor Village Estate Management Committee
to be held on Tuesday 8th September 2026 at 6pm
at the Oak Tree Community Centre and via MS Teams**

A G E N D A

- | | | |
|--|-----------|----------------|
| 1. INTRODUCTIONS AND APOLOGIES | JT | 10 mins |
| 2. DECLARATIONS OF INTEREST
Members to declare interests with any items <u>specifically on this agenda.</u> | JT | 2 mins |
| 3. MINUTES
To receive and APPROVE the Minutes of the meetings held on: <ul style="list-style-type: none">• 18th May 2026 | JT | 3 mins |
| 4. OUTSTANDING ACTIONS
To receive updates on outstanding actions from the previous minutes (attached) | JT | 5 mins |
| <u>ITEMS FOR DECISION</u> | | |
| 5. ALTERATION APPLICATION APPEALS
Standard Agenda Item – None to report | FH | - |
| <u>ITEMS FOR DISCUSSION</u> | | |
| 6. PERFORMANCE REPORT
To receive reports for Q2 2026 (attached) | FH | 5 mins |
| 7. ESTATES AND STEWARDSHIP REPORT
To receive reports for Q2 2026 (attached) | FH | 5 mins |
| 8. QUARTERLY FINANCIAL REPORT
To receive a report for Q2 2026 (attached) | TR | 5 mins |
| 9. COMMUNITY DEVELOPMENT & PARTNERSHIPS REPORT
To receive a report for Q2 2026 (attached) | FH | 5 mins |
| 10. COMMUNICATIONS REPORT
To receive a report for Q2 2026 (attached) | DC | 5 mins |

ITEMS FOR NOTING

- | | | |
|---|----------------------|---------------|
| 11. LIGHTMOOR VILLAGE COMMERCIAL UPDATE
To receive a verbal update from VBR | FH | 5 mins |
| 12. LIGHTMOOR VILLAGE DEVELOPMENT UPDATE
To receive a report (attached) | RS | 5 mins |
| 13. COMMITTEE PROJECT MEETING UPDATE
(Standing Agenda Item) | JT | 5 mins |
| 14. MEETING PLAN 2026
To receive a plan (attached) | FH | 5 mins |
| 15. SHARING WITH LIGHTMOOR VILLAGE RESIDENTS
Agree what to share on the website and social media | JT/FH/
DC | 5 mins |
| 16. ANY OTHER BUSINESS
Please discuss AOB items with the Chair before the meeting | JT | 5 mins |
| 17. DATE OF NEXT MEETINGS
Lightmoor Village Estate Management Committee <ul style="list-style-type: none">• 17th November 2026
Project Group <ul style="list-style-type: none">• 20th October 2026• 15th December 2026 | JT | 5 mins |

1. INTRODUCTIONS AND APOLOGIES

● Standing item

● JT

● 10 mins

2. DECLARATIONS OF INTEREST

● Standing item

👤 JT

🕒 2 mins

3. MINUTES OF PREVIOUS MEETING 19TH MAY 2026

 Decision Item

 JT

 3 mins

REFERENCES

Only PDFs are attached

 03. LVEMC Draft Minutes 19th May 2026.pdf



**BOURNVILLE VILLAGE TRUST
LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE**

**Draft Minutes of the Lightmoor Village Estate Management Committee
meeting held on 19th May 2026 at 6pm at the Oak Tree Community Centre**

020/26	PRESENT: Jordan Taylor (JT) (chair), Pete Jones (PJ) (vice chair), Wendy Rhoden (WR), Louise MacLeod (LM)	
021/26	IN ATTENDANCE: Tracey Rowe (TR) Fleur Hemming (FH) Moci Wang (MW) Arthur Tsang (AT) Donna Charway (DC) Hannah Morris (HM) Victoria Burnett- Rogers (VBR) Beth Taylor (BT) Richard Swain (RS) (Minute Taker)	
022/26	INTRODUCTIONS & APOLOGIES Introductions: JT welcomed everyone to the committee and gave the apologies. Apologies: Pete Richmond (PR) Rebecca Stevens (RS) No apologies were received from Rachael Davies (RD)	
023/26	DECLARATIONS OF INTEREST There were no declarations of interest made.	
024/26	MINUTES OF PREVIOUS MEETINGS The Minutes of the Lightmoor Village Estate Management Committee meeting held on 10 th February 2026 were approved.	

025/26	OUTSTANDING ACTIONS SCHEDULE JT asked if there were any questions. There were none.	
	<u>ITEMS FOR DECISION</u>	
026/26	ALTERATION APPLICATION APPEALS None to report	
	ITEMS FOR DISCUSSION	
027/26	COMMITTEE EFFECTIVENESS & TERMS OF REFERENCE REVIEW HM presented this report HM advised results of community effectiveness overall are positive. Good relationships with committee and residents highlighted. Areas for approval discussed were more digital support for members who need it, onboarding more members to team to improve service and diversity was noted as no diverse applicants applied for committee. A need to highlight and share more positive work of the committee with the community. HM asked for suggestions on how to make application process better. Group discussed methods such as improving emails - a further meeting was suggested to discuss this. JT asked if there are any further questions. there were none.	
028/26	PERFORMANCE REPORT FH presented this report. FH advised that there are now more performance indicators on report. Breach timescales to be reviewed. Oak Tree Centre revenue is at its highest point ever due to more bookings LM commented that the report is now much easier to read FH mentioned surveys for grounds maintenance (GM) and said wording on surveys has been changed to receive more positive responses and wants GM service to be the same across all BVT areas of responsibility. HM suggested promoting work of caretakers in courtyards. JT asked if there were any further questions. There were none.	FH/ DC

	The committee NOTED the report.	
029/26	ESTATES AND STEWARDSHIP REPORT FH presented the report and highlighted the recent committee election process and noted that out of the 6 applicants 3 were new. FH discussed that there are another 10 policies currently in review and looking at the block cleaning contracts across BVT and other tenders for tree work and lighting. JT asked if there were any further questions. There were no questions asked. The committee NOTED the report.	
030/26	QUARTERLY FINANCIAL REPORT FH presented the report and noted everything running as expected but the Oak Tree Centre is currently performing better due to the increase in bookings. JT asked if there were any further questions. There were no questions asked. The committee NOTED the report.	
031/26	COMMUNITY DEVELOPMENT AND PARTNERSHIPS REPORT FH presented this report. FH mentioned the upcoming dog show which will be a new event. LM raised question about the youth club name. FH stated that it is just a name change from SYA and there will be no other changes. FH noted that more volunteers would be useful to help run the senior youth club. DC mentioned that she is happy with the latest committee videos and that the website is performing well. DC also mentioned that in Q1 a new advert was put on social media for Oak Tree Centre which did extremely well and will be doing more as the cost was only £20 and is good value for more as it generated more Oak Tree Centre bookings and Shaun Davis MP visited Squatters cottage and Small woods project which had a positive impact. JT asked if there were any further questions. There were no questions asked.	

	The committee NOTED the report.	
032/26	COMMUNICATIONS REPORT DC presented the report. DC mentioned again that happy with Committee videos and that the website is performing well. There were no questions asked.	
	<u>ITEMS FOR NOTING</u>	
033/26	LIGHTMOOR VILLAGE COMMERCIAL UPDATE VBR presented the report. VBR mentioned that Cherry Tree House will be having a full statement released to the community closer to the date of opening of the new doctor's surgery and that it has received its initial information release to the public via Facebook. JT praised swiftness of the Facebook post. PJ asked if a pharmacy has been considered at the new doctor's surgery. VRR mentioned that it is in discussion but space is an issue and that initial talks do not include a pharmacy and conversing with existing pharmacy tenants. There were no questions asked. The committee NOTED the update	
034/26	LIGHTMOOR VILLAGE DEVELOPMENT UPDATE FH presented the report on behalf of RS and noted that there was nothing new to add from RS. LM concerned about new development house sales AT mentioned it is on the agenda to stop past issues arising with the new development sales. BT asked question about the pond FH mentioned that BVT will be taking over the maintenance of the pond shortly. There were no questions asked. The committee NOTED the report.	

035/26	COMMITTEE PROJECT MEETING UPDATE JT presented and referred to previous report and if everyone had read it. No questions were asked. Committee NOTED the notes.	
036/26	MEETING PLAN 2026 Presented by JT and advised all members to add to their calendars. No questions were asked.	
037/26	SHARING WITH LIGHTMOOR VILLAGE RESIDENTS JT presented FH mentioned they will share about elections and Smallwoods upcoming event No questions were asked.	
038/26	DATE OF NEXT MEETING JT shared the next project group meeting date of 16 th June 2026 at the Oak Tree Centre	
039/26	The meeting closed at 19:35pm	
	 Chair Date	

4. OUTSTANDING ACTIONS

 Discussion Item

 JT

 5 mins

REFERENCES

Only PDFs are attached

 04. LVEMC Outstanding Actions Schedule .pdf



OUTSTANDING ACTIONS SCHEDULE: Lightmoor Village Estate Management Committee			
MIN	TOPIC	ACTION	PROGRESS
	ACTIONS FROM LVEMC 19th May 2026		
028/26	Performance report	promote work of caretakers in courtyards	A number of videos and work have been shared, they are popular on social media.
	ACTIONS FROM LVEMC 10th February 2026		
005/26	Minutes of previous meeting Minutes approval as committee was not quorate.	Add approval of November minutes to February meeting.	Included on the agenda. Item 3.
006/26	Outstanding actions schedule BVT Newsletter	BVT newsletter for summer	FH and DC will work on a newsletter for the summer holidays.
008/26	Performance report Tweak format	Change format for Q1	FH has created a new template for the Q1 meeting for E&S committees to give consistency. Item 7.
	ACTIONS FROM LVEMC 18th November 2025		
063/25	Communications Report News release regarding the doctors surgery	DC to write a draft release.	This has been drafted and is with the partners at the doctors surgery for changes and approval. Update 18 th May- Doctors surgery announced to their patients without discussing with BVT. DC has contacted to advise we must issue a joint statement.

063/25	Communications Report Add achievements that committee have been working on into the comms for elections.	DC/FH/Committee members to share achievements.	This has been added in to the project plan for elections.
065/25	Lightmoor Village Development Update AT agreed that JT could draft a letter to send to Morro and be signed by all committee members.	JT to write a letter.	To be progressed if visible changes are not made.
068/25	Sharing With Lightmoor Village Residents JT asked for further reminders for the Christmas event.	DC to promote event	A full coms plan was in place that advertised the event well.
	ACTIONS FROM LVEMC 15th July 2025		
046/25	TR to confirm with Jade Edwards- Head of Customer Service, about the strategy for collecting email addresses.	TR to speak to JE.	055/25 – November update. TR advised they need to look at what data we can collect on our homeowners such as contact details. TR is currently speaking with JE, looking at the project group. Project for collecting tenants data is currently in place.

ITEMS FOR DECISION

- Scheduling Item

5. ALTERATION APPLICATION APPEALS

 Decision Item

 FH

 0

None to report

ITEMS FOR DISCUSSION

6. PERFORMANCE REPORT Q2 2026

 Discussion Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

 06. LVEMC Q2 E&S Performance Report (1).pdf

Quarterly Performance Report

Estates & Stewardship – Lightmoor Village

(Q2 1st April 2026 – 30th June 2026)



Contents

Estates & Stewardship Performance Summary

Financial

Breaches

Alterations

Estate Management

Compliments and Complaints

Community Development & Partnerships

Estates & Stewardship Performance Summary

Maintaining Good Performance

Stewardship Charge: Collection remains on track to achieve the 98% target, with true arrears at only 3.10%.

Arrears: Strong improvement, with accounts in arrears reducing from 449 to 418 and older debt reducing from 39 to 13 households.

Estate Management: 100% of estate checks and caretaker visits were completed.

Health & Safety: Performance remains strong, with inspections and maintenance up to date.

Breach resolution: 90% of breaches were resolved within 28 days, improving from 75% in Q1.

Community Engagement: Strong volunteer, youth and partnership activity continued throughout Q2.

Areas of concern

Breaches: 47 new breaches were reported in Q2, with 25 still open. Garden standards were the main issue.

Resolution times: Average breach resolution increased slightly from 16 to 17.5 days, although performance within the 28-day target improved.

Change of Ownership: Increased solicitor pack instructions are taking time to convert into completions.

Financial

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
01	Charge collected against amount invoiced %	95.44%	96.90%			98.46%	😊	98%	99.55%
02	Charge Arrears (£)	£141,488	£98,054			£90,142	😊	Report	£3,676.14
03	Charge True Arrears (£)	£19,227	£13,687			£6,491	😊	Report	£1,882.88
04	Number of household with accounts in arrears	449	418			401	😊	Report	15
05	Number of Direct Debits in place	377	378			301	😊	Report	372
06	Number of cases with arrears action	23	9			9	😊	Report	3
07	Number of households in debt 1 year or over	39	13			10	😊	Report	2

Performance measures, trends and targets

KPI01 The target for the Stewardship Charge is to achieve 98% collection by the end of the financial year, which runs from January to December in Lightmoor Village. Progress towards this target should be tracked, with the trend of steadily increasing at each quarterly meeting, ultimately reaching 98%.

KPI02 The arrears represent the outstanding amount of the charge, including allocated Direct Debits and funds held by developers. Positive progress will be demonstrated by a consistent decrease in this figure at each quarterly meeting.

KPI03 True arrears are where no payment plan is in place, this includes debt from previous years. Positive progress should show a trend of steadily decreasing at each quarterly meeting.

KPI04 To show positive progress the number of households with accounts in arrears will show a trend of steadily decreasing at each quarterly meeting.

KPI05 To show positive progress the number of Direct Debits will show a trend of steadily increasing at each quarterly meeting.

KPI06 To show positive progress the number of accounts in arrears action will show a trend of steadily decreasing at each quarterly meeting. Any trends and patterns will be explained.

KPI07 To show positive progress the number of households in debt of 1 year or over will show a trend of steadily decreasing at each quarterly meeting.

Performance commentary:

The target for 2026 is to collect 98% of the Stewardship Charge for Lightmoor Village.

The total charge for 2026 is £441,317. At the end of Q2, £98,054.81 remained outstanding. This figure includes accounts where payment is being made by direct debit, so it does not all represent unpaid debt.

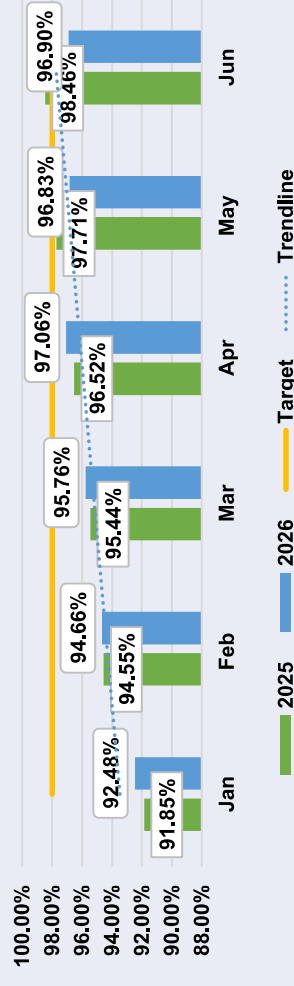
When we look at the true arrears (accounts where there is no active payment plan, including some debt carried over from previous years) the amount outstanding is £13,687.69. This means that only 3.10% of the total annual charge is currently in true arrears.

Collection is therefore on track to meet the 98% target by the end of 2026. Although the percentage collected shows a small decrease compared with the previous period, this is mainly due to the addition of new homes to Lightmoor Village and the charges associated with those properties. As new homes are added, there is an initial period before all charges are collected, which affects the overall percentage.

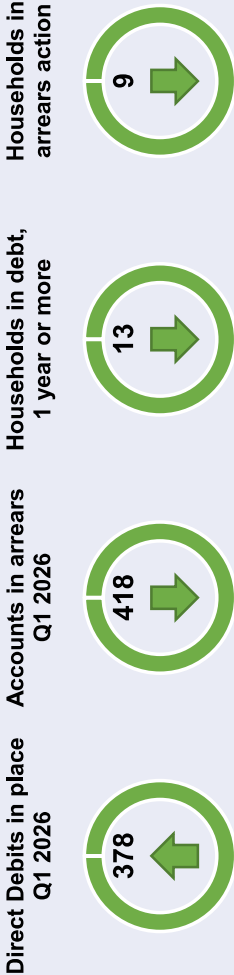
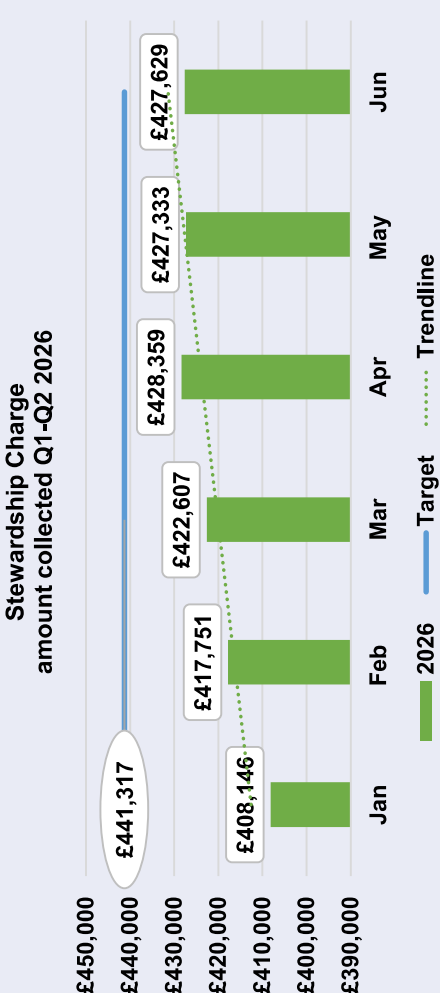
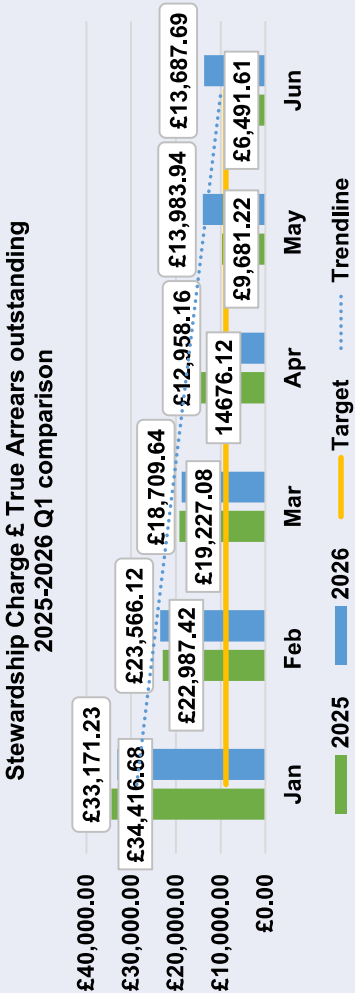
The comparison graphs for Q1 2025 and Q1 2026 show that collection in 2026 is following a very similar pattern to the previous year. The monthly figures also show a gradual increase in the amount collected, alongside a reduction in true arrears.

Overall, the figures suggest that collection remains steady and is improving, with the majority of outstanding balances either being collected through direct debit or managed through payment arrangements. The low level of true arrears and the current collection trend indicate that the 98% target remains achievable.

**Stewardship Charge % collected
2025 - 2026 Q1-Q2 comparison**



Financial



At the end of June 2026, there were 378 direct debits in place in Lightmoor Village, which is an increase of 1 from the end of Q1. There are currently 418 accounts in arrears, down from 449 at the end of Q1. This is a reduction of 31 accounts.

Of the 418 accounts in arrears, only 9 are currently going through the formal arrears process. These are split as follows:

- 3 accounts are at Stage 1
- 3 accounts are at Stage 2
- 3 accounts are at Stage 3
- 0 accounts are at Stage 4

Stages 1 to 3 involve letters being sent to the household asking for payment and explaining that, if the debt is not paid, the matter can progress to court action. Stage 4 is when BVT makes an application to the Court through the online Money Claim system. This starts a civil claim against the debtor and includes the costs BVT has to pay to make the claim.

It is positive that there are currently no accounts at Stage 4, and that only 9 accounts are at the formal action stages. The reasons for non-payment continue to vary, with no clear pattern showing across the accounts.

There has also been a significant improvement in older debt. In Q2, there were 13 households with debt that was one year old or more, compared with 39 in Q1. This is a reduction of 26 households.

Overall, the figures for Q2 show an improvement in the position. There are fewer accounts in arrears, and there has been a particularly large reduction in older debt. The arrears are either being paid in full or are being managed through agreed payment plans.

Breaches

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
08	Number of new breaches reported (in month)	84	47			13		98%	124
09	Number of Breaches closed	72	30			14		Report	113
10	Number of Breaches in progress	12	25			New 2026		Report	New 2026
11	% of Breaches completed on time	86%	90%			36%		Report	100%
12	Average number of days taken from date breach logged to full resolution	16	17.5			63.5		Report	15.7

Performance measures, trends and targets

KPI08- KPI12 reflect the activities of the Estates & Stewardship Team in addressing breaches of covenant including the Design Guide. While all areas of the village undergo detailed formal inspections on a four-week rota, the Estates Officer also conducts daily walkabouts to identify and report additional issues.

The Estate Caretakers help monitor breaches as part of their routine responsibilities, visiting all areas of the village.

In addition, breaches may be reported by residents, customers, visitors, police, and partner housing providers. Issues are also identified during regular Estate Dates and Walk and Talks.

Performance Commentary

During Q2, 47 new breaches were reported in Lightmoor Village, with the number increasing each month from 10 in April, to 16 in May and 21 in June.

Garden standards were the most common type of breach during the quarter. This is expected to increase during the spring and early summer as weeds and gardens grow more quickly due to the warmer and wetter weather.

In April, 10 new breaches were reported. These included:

- 5 garden standards
- 2 bins and recycling
- 1 parking
- 1 unauthorised alteration, relating to a pond in a front garden
- 1 fly-tipping

In May, there were 16 new breaches, including:

- 9 garden standards
- 3 bins and recycling
- 3 property maintenance
- 1 fly-tipping

The property maintenance breaches related to driveways, with one concerning items being stored on a driveway and two relating to the condition of the driveways.

In June, there were 21 new breaches:

- 16 garden standards
- 3 signage
- 1 fly-tipping
- 1 unauthorised alteration

The increase in breaches during the quarter is mainly due to the seasonal rise in garden standards issues. June saw the highest number of reports, with 16 of the 21 breaches relating to gardens. These types of issues are generally more noticeable during the growing season and are followed up with the households concerned.

Overall, the main issues during Q2 were garden standards, bins and recycling, property maintenance and signage, with only a small number of breaches relating to alterations, parking and fly-tipping.

Number of new breaches (in month)
2025-2026 Q2 comparison



During Q2, 30 breaches were closed, with a further 25 still in progress. The majority of the outstanding breaches relate to garden standards and 'For Sale' signs.

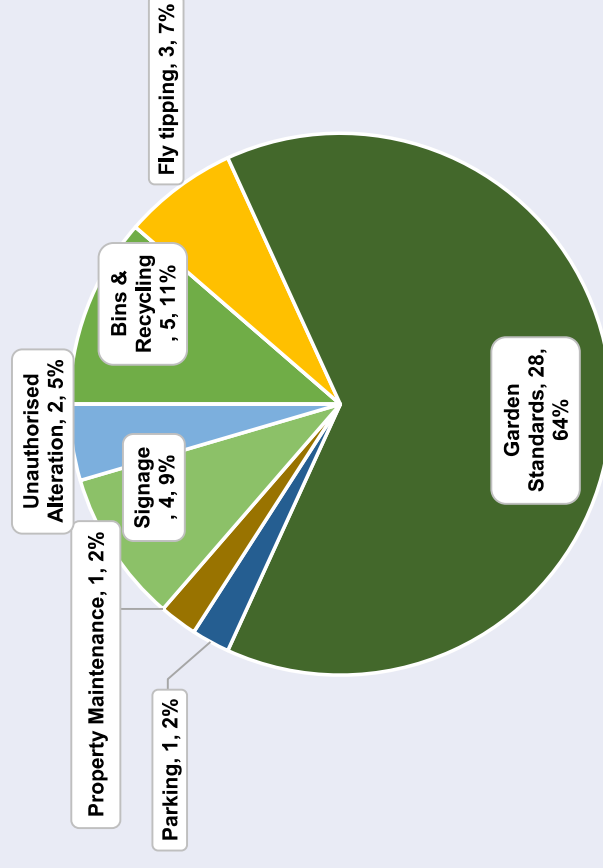
The average time taken to resolve a breach in Q2 was 17.5 days, compared with 16 days in Q1. Although the average time has increased slightly, the more important measure is the number of breaches being resolved within the 28-day target.

In Q2, 90% of breaches were completed within 28 days, compared with 75% in Q1. This is a significant improvement and brings performance much closer to the 100% target.

Overall, while the average resolution time has increased slightly, a much higher proportion of breaches are now being dealt with within the 28-day timescale. This shows an improvement in how quickly breaches are being brought to a close.



Breach Type Q2 2026



If performance is not currently on target, what are the reasons for this:

Performance is currently below target due to the percentage of breaches not completed to 100%. However, there has been an improvement each month.

Some breaches take longer to resolve where residents do not respond to the initial letters or contact attempts. Regular estate checks are carried out by the Estate Officer to identify and address breaches, and the timescales for resolving breaches are currently being reviewed.

If performance is currently not on target, what action are you taking to improve performance:

The Estate Officer is actively following up on open breaches and contacting residents to encourage them to resolve the issues.

Regular estate checks and follow-ups will continue, with the aim of reducing the number of open breaches and improving the number resolved within the agreed timeframe.

Alterations

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
13	Number of new alteration applications received in month	2	12			2	😊	Report	29
14	Number of alterations in progress	0	0			0	😊	Report	0
15	Number of alterations rejected	0	0			0	😊	Report	0
16	Number of alterations withdrawn	0	0			0	😊	Report	0
17	Number of alterations appeals	0	0			0	😊	Report	0
18	Number of alterations completed on time	2	12			2	😊	Report	29
18a	Number of alterations completed, but not on time	0	0			0	😊	Report	0
19	Percentage of alterations completed on time	100%	100%			100%	😊	100%	100%
19a	Number of alterations applications carried forward to next month	0	0			0	😊	Report	1

Performance measures, trends and targets

KPI13-KPI19 measure the Estates & Stewardship Team's effectiveness in processing alteration applications in accordance with the Design Guide. Applications are expected to be completed within clearly defined timeframes: 5 weeks for minor alterations and 10 weeks for major alterations.

While there are no formal targets attached to these KPIs, performance is monitored, and the trend should consistently demonstrate that 100% of applications are processed within the required timeframes.

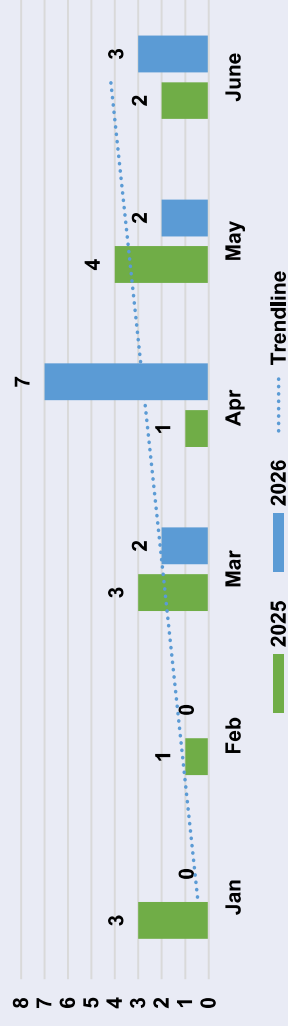
Performance Commentary

During Q2, 12 property alteration applications were received in Lightmoor Village. The number of applications varied across the quarter, with 7 received in April, 2 in May and 3 in June. The most common type of application was for energy-saving measures, particularly EV chargers.

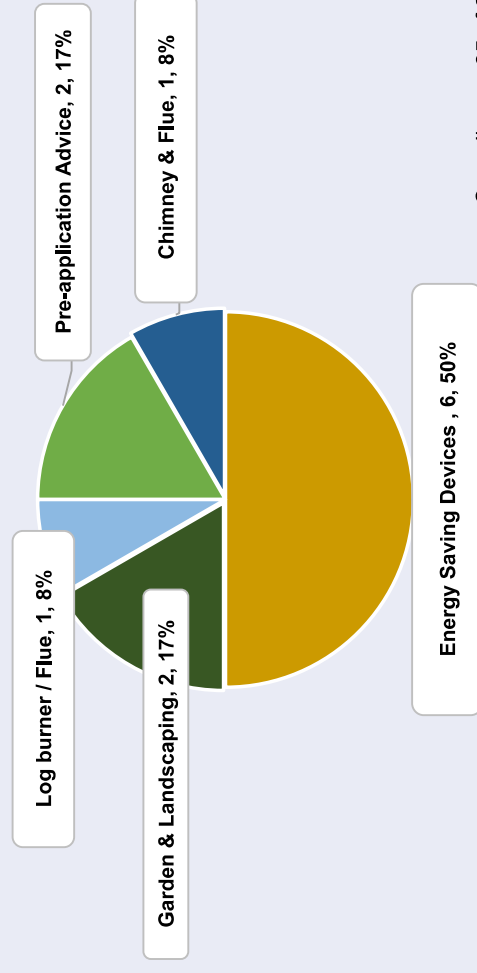
- In April, 7 applications were received, including 5 EV charger applications, 1 garden landscaping application and 1 handrail installation.
- In May, 2 applications were received. These were for landscaping works to a front garden and a flue replacement following a boiler replacement.
- In June, 3 applications were received. These included an EV charger application and 2 pre-application advice requests, one relating to a pergola and one to an EV charger.

Overall, there continues to be interest from residents in making changes and improvements to their properties, with EV chargers making up the largest proportion of applications during the quarter.

Number of new alterations (in month)
2025-2026 Q1-Q2 comparison



Alteration Application Type Q2 2026



Estate Inspections and Estate Caretakers

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
20	Number of planned estate inspections completed to target	13	12			12		Report 4 or 5 per month	48
21	% of planned estate inspections completed to target	100%	100%			100%		100%	100%
22	Number of caretaker courtyard inspections and planned works completed to target	162	162			162		54 per month	648
23	% of caretaker courtyards completed to target	100%	100%			100%		100%	100%
24	Number of weekly block inspections completed to target	216	216					18 per week/ 72 per month/ 216 per qtr.	New 2026
25	% of weekly block inspections completed to target	100%	100%					100%	New 2026
26	number of weekly block compliance checks completed to target (fire alarm and water flush)	120	118					10 per week / 40 per month/ 120 per qtr.	New 2026
27	% of weekly block compliance checks completed to target (fire alarm and water flush)	100%	98%					100%	New 2026
28	number of monthly block compliance checks completed to target (emergency lighting)	208	216					18 per week / 72 per month / 216 per qtr.	New 2026
29	% of monthly block compliance checks completed to target (emergency lighting)	96%	100%					100%	New 2026
30	Number of litter bins emptied to target	36	36					3 per week/ 12 per month / 36 per qtr.	New 2026
31	% of litter bins emptied to target	100%	100%					100%	New 2026

Performance Measures, Trends and Targets

KPI20–KPI32 are used to measure the success of Estate Management activities, including estate checks, caretaker tasks, block inspections, compliance checks, as well as additional measures introduced in 2026 such as litter bin management and ad hoc repairs. The target for all KPIs is 100%, and performance is monitored through internal reporting systems and audit records to ensure consistent delivery against this standard.

Performance Commentary

Estate Checks

Estate checks are conducted by the Estate Officer on a published four-week cycle, ensuring that all areas of the Village are regularly inspected. Each week, at least two areas are assessed to maintain high standards of upkeep and safety. This structured approach ensures no area is overlooked and that any maintenance issues are identified and addressed promptly.

In Q2, 100% of scheduled estate checks were successfully completed, and this level of performance has been consistently maintained since 2021.

Estate Caretakers

Estate Caretakers operate on a four-week cycle to ensure that each courtyard within the Village receives attention, helping to keep the environment clean, green, and safe.

So far in 2026, caretakers have successfully visited 54 courtyards per cycle, achieving a 100% completion rate.

Block Inspections and Compliance Checks

From January 2026, Estate Caretakers assumed responsibility for block inspections and compliance checks across BVT-owned apartment blocks in Lightmoor Village and the wider BVT Telford communities. These duties include weekly fire alarm testing and water flushing, as well as emergency lighting checks.

In July, one inspection could not be completed due to the fire alarm at Victoria Mews not being able to be put on test function. This issue has now been resolved, and compliance has returned to the expected 100% level.

Other Tasks

The litter bins in the Village Centre are emptied weekly by the Estate Caretakers, with performance currently at 100%.

If performance is not currently on target, what are the reasons for this:

Performance for estate management is very good.

If performance is currently not on target, what action are you taking to improve performance:

No further action is required; performance will be monitored.

Health & Safety

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
33	Number of accidents reported	0	1					Report	New 2026
34	Number of incidents reported	0	0					Report	New 2026
35	Number of near misses reported	0	0					Report	New 2026
36	Number of RIDDOR reportable accidents	0	0			0		Report	0
37	SUDS and Waterways - % of inspections outstanding beyond timescale	0%	0%					0%	New 2026
38	SUDS and Waterways - % of emergency works outstanding beyond timescales	0%	0%					0%	New 2026
39	Number of inspections of play areas completed to target (monthly)	3	3					3 per qtr.	New 2026
40	% of inspections of play areas completed to target (monthly)	100%	100%					100%	New 2026
41	Number of inspections of play areas completed to target (Quarterly)	1	1					1 per qtr.	New 2026
42	% of inspections of play areas completed to target (Quarterly)	100%	100%					100%	New 2026
43	Number of inspections of play areas completed to target (Annual ROSPA)	Due Nov 26	Due Nov 26					Once a year	New 2026
44	% of inspections of play areas completed to target (Annual ROSPA)	Due Nov 26	Due Nov 26					100%	New 2026
45	Annual tree inspections completed to target (Savills) %	100%	100%					Once a year	New 2026
46	Percentage of advised tree works completed to advised timescale (e.g. immediate 3/6/9/12 months)	100%	100%					100%	New 2026

Performance Measures, Trends and Targets

KPI33–KPI46 are used to measure the Health and Safety performance where the team holds responsibility. This includes monitoring accidents, incidents, near misses, and RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reports. Additionally, it covers inspections and work related to SUDS (Sustainable Urban Drainage Systems), waterways, play areas, and tree work. The target for all KPIs is 100%, and performance is tracked through internal reporting and audits to ensure consistent adherence to safety standards.

Performance Commentary

Accidents, Incidents, Near Misses, and RIDDOR

There was one accident in June where the caretaker electric vehicle had an accident where it left the road accidentally. There were no injuries.

There were no incidents, near misses, or RIDDOR reports in 2026.

SUDS and Waterways

All inspections and associated works for SUDS and waterways have been successfully carried out by the Grounds Maintenance team. In addition, Wrekin Drains, who manage the drainage contract for the SUDS system, are also completing related works. The Estates & Stewardship Team is set to take over management of this contract later in the year.

Play Areas

All required inspections of play areas have been completed by the Grounds Maintenance team. Any necessary works have been passed to the Estates and Stewardship Team, with Estate Caretakers performing repairs where possible, and external contractors handling more complex issues. All play area work is currently up to date.

Tree Work

Savills, our contracted tree inspection provider, has completed the annual tree surveys in April 2026. All urgent works and tasks due within three months have been carried out accordingly.

If performance is not currently on target, what are the reasons for this:

Health and Safety performance is currently at a high standard, with no reported issues in 2026. All inspections and maintenance tasks are up to date across all areas, and no further actions are required

If performance is currently not on target, what action are you taking to improve performance:

No further action is required; performance will be monitored.

Home Ownership

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
47	Change of Ownership Number of Instructions	16	16			0		Report	24
48	Change of Ownership Number of completions	4	3			1		Report	17
49	Change of Ownership Number in progress	32	46			15		Report	26
50	Change of Ownership Number withdrawn	0	0			0		Report	0
51	Change of Ownership Average timescale for dealing with solicitor pack requests (service standard is 5 working days)	7	5			New 2026		5 working days	New 2026
52	Change of Ownership Average timescale for completion of the process	New Q3 2026	New Q3 2026			New Q3 2026		Report	New Q3 2026
53	Transfer of Equity Number of Instructions	1	0			2		Report	20
54	Transfer of Equity Number of completions	0	0			0		Report	4
55	Transfer of Equity Number in progress	2	2			2		Report	0
56	Transfer of Equity Number withdrawn	0	0			0		Report	0
57-68	Enfranchisements Lease Extensions Staircasing	n/a	n/a			n/a		Report	n/a

Performance measures, trends and targets

KPI47–KPI68 help measure the Home Ownership work that the Estates & Stewardship team is responsible for. These KPIs are reported for Lightmoor Village, although the team delivers this work across all communities.

The target for measured KPIs is 100%.

Performance commentary:

Change of Ownership

New instructions for solicitor packs increased in Q2 2026, with 16 instructions compared with 0 in Q2 2025. Completions are still taking time to come through, with 7 completed during 2026.

Transfer of Equity

Transfer of equity is when part or all of the freehold interest in a property is transferred to another party, for example, in cases such as marriage or divorce. This was introduced as a new KPI in 2024.

There was 1 instruction, 0 completions and 0 withdrawals during 2026, with 2 cases currently in progress. This is lower than Q2 2025, which saw 2 instructions.

Enfranchisements, Lease Extensions and Staircasing

Enfranchisements, lease extensions and staircasing have been added as KPIs for the Estates & Stewardship team. However, these do not currently apply to Lightmoor Village, as the leasehold properties still have many years remaining on their leases.

If performance is not currently on target, what are the reasons?

Performance for estate management is good overall. The time taken to process solicitor pack requests increased in Q1 due to the Birmingham team taking on Telford work during January and February. However, performance has improved in Q2, with timescales now reduced to the target of 5 days.

If performance is currently not on target, what action are you taking to improve performance?

No further action is required at this stage. Performance will continue to be monitored, particularly in relation to timescales, to ensure the target is maintained.

Dissatisfaction, complaints and compliments

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
69	Number of expressions of dissatisfaction received (month)	1	0			0	😊	Report	3
70	Number of formal complaints received (month)	0	2			0		Report	2
71	% of formal complaints responded to within target time (month)	n/a	100%			N/A	😊	100%	100%
72	Number of compliments received (month)	2	4			1	😊	Report	5

Performance measures, trends and targets

KPI69–KPI72 monitor how the Estates & Stewardship Team manages feedback, including expressions of dissatisfaction, formal complaints, and compliments. These indicators help assess both the volume of feedback received and the effectiveness of the team’s response and communication. Response times should always be 100%.

Performance Commentary

In Q1 2026, one expression of dissatisfaction was received relating to a shopping trolley being left in a courtyard. This issue was promptly addressed and resolved by the estate caretakers. Non were recorded in Q2.

No formal complaints were recorded during Q1 and 2 were recorded in Q2.

These were for BVT tenanted properties regarding a parking and a bin issue.

In Q1 two instances of positive feedback were received. One related to the efficiency of the change of ownership process, and the other praised the Easter trail event. In Q2 there were four, these were regarding the helpfulness of the team.

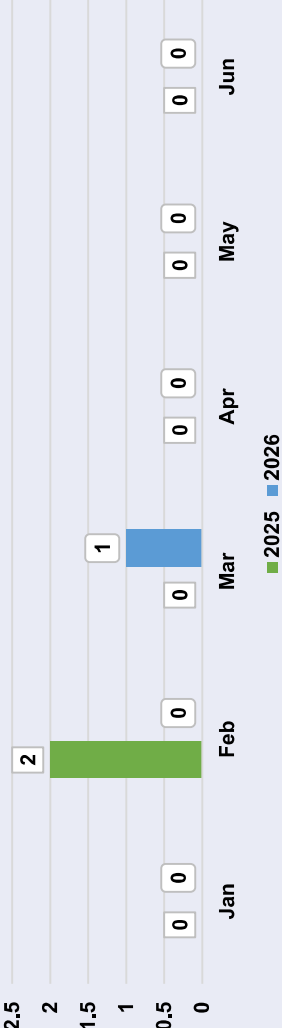
If performance is not currently on target, what are the reasons for this:

The team continues to perform well in addressing issues and complaints in a timely manner. Additionally, there has been an improvement in the recording of compliments received.

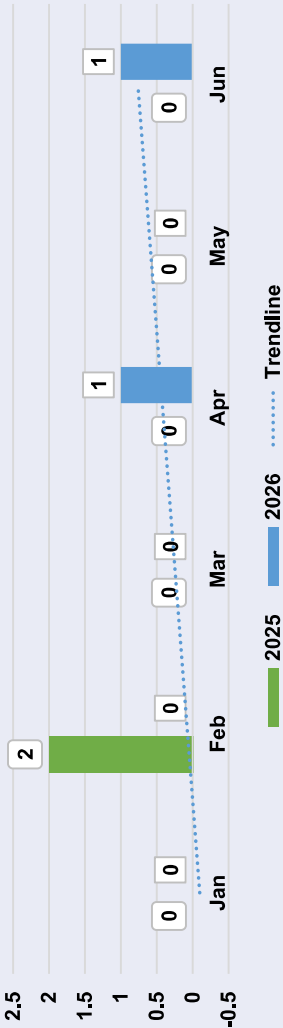
If performance is currently not on target, what action are you taking to improve performance:

Performance will continue to be closely monitored. Steps are being taken to further encourage the consistent recording of compliments, with team members reminded of the importance of capturing and reporting positive feedback.

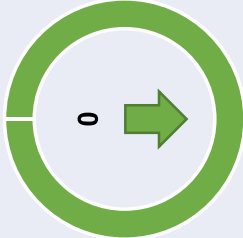
Number of expressions of dissatisfaction received
2025-2026 comparisons



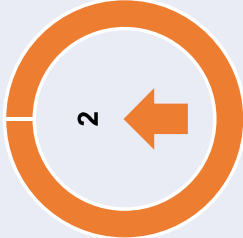
Number of Formal complaints received
2025-2026 comparisons



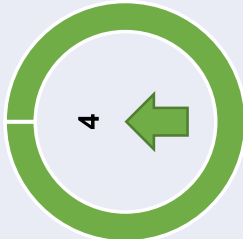
Number of expressions of dissatisfaction received Q2



Number of formal complaints received Q2



Number of compliments received Q2



Community Development & Partnerships

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q2 2025	Trend	Target	YE 2025
73	Number of community volunteers in our community places	16	22			16		Report	26
74	Number of voluntary hours in community places	40	356			40		Report	38
75	Number of BVT involved residents	11	13			11		Report	15
76	Number of organisations using community places	25	29			25		Report	27
77	Total occupancy rates for BVT community places %	54%	50%			37.50%		Report	31%
78	Number of young people engaged in youth activities	240	286			240		Report	253
79	Number of older adults taking part in social activities across neighbourhoods	36	30			36		Report	40
80	Number of residents/ service users involved in formal/ informal consultation group	8	1002			8		Report	221
81	Number of community groups or organisations supported	12	14			12		Report	12
82	Number of partnerships maintained	25	26			25		Report	28
83	Number of BVT hosted community involvement community events & activities taken place	5	6			5		Report	4
84	Number of external community partnership events & activities that BVT have attended or supported	5	2			5		Report	2
85	£ social value generated through community development activities	n/a	n/a			n/a		Report	£112,714

Performance commentary:

Overview of indicators:

KPI73-KPI85 relate to community development, involvement and partnerships work that takes place in Lightmoor Village.

Performance commentary:

Q2 saw continued positive community engagement at Lightmoor Village, with strong involvement from volunteers, community groups, partners, residents and young people across a range of activities and initiatives.

Volunteer contribution remained strong throughout the quarter. In April, 146 volunteer hours were recorded, including 24 hours through youth provision with SYA, 32 hours from Girlguiding and 90 hours from the Smallwoods Veterans Group. This increased to 151.5 hours in May, including 36 hours through SYA, 48 hours from Girlguiding and 67.5 hours from the Smallwoods Veterans Group. Volunteer involvement continued in June, supporting a range of community and youth activities.

Partnership working remained central to delivery throughout Q2, with engagement continuing with local organisations, schools, parish councils, developers, the NHS, police, Telford & Wrekin Council and community and voluntary organisations. In May, 26 partners were contacted in Lightmoor Village, with engagement focused on sharing updates, joint working and providing guidance and resources.

Community groups and organisations continued to receive support throughout the quarter. 14 groups and organisations were supported in both April and May, including Girlguiding, Smallwoods, local football teams, Victory Life Church, Lightmoor Line Dancing, food support organisations and Telford & Wrekin Council services. Community facilities also remained well used, with 28 organisations using community spaces in April and 29 in May.

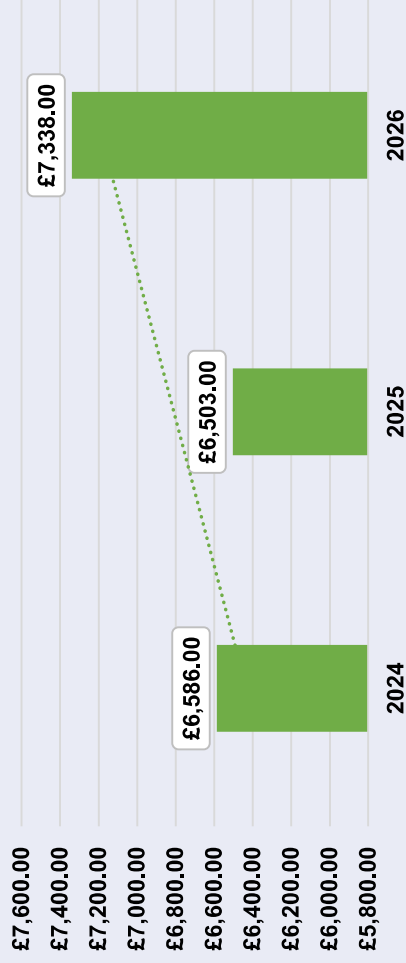
Youth engagement remained a key area of activity. In April, 124 young people participated in activities, including 72 juniors, 32 seniors and 20 football participants. This increased to 189 young people in May, despite the impact of school and bank holidays. Youth provision through SYA, football and other local activities continued throughout the quarter.

BVT-hosted community activity remained positive, including estate dates, Walk and Talk sessions, event planning activity and the Lightmoor Village Estate Management Committee. The team also continued to support external partnership activity and maintain relationships with local organisations, including engagement with Smallwoods.

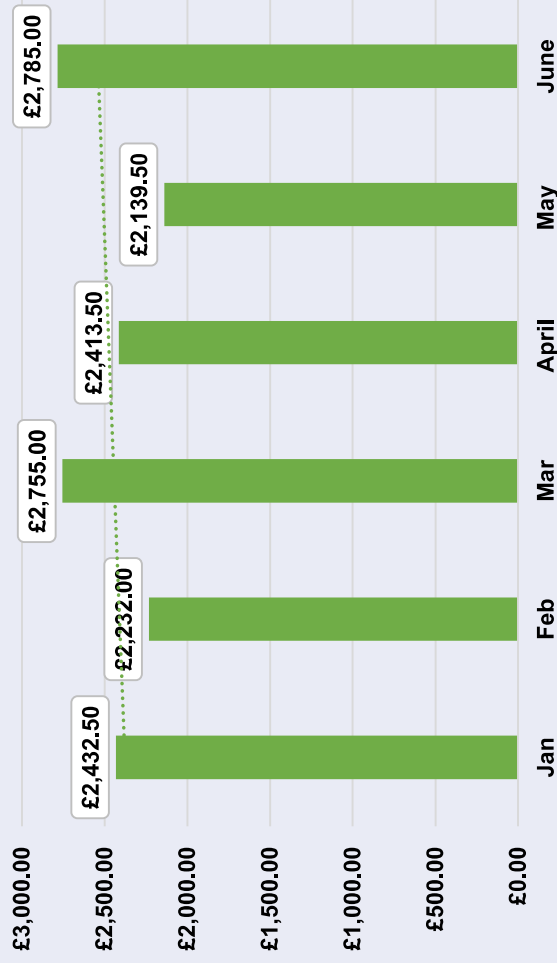
The Oak Tree Centre continued to provide an important hub for community activity. Occupancy increased from 41% in April to 52% in May then 50% in June, with a wide range of youth, sports, health and wellbeing and community organisations using the facility. Seasonal factors, including Easter, school holidays and bank holidays, impacted occupancy and participation levels during parts of the quarter.

Overall, Q2 demonstrated continued strong community engagement at Lightmoor Village, with positive volunteer contribution, partnership working and youth participation. Activity across the quarter supported the continued development of local relationships, community provision and use of the Oak Tree Centre.

Oak Tree Centre Income £
Q2 comparisons 2024-2026



Oak Tree Centre Income 2026



7. ESTATES & STEWARDSHIP REPORT Q2

 Discussion Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

 07. LVEMC Estates and Stewardship Report Q1 2026.pdf

Lightmoor Village Estate Management Committee	
Date	8 th September 2026
Item 7	Estates & Stewardship Report
Author	Fleur Hemming
Contact Details	FleurHemming@bvt.org.uk 0121 667 1085



1. Purpose of Report

The purpose of this report is to provide the Committee with an update on the Estates and Stewardship Service in Lightmoor Village for Q2 2026 including;

- Estate Management
- Estate Caretakers Service

2. Recommendation/s

Committee is asked to **DISCUSS & NOTE** this report.

3. Link to Strategic Aims, Objectives, and Values

This report links to the BVT Corporate Plan strategic aims of.

- Building Organisational and Financial Strength, Objective 6.
 - Deliver good governance
- Community Building, Objective 1 & 2;
 - Support and champion opportunities for local people to be involved in leading things that are important to their local community and deliver them
 - make sure local people can, and are able to, be fully involved in shaping our services and projects.

The report meets this aim by showing the outcomes and decisions that Committee has made on the day-to-day Estates and Stewardship Service.

The report meets the BVT Values of:

- Partnership- we work together to achieve great things
- Fairness- we treat people as individuals by exercising the right approach at the right time.
- Quality- we are clear about what we do, and we do it well.
- Integrity- we do the right things.
- Innovation- we look for new and better ways of doing things.

The report specifically meets the 10-year Corporate Plan measures of success in that it will;

- Ensure that the BVT team listens to resident's views and acts on them.
- Consult with resident members on the activity of the team.
- Ensure value for money performance is monitored.

4. Financial Impact

This report links directly to the Lightmoor Village budget and overall spend of the Stewardship Charge.

5. Value for Money Impact

In managing the delivery Estates & Stewardship in Lightmoor Village, the Committee and Officers of BVT will seek to:

- Strive for value for money for spend against the budget, obtaining the best value at all opportunities and regularly reviewing working practices with the aim of efficiency savings.
- Maximise the recovery of the Stewardship Charge.

6. Risk and Assurance Impact

This report links to the BVT strategic and operational risk registers.

7. Compliance with Relevant Legislation and Regulation

Bournville Village Trust (BVT) is a registered housing provider governed by the Regulator of Social Housing (RSH) Regulatory Standards. These include four Consumer Standards and three Economic Standards, along with compliance to procurement legislation.

The Estates and Stewardship service is central to meeting these standards, focusing on a tenure-neutral approach in Lightmoor Village. This means that BVT strives to deliver high-quality services and management to all residents, regardless of their housing tenure, promoting a strong sense of community and shared responsibility within the area.

Each Committee report for the Lightmoor Village Estates Management Committee (LVEMC) clearly identifies the relevant standards it addresses, providing context and rationale for their inclusion. This ensures transparency and accountability in all activities. This report complies with the standards outlined below.

- **Economic Standards**
Governance and Financial Viability Standard – how well is the organisation run and is it financially viable.
Value for Money Standard – does the provider make the best use of the resources it has to meet its objectives.
- **Consumer Standards**
Tenant Involvement and Empowerment Standard – customer service and complaints, tenant rights and involvement

The principles of the Consumer Standards around treating service users with fairness and respect and engaging with service users are applied to LVEMC meetings.

8. Equality, Equity, Diversity & Inclusion Impact

As stated in the BVT Equality & Diversity Policy, BVT will encourage and support all residents to take an active part in the community and believe that positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

All such groups which are part of the Resident Involvement Framework are required to adopt the organisation's "Conduct Becoming" Code of Conduct which includes equality and diversity principles.

To achieve our objectives, we will:

- Seek ways to actively promote involvement to a diverse range of residents, particularly where we are aware of under-representation.
- Provide a range of alternative ways of getting involved for people who do not wish to be involved in the more formal structures.
- Provide equality and diversity training to resident representatives.
- Be sensitive to the needs of different groups and individuals when planning and organising events.

9. Customer Voice and Impact

The Lightmoor Village Estate Management Committee is a resident led committee. The elected residents are all members of the Lightmoor Village community, they listen to the wider resident group to bring the customer voice into all decisions made by the committee and share the decisions and discussions that take place.

Other resident groups feed into the LVEMC wherever possible to complete projects, take part in consultations and give feedback and recommendations.

10. Report

10.1 Estate Management

In January 2026, the Estates and Stewardship Team took on responsibility for compliance across the apartment blocks in Lightmoor Village and the BVT Telford estates, excluding Lawley. This includes weekly inspections, walk-and-talks and site visits, alongside weekly compliance checks to ensure health and safety standards are maintained for fire alarms, emergency lighting and water flushing.

A new permanent Estate Caretaker position was also created, with Dylan, who had previously been working as a temporary caretaker, successfully appointed to the role.

Following Richard's secondment as Administrative Officer, Ian Lawrence joined the team as a temporary Estate Caretaker in June. Ian provides additional support to the team, helping to ensure that the level of service provided across Lightmoor Village remains consistent.

Estate Caretakers

The Estate Caretakers, Aaron, Tom, Dylan and Ian, provide frontline services across BVT areas, helping to keep Lightmoor Village clean, green and safe.

Their work covers a wide range of responsibilities, including maintaining courtyards, carrying out repairs, picking up litter and supporting the Oak Tree Centre and its customers.

Residents can see when their courtyard is scheduled to be visited by checking the Estate Caretaker Calendar on the Lightmoor Village website:

<https://bvtlightmoorvillage.org.uk/your-home/estate-caretaker-rota-2026>

The team has been particularly busy over the summer, carrying out a wide range of repair and maintenance work throughout the village. They have also been busy clearing weeds from paths, picking up litter and keeping communal areas looking tidy, clean and well maintained.

Below are some photos showing examples of the work the Estate Caretakers have carried out recently.

We would like to thank Aaron, Tom, Dylan and Ian for all their hard work in helping to keep our shared spaces looking their best and making Lightmoor Village a pleasant place to live.









Grounds Maintenance

The partnership between Grounds Maintenance and the Estates and Stewardship Team continues to strengthen the delivery of grounds maintenance services across Bournville Village Trust's communities in Birmingham and Telford, including Lightmoor Village and our established communities in Telford.

The partnership model includes monthly meetings and work audits, which help to identify and resolve any issues quickly, while also providing an opportunity to recognise and celebrate the excellent work taking place across our communities.

In 2026, further joint working is planned to build on these positive working relationships. This includes the installation of steps down to Stoney Hill Park from Lightmoor Way, as well as new benches in Myford Meadow as part of the Remembrance Garden.



Estate Checks

The Estate Officer for Lightmoor Village carries out regular weekly estate checks across different areas of the Village, following a four-week schedule. These checks play an important role in ensuring that the community remains a safe, well-maintained and welcoming place for all residents.

100% of scheduled Estate Checks were completed in Q2. Further information and performance data are included in the Performance Report.

Estate Checks include:

- Identifying repairs that need to be arranged or reported to developers.
- Inspecting courtyards and shared areas to ensure they are being properly maintained.
- Reviewing parks, open spaces and lanes to confirm they are clean, safe and welcoming for everyone to enjoy.
- Checking the condition and upkeep of apartment blocks.
- Speaking with residents about any significant breaches and working collaboratively to resolve issues.

Residents can find the full 2026 Estate Checks calendar on our website here:

<https://bvtlightmoorvillage.org.uk/your-home/estatechecks2026>

Estate Date, Walk and Talks, Welcome Walks

Dates for Estate Dates, Walk and Talks and Welcome Walks have been set for 2026.

These events provide a great opportunity for residents to meet members of the team, ask questions, raise concerns and share feedback about their area. They also give the team an opportunity to hear directly from residents and discuss any local issues.

All events are promoted on Facebook and are also listed on the event calendar on the Lightmoor Village website. <https://bvtlightmoorvillage.org.uk/events>

Projects

Throughout 2026, the Estates and Stewardship Team has been working on a number of key projects designed to improve services, strengthen processes and support the communities we manage.

• LVEMC Elections

The LVEMC elections were completed by July 2026, welcoming two new residents, Scott and Adrian, to the committee. Existing members Jordan, Louise and Wendy were also re-elected.

Elections are held every other year, with different positions up for election each time. This approach enables the committee to maintain an element of continuity while also providing the opportunity to refresh its membership on a regular basis.

- **Policy and Procedure Review**

As in 2025, the team has continued to review and update policies, procedures and processes across the service.

All members of the team have been involved in the reviews. These are now complete and are being rolled out and embedded across the teams.

This work provides BVT and our customers with clear, measurable, consistent and compliant service standards and delivery methods across all aspects of our work.

- **Block Cleaning and Window Cleaning Contracts**

In 2026, BVT began the process of introducing new contracts for block cleaning and window cleaning at our apartment blocks across Birmingham and Telford.

Once a confirmed list of suppliers who had submitted bids was established, a selection panel, which included several residents, evaluated the quality-based questions as part of the overall assessment process and selected the new suppliers.

This process has now been completed, with the new contract commencing in November 2026.

- **Drainage Contract**

From October 2026, the Estates and Stewardship Team will take over the management of the drainage contract with Wrekin Drains.

This will include ensuring that the sustainable urban drainage systems are well maintained and that there is effective communication and engagement between the drainage contractor and the Grounds Maintenance Team.

- **Estates and Stewardship Contract Tenders**

All three E&S Managers are working collaboratively on the procurement of a number of service contracts, including:

- Tree management
- Drainage
- General repairs
- Street lighting

This joint approach aims to ensure that the procurement and management of these services are coordinated effectively across BVT's communities.

GIS Mapping Project

A project to replace GeoSamba, BVT's current mapping provider, is currently underway.

The project is being led by Tracey Rowe with members of each team involved in reviewing and validating the information held. This collaborative approach will help ensure that the data and maps are accurate and up to date across all

areas, this also support the review of the sinking fund by ensuring all the assets are mapped.

Working with developers

- **Barratt David Wilson (BDW) - Castle Gardens**

The Grounds Maintenance and Estates Caretaking teams are responsible for managing and maintaining nearly all of the communal areas on the Castle Gardens development, legal handover is progressing.

They are supporting us with a landscaping change to discourage the electric bikes and scooters from coming up through Doseley.

- **Morro Partnerships- The Croppings 2 and The Woodlands**

The Estates and Stewardship Manager attends a monthly meeting with Morro to discuss current works, any issues and communication with residents.

There are still outstanding issues with The Croppings and the extension to Woodlands Park, alongside Rebecca Stevens we continue to work with Morro to ensure this is put right before BVT take handover of the communal and shared areas.

Phase 3 is currently progressing with team delivering welcome packs to new residents.

Working with other housing partners

Working with our housing partners is part of our everyday work. We regularly meet with Wrekin Housing Group, Green Square Accord, and Homes Plus Group to share knowledge, discuss challenges, and work together on improving housing services.

Sharing knowledge helps us with best practice and finding new solutions to improve services. It also means we can tackle challenges together, ensuring quick and effective action.

8. FINANCE REPORT Q2 2026

 Discussion Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

 08. Q2 LVEMC Financial Report.pdf

 08a. LVEMC Q2 Finance Report.pdf

Lightmoor Village Estate Management Committee	
Date	8 th September 2026
Item 08, 8a	Quarterly Financial Report Quarter 2 2026
Author	Fleur Hemming Estates and Stewardship Manager
Contact Details	fleurhemming@bvt.org.uk



1. Purpose of Report

To present the financial position against budget at the end of Quarter 2 2026.

2. Recommendation/s

The Committee is requested to **DISCUSS** and **NOTE** the contents of this report.

3. Link to Strategic Aims, Objectives and Values

This report links to the BVT Corporate Plan strategic aims of;

Building Organisational and Financial Strength, objective 6;

- Deliver good governance.

Community Building, Objective 1 & 2

- Support and champion opportunities for local people to be involved in leading things that are important to their local community deliver them.
- Make sure local people can, and are able to, be fully involved in shaping our services and projects.

The report meets this aim by reflecting the financial discussions, outcomes and decisions that Committee has made.

The report meets the BVT Values of:

- Partnership- we work together to achieve great things.
- Fairness- we treat people as individuals by exercising the right approach at the right time.
- Quality- we are clear about what we do, and we do it well.
- Integrity- we do the right thing.
- Innovation- we look for new and better ways of doing things.

The report specifically meets the 10-year Corporate Plan measures of success in that it will;

- Ensure that the BVT team listens to resident's views and acts on them.

- Consult with resident members on the activity of the team.
- Ensure value for money performance is monitored.

4. Financial Impact

This report is directly linked to the Lightmoor Village budget and the overall expenditure of the Stewardship Charge. It provides a comprehensive breakdown of how funds are allocated and spent across various service areas within the village. This includes maintenance, community engagement activities, and improvements to infrastructure, among other priorities. By linking the report to the budget, it ensures clarity on how financial resources are being managed and utilised to meet the needs of all residents, regardless of tenure.

The report also highlights the role of the Stewardship Charge in funding these services and initiatives, showing how the charges contribute to the ongoing upkeep and enhancement of the community. This approach enables residents to monitor spending, ensuring that the budget is being used efficiently and in accordance with both community expectations and regulatory standards.

5. Value for Money Impact

Poor financial performance could impact our ability to achieve the objectives set out in the business plan and may affect the overall financial viability of the organisation.

To mitigate this risk, the costs associated with delivering the Estates and Stewardship service are carefully monitored. These costs have undergone a thorough review to ensure they are fair, reasonable, and in line with current market standards. Additionally, there has been a thorough review of the Grounds Maintenance service, ensuring that the service is delivered with value for money (VFM) and cost-effectiveness. This approach helps to maintain financial stability while continuing to provide high-quality services to residents.

6. Risk and Assurance Impact

The main risk to the budget is any significant change in the current economic climate, where charges for services, such as utilities and grounds maintenance exceed estimated costs. This is closely monitored.

7. Compliance with Relevant Legislation and Regulation

Bournville Village Trust (BVT) is a registered housing provider governed by the Regulator of Social Housing (RSH) Regulatory Standards. These include four Consumer Standards and three Economic Standards, along with compliance to procurement legislation.

The Estates and Stewardship service is central to meeting these standards, focusing on a tenure-neutral approach in Lightmoor Village. This means that BVT strives to deliver high-quality services and management to all residents, regardless of their housing tenure, promoting a strong sense of community and shared responsibility within the area.

Each Committee report for the Lightmoor Village Estates Management Committee (LVEMC) clearly identifies the relevant standards it addresses, providing context and rationale for their inclusion. This ensures transparency and accountability in all activities. This report complies with the standards outlined below.

- **Economic Standards**

Governance and Financial Viability Standard – how well is the organisation run and is it financially viable.

Value for Money Standard – does the provider make the best use of the resources it has to meet its objectives.

- **Consumer Standards**

Tenant Involvement and Empowerment Standard – customer service and complaints, tenant rights and involvement

8. **Equality, Equity, Diversity & Inclusion Impact**

As outlined in the BVT Equality & Diversity Policy, BVT is committed to encouraging and supporting all residents in actively participating in the community. By engaging with people from diverse groups, BVT believes it can drive continuous improvement in the services provided.

All groups within the Resident Involvement Framework are expected to adhere to the organisation's "Conduct Becoming" Code of Conduct, which includes principles of equality and diversity.

9. **Customer Voice and Impact**

The Lightmoor Village Estate Management Committee (LVEMC) is made up of a majority of elected residents who represent the wider community, ensuring that the voice of the residents is heard in all decisions made by the committee.

The committee structure was established in response to residents wanting greater control over how the Stewardship Charge is spent within the community. The LVEMC plays a key role in the governance of BVT in ensuring that the residents' perspectives are reflected in the management and delivery of the estate and stewardship services.

10. **Report**

This report relates to the Lightmoor Village financial report for the Q2 of 2026. (see item 8a)

Income

Income is broadly in line with the budget expectation.

Operational Expenditure

Overall operational expenditure is broadly in line with the budget expectation.

Oak Tree Centre

Hire of community rooms is ahead of budget.

Squatters Cottage

Expenditure is broadly in line with the budget expectation

Lightmoor Village Estate Management Committee Report



Outturn Forecast 2026	Budget 2026	Lightmoor Estates Management	Budget Jan - June 2026	Actual & Committed Jan - June 2026	Notes
		Community Charge Income			
441,314	441,314	Community Charges	370,505	376,609	
48,432	57,256	Commercial Property Surplus	55,664	41,719	
16,000	6,000	Grants & Funding	3,000	14,415	
46,000	46,000	Wear & Tear Drawdown	0	0	
551,746	550,570	Total Income	429,169	432,744	
		Expenditure			
(713,385)	(716,385)	Operational Expenditure	(350,618)	(352,611)	
(143,716)	(143,716)	Transfer to Wear and Tear Fund	0	0	
(857,101)	(860,101)	Total Expenditure	(350,618)	(352,611)	
(305,356)	(309,532)	Potential Underspend / Overspend	78,551	80,132	
		LIGHTMOOR ESTATES OPERATIONAL BUDGET			
		Estate Management			
(154,895)	(154,895)	Staffing Costs	(83,016)	(82,507)	
(500)	(500)	Travel	(255)	(239)	
(734)	(734)	Telephone - Mobile	(366)	(285)	
(10,000)	(10,000)	Communications	(2,000)	(2,245)	
(2,200)	(2,200)	Legal & Professional Fees	(1,000)	(672)	
(5,161)	(5,161)	Insurance	(2,580)	(2,580)	
(229,757)	(229,757)	Parks & Landscaping	(114,876)	(114,876)	
(16,695)	(16,695)	Tree Surveys & Works	(5,695)	(8,516)	
(18,156)	(18,156)	Communal Lighting (Inc Courtyards)	(6,806)	(6,806)	
(14,500)	(14,500)	General Repairs (Inc Courtyards, Play Areas & Parks)	(5,000)	(2,105)	
(20,000)	(18,000)	Winter Gritting (Inc Courtyards)	(14,000)	(19,492)	
(4,000)	(4,000)	IRS Repair & Upgrade	(2,046)	(740)	
(46,000)	(46,000)	Wear & Tear Expenditure	0	0	
(522,599)	(520,599)	Total Estate Management Costs	(237,640)	(241,063)	
		Estate Caretaking			
(64,863)	(79,863)	Caretaker - Staffing Costs	(42,693)	(28,397)	
(4,700)	(4,700)	Caretaker - Travel / Vehicle / Waste Disposal Costs	(3,373)	(5,168)	
(734)	(734)	Caretaker - Mobile Phones	(366)	(285)	
(730)	(730)	Caretaker - Clothing & PPE	(370)	(73)	
(1,043)	(1,043)	Caretaker - Tools & Equipment	(522)	(357)	
(72,071)	(87,071)	Total Estate Caretaking Costs	(47,324)	(34,280)	
		Community Development			
(6,000)	(6,000)	Community Development & Involvement Activities	(1,000)	(340)	
(16,000)	(6,000)	Grant Expenditure	(500)	(11,400)	
(150)	(150)	Support for Residents Group/Association	0	0	
(2,500)	(2,500)	Support for Youth Groups	0	400	
(24,650)	(14,650)	Total Community Development Costs	(1,500)	(11,340)	

		<u>Office Running Costs</u>		
(3,653)	(3,653)	Apportionment of CTH Office Costs	(1,824)	(1,824)
<u>(3,653)</u>	<u>(3,653)</u>	Total Office Running Costs	<u>(1,824)</u>	<u>(1,824)</u>

OAK TREE CENTRE**Turnover**

24,000	24,000	Hire of Community Rooms	12,000	10,401
3,581	3,581	Office Rent	1,788	1,824
27,581	27,581	Total Turnover	13,788	12,225

Expenditure

(2,040)	(2,040)	Cleaning / Sanitary Materials	(1,020)	(1,363)
(500)	(500)	Day to Day Maintenance	(500)	0
(17,531)	(17,531)	Salaries	(9,373)	(6,234)
(40,000)	(40,000)	Service Charge payable to Telford & Wrekin	(20,000)	(22,174)
(500)	(500)	Planned & Cyclical	(500)	(1,308)
(250)	(250)	Equipment Renewal	(250)	(182)
(60,821)	(60,821)	Total Expenditure Costs	(31,643)	(31,261)
(33,240)	(33,240)	Surplus / (Deficit) Oak Tree Centre	(17,855)	(19,036)

SQUATTERS COTTAGE**Turnover**

3,000	3,000	Hire of Community Rooms	1,000	0
3,000	3,000	Total Turnover	1,000	0

Expenditure

(5,115)	(5,115)	Utilities	(2,558)	(1,794)
(5,115)	(5,115)	Total Expenditure Costs	(2,558)	(1,794)
(2,115)	(2,115)	Surplus / (Deficit) Squatters Cottage	(1,558)	(1,794)

(55,057)	(55,057)	Administration Charge	(42,917)	(43,274)
(713,385)	(716,385)	Total Operational Expenditure	(350,618)	(352,611)

WEAR AND TEAR FUND**Income**

1,278,651	1,278,651	Opening Balance	0	1,278,651
0	0	Interest	0	0
143,716	143,716	Transfer from Community Charge	0	0
1,422,367	1,422,367	Total Income	0	1,278,651

Expenditure

0	0	Project Fees	0	0
0	0	Capital Expenditure	0	0
0	0	Total Capital Expenditure	0	0

1,422,367	1,422,367	Closing Balance	0	1,278,651
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9. COMMUNITY DEVELOPMENT, INVOLVEMENT & PARTNERSHIPS REPORT

Q2



Discussion Item



FH



5 mins

REFERENCES

Only PDFs are attached



09. LVEMC Community Development & Partnerships Report Q2 2026.pdf

Lightmoor Village Estate Management Committee	
Date	8 th September 2026
Item 09	Community Development & Partnerships Report
Author	Fleur Hemming
Contact Details	fleurhemming@bvt.org.uk 0121 667 1085



1. Purpose of Report

The purpose of this report is to provide the Committee with an update on the Community Development and Partnerships working in Lightmoor Village for Q2 2026.

2. Recommendation/s

Committee is asked to **DISCUSS & NOTE** this report.

3. Link to Strategic Aims, Objectives, and Values

This report links to the BVT Corporate Plan strategic aims of.

Building Organisational and Financial Strength, Objective 6.

- Deliver good governance

Community Building, Objective 1 & 2;

- Support and champion opportunities for local people to be involved in leading things that are important to their local community and deliver them
- make sure local people can, and are able to, be fully involved in shaping our services and projects.

The report meets this aim by showing the showing the discussions, outcomes, and decisions that Committee has made through the community development and partnership work.

The report meets the BVT Values of:

- Partnership- we work together to achieve great things
- Fairness- we treat people as individuals by exercising the right approach at the right time.
- Quality- we are clear about what we do, and we do it well.
- Integrity- we do the right things.
- Innovation- we look for new and better ways of doing things.

The report specifically meets the 10-year Corporate Plan measures of success in that it will;

- Ensure that the BVT team listens to resident's views and acts on them.
- Consult with resident members on the activity of the team.
- Ensure value for money performance is monitored.

4. Financial Impact

This report links directly to the Lightmoor Village budget and overall spend of the Stewardship Charge.

5. Value for Money Impact

In managing the delivery Estates & Stewardship in Lightmoor Village, the Committee and Officers of BVT will seek to:

- Strive for value for money for spend against the budget, obtaining the best value at all opportunities and regularly reviewing working practices with the aim of efficiency savings.
- Maximise the recovery of the Stewardship Charge.

6. Risk and Assurance Impact

This report links to the BVT strategic and operational risk registers.

7. Compliance with Relevant Legislation and Regulation

Bournville Village Trust (BVT) is a registered housing provider governed by the Regulator of Social Housing (RSH) Regulatory Standards. These include four Consumer Standards and three Economic Standards, along with compliance to procurement legislation.

The Estates and Stewardship service is central to meeting these standards, focusing on a tenure-neutral approach in Lightmoor Village. This means that BVT strives to deliver high-quality services and management to all residents, regardless of their housing tenure, promoting a strong sense of community and shared responsibility within the area.

Each Committee report for the Lightmoor Village Estates Management Committee (LVEMC) clearly identifies the relevant standards it addresses, providing context and rationale for their inclusion. This ensures transparency and accountability in all activities. This report complies with the standards outlined below.

- Economic Standards
Governance and Financial Viability Standard – how well is the organisation run and is it financially viable.
Value for Money Standard – does the provider make the best use of the resources it has to meet its objectives.
- Consumer Standards
Neighbourhood and Community Standard – issues around neighbourhood and communal areas and anti-social behaviour
Tenant Involvement and Empowerment Standard – customer service and complaints, tenant rights and involvement

Community activities are carried out in compliance with licensing, GDPR and safeguarding regulations and best practice.

8. Equality, Equity, Diversity & Inclusion Impact

As stated in the BVT Equality & Diversity Policy, BVT will encourage and support all residents to take an active part in the community and believe that positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

All such groups which are part of the Resident Involvement Framework are required to adopt the organisation's "Conduct Becoming" Code of Conduct which includes equality and diversity principles.

To achieve our objectives, we will:

- Seek ways to actively promote involvement to a diverse range of residents, particularly where we are aware of under-representation.
- Provide a range of alternative ways of getting involved for people who do not wish to be involved in the more formal structures.
- Provide equality and diversity training to resident representatives.
- Be sensitive to the needs of different groups and individuals when planning and organising events.

Services such as Language Line and documentation interpretation are offered, and the team are equally available to all members of the community regardless of their background, tenancy type or circumstances.

Provision has recently been made on the BVT Lightmoor Village website to allow residents to easily access the website translated into numerous languages and with many accessibility features.

9. Customer Voice and Impact

The Lightmoor Village Estate Management Committee is a resident led committee who actively engage with the wider community, ensuring the customer voice is central to all committee decisions.

Recognising and representing residents' perspectives is essential in shaping BVT's Estates and Stewardship services. To achieve this, projects and service delivery undergo robust consultation processes, including resident sounding groups, surveys, letters, meetings, and events. These ensure that residents' views are heard and have a meaningful influence on policies and service decisions.

Other resident groups feed into the LVEMC wherever possible to complete projects, take part in consultations and give feedback and recommendations.

10. Report

In Lightmoor Village, the Estates and Stewardship Manager is responsible for the Community Development and Partnerships role. However, this is a shared responsibility across the entire Lightmoor Village Estates and Stewardship team.

The team works closely with residents, the Lightmoor Village Estate Management Committee, community groups, local organisations and external partners to support community development, encourage resident involvement and identify opportunities that benefit the wider Lightmoor Village community.

During Q2 2026, activity has continued to focus on maintaining positive relationships with residents and partners, supporting community initiatives and identifying opportunities to strengthen community engagement, safety and participation.

The following sections provide an update on the key Community Development and Partnership activity undertaken during Q2 2026.

10.1 Partnership Working

In 2025, we spent time building relationships with local organisations, groups and residents. During 2026, we have continued to build on these relationships and look for new ways of working together.

Working with others means we can offer more to residents and get the right people involved when issues or opportunities arise.

During Q2 2026, we have worked with a wide range of organisations and groups, including:

- Lightmoor Village Youth Group with Shropshire Youth Association.
- Friday Youth sports with AFC Telford United & Cllrs Mehta & Preece.
- West Mercia Safer Neighbourhood Police Team.
- Citizens Advice Sessions
- Lightmoor Village Delivery Group
- Learn Telford
- Lightmoor Village Primary School
- ABC Nursery
- Parish Councils: Gorge, Dawley Hamlets, Lawley & Overdale
- Shropshire Wildlife Trust
- Smallwoods
- Jessups/Morro
- Barratts David Wilson
- Crest Nicholson
- Keepmoat
- Taylor Wimpey
- Shropshire Girl Guiding
- NHS
- Telford & Wrekin Council
- Health Champions
- Lawley Line Dancing
- TW Health Improvement Team
- Telford Mind
- TW Community Participation Team
- Londis
- Lightmoor Italian
- T&W ASB Team
- Shropshire Electrical
- Slimming World
- Willow Path Wellness counselling
- Energize STW
- AFC Telford United Foundation
- T&WC Family Hubs
- Victory Life Church
- MaddFitness
- Temple Marial Arts
- Top Hats Stage School
- Little Kickers
- Kombat Kids
- Shropshire Optical Committee
- Staffordshire first aid

These relationships help us to bring different activities, services and support into the village and make sure residents know where they can get help when they need it.

Lightmoor Village Primary School

We continue to have a good working relationship with Lightmoor Village Primary School.

The Estates and Stewardship team keeps in regular contact with the school and works with them when needed. We have regular contact with the Headteacher, Business Manager and

office staff, which helps us deal with any issues quickly and keep communication between BVT and the school working well.

West Mercia Police and Anti-Social Behaviour

BVT continues to work closely with West Mercia Police to help tackle anti-social behaviour (ASB) and keep Lightmoor Village a safe and welcoming place for everyone.

Following recent incidents in the village, including the arson at the Squatters Cottage woodland, link ups of large groups of young people and electric bikes and scooters the Estates and Stewardship team has met with local Police officers to discuss what has happened, share information and agree how we can work together to prevent further incidents.

The Police have confirmed that they have identified and spoken with several young people in connection with recent incidents. The formal ASB process has also started, including ASB warning letters where appropriate.

This is a good example of why partnership working is important. BVT and the Police have different roles and powers, but by sharing information and working together we can build a better understanding of what is happening and take action where we can.

BVT is also working with the West Mercia Police Prevention and Diversion Youth Worker to look at ways of engaging with young people. The aim is to provide positive activities and opportunities for young people, while helping to prevent ASB from happening in the first place.

Residents also have an important role to play. Tackling ASB is not something that BVT and the Police can do alone, and we need residents to work with us by reporting incidents and sharing information.

Every report helps build a picture of what is happening in the village. Even if an incident seems small, reporting it can help the Police identify patterns, understand where problems are happening and decide where resources are needed.

Where possible, residents should provide useful information such as what happened, where and when it happened, and descriptions of people or vehicles. Photographs or other evidence can also be helpful, but residents should never put themselves at risk to obtain information.

We understand that residents may sometimes feel that reporting an incident will not make a difference. However, if incidents are not reported, BVT and the Police may not have a full picture of what is happening. We therefore ask residents to report concerns and keep us informed so that we can work with our partners to take action.

Serious incidents should be reported to the Police by calling 999 in an emergency or 101 for non-emergency matters. ASB can also be reported through the West Mercia Police online reporting service.

Where there are ongoing concerns in a particular area, BVT can work with West Mercia Police, the Telford & Wrekin ASB Team and other partners to look at what is happening and what can be done.

The Police may also use additional powers where appropriate, including dispersal powers, to help deal with serious or persistent problems in particular areas.

The Estates and Stewardship team also plays an important role. Because our team is out in the village every day, we can see what is happening, speak with residents, report concerns and share information with our partners.

The Police regularly visit the BVT office to speak with the team and discuss current concerns. Police surgeries can also be arranged when there is a particular issue that residents would like to discuss with local officers. Police officers also attend community events where possible, giving residents the opportunity to meet them and raise concerns.

We would also like to thank the Committee members and residents who have supported Fleur with late-night walkabouts around the village. Their time and willingness to get involved has been greatly appreciated. Committee members have also assisted when incidents have taken place, including helping to identify and apprehend those responsible for the fires, alongside the Police.

Keeping Lightmoor Village safe is a shared responsibility. BVT, West Mercia Police, other local services and residents all have a part to play. By talking to each other, sharing information and reporting concerns, we can work together to deal with ASB and help prevent problems from becoming bigger issues.



Oak Tree Centre

The Lemon booking site continues to be well used, with customers being directed to the site to make bookings.

As part of our communications plan, we recently used Facebook advertising to promote the rooms available for hire, highlight what's happening at the centre for our users, and attract new bookings for daytime use.

Parish Council

From May 2027 Lightmoor Village will be fully part of the Dawley Hamlets Parish Council (DHPC) The Estates & Stewardship manager is meeting with the clerk for DHPC to build relationships and encourage engagement in Lightmoor Village.

Dates for your diary

- Celebrating Lightmoor Village, Saturday 26th September 2026 11-2pm
- Lightmoor Village Christmas Friday 4th December 2026 5pm-7.30pm

Myford Meadow Remembrance Garden

Working alongside Morro Partnerships, three benches have been created using offcuts of wood from The Woodlands site.

The wood would usually have been taken away to recycling skips. However, this year it was instead taken to HMP Onley, where prisoners have transformed the reclaimed timber into three benches for the Myford Meadow Remembrance Garden.

This is a great example of how materials can be reused to create something meaningful for the local community. The aim is to have the benches installed and the remembrance garden ready in time for November and Remembrance Sunday.

Pre-Loved School Uniforms

Thank you to LVEMC member Hannah, who recently took on the task of organising the pre-loved school uniforms and making them easily accessible to residents from the Oak Tree Community Centre.

This is a fantastic contribution to the community, supporting residents by providing access to good-quality, pre-loved uniforms while also helping to reduce waste and encourage reuse.



10. COMMUNICATIONS REPORT Q2

 Discussion Item

 DC

 5 mins

REFERENCES

Only PDFs are attached

 10. Q2 PR Communications report LVEMC.pdf

Lightmoor Village Estate Management Committee	
Date	8 th September 2026
Item 10	Q2 Customer Communications Report
Author	Donna Charway Customer Communications Officer
Contact Details	DonnaCharway@bvt.org.uk 0300 333 6540



1. Purpose of Report

The purpose of this report is to inform Committee of the PR & Communication activities that took place in Q2 of 2026.

2. Recommendation

Committee is asked to **DISCUSS** and **NOTE** the contents of this report.

3. Link to Strategic Aims, Objectives and Values

The delivery of PR & Communication activities contributes towards the BVT corporate aims of:

- Inspiring learning and sharing
- Building organisational strength

And reflects values of partnership, fairness, quality, integrity and innovation.

The PR & Communication report is focused on reporting against the aims set out in our Marketing & Public Relations Strategy (Telford), which complements the main BVT Marketing & Public Relations Strategy for BVT. The report is broken down into four main strategy aims, as detailed below.

4. Our Digital Communications Offer (see Appendix A)

AIM: Provide a quality, timely and effective communications service across all our digital communication platforms that reflects customer needs and to ensure Lawley and Lightmoor digital communications is aligned with the BVT brand.

During Q2, the Customer Communications Officer (CCO) developed new website pages to highlight the role of the estate officer, which included uploading specific videos explaining the various aspects to the role. As the LVEMC elections were successfully contested, a new page detailing the nominees was created and reminding residents how important their vote was.

4.1 Website

- **Wrote and published 31 news stories and events.** Alongside sharing content via social media, the website has been regularly updated with information on services, activities, and events—including estate dates and resident drop-in sessions — making sure residents who do not use social media can still stay informed about developments within the village and the wider local area.

4.2 Social media platforms

As part of ongoing communications activity, the Customer Communications Officer (CCO) continues to manage the BVT Lightmoor Village Facebook, Instagram and X (formerly Twitter) accounts, and the Oak Tree Community Centre and Bournville Bistro (although the bistro is currently closed) social media pages.

Posting on social media continues to play an important role in raising awareness among customers about the wide range of services delivered by BVT as well as the great things happening in Lightmoor Village and the things that make it a great place to live. Content covered estates and stewardship activity, partnership working, and promotion of local community events - helping to keep residents informed and engaged.

In addition, nine videos were created, recorded, and shared during the quarter. These focused on key topics such as the upcoming committee elections, the role of the estate officer and the vandalism caused at the woodlands. Video content continues to be an effective way of engaging audiences and increasing reach across social platforms.

- **124 updates/events on Facebook/Instagram/X.** These posts helped to raise awareness amongst customers of the services BVT provides, ranging from estates & stewardship activities and partnership work to community events.
- **Recorded/created/shared nine videos.** Topics included the resident-led committee elections, the role of the estate officer and the vandalism at the woodlands.

4.3 Online newsletter

In 2026, the online newsletter is issued monthly due to its continued success and the increasing number of residents signing up to receive it. Residents across all BVT communities can subscribe via our main website.

The newsletter includes updates on BVT services, as well as activities and events taking place across all neighbourhoods in which we work. It continues to serve as an important communication tool, helping to keep residents informed and engaged at a local level.

In Q2 of 2026, articles relating to Lightmoor Village included:

- April – Nominations open for resident-led elections
- May - New community coffee morning in Bournville House, announcement of Ironbridge Medical Practice leasing Cherry Tree House
- June - Veterans family fun day, Love Parks week event, You said we did - maintaining verges still under developer's remit.

As the online newsletter is monthly, the average open rate has slightly decreased, which is expected. However, according to Mailchimp (who distribute the newsletter) our average open rate is still above the not-for-profit sectors (average in 2026 is 38.8% compared with 28% for non-profit organisations).

5.Brand management and marketing (see Appendix B)

AIM: Make sure Lawley and Lightmoor branding is aligned with the BVT brand and reflects us as a values-driven charitable trust and deliver excellent marketing activities that support the wider delivery of our aims and corporate plan.

In Q2 of 2026, we supported the Estates & Stewardship Manager in the communication and marketing of activities taking place. This included:

Resident committee election

Carrying out the project plan for the 2026 LMC elections, this included videoing the chair and members of the committee to promote nominations. Creating pages on the website and regular communications both while the nomination period was open and during the voting process.

The Role of the Estate Officer

A series of videos was recorded with the estate officer to explain the role and support provided to residents. Topics covered included alterations, breaches, developing areas and the background to the stewardship service.

6.Our public profile (Appendix C)

AIM: Create compelling messages and narratives that celebrate and share what we do and influence others, with a focus on demonstrating that we listen and respond to customers and respond to wider issues aligned to our values.

6.1 Media coverage During the second quarter of 2026, a news release was issued announcing the first veteran's family fun day being held at the woodlands by Squatters Cottage. This was a partnership event with Small Woods and showcases the work being carried out by the veterans' groups who attend every week.

Press coverage allows us to raise awareness of our services, both to residents in Lightmoor Village and households in the surrounding areas. This can prove a useful marketing tool to reach people who are considering moving to Lightmoor Village.

6.2 Public relations As well as sharing Lightmoor Village news by securing media coverage, the CCO is always looking for ways to tell the 'stories' of the Lightmoor Village community. In Q2 this included several articles related to shops and community services.

In addition, the CCO also promoted many of the activities and events taking place both at the Oak Tree Community Centre and in the wider community.

6.3 Promoting Lightmoor Village's brand

In 2025, the CCO carried out research to understand what sets Lightmoor Village apart from other villages. This included speaking to residents about what they love most about living in Lightmoor. Feedback was gathered through face-to-face conversations, online responses, and input from colleagues. Desktop research also complemented research with residents.

The results showed three main USPs about living in Lightmoor Village that the CCO has used to develop three clear brand messages: These are:

- 1: The value of the parks and open spaces.
- 2: The ability to be involved and shape decisions.
- 3: A strong sense of community.

These findings are now being used to shape communications and activities, with three straplines now being used on all digital platforms:

- Lightmoor Village - Inspired by nature. Driven by community
- Lightmoor Village - Green spaces. Strong community. Shared voice
- Lightmoor Village - Where modern living meets village life.

During Q2 several videos were recorded for Love Parks Week to capitalise on the amazing parks and open spaces in Lightmoor Village. These will be published during the Love Parks weeks in Q3.

Internal Communication

AIM: To support the delivery of regular, quality internal corporate communication that reaches all colleagues and encourages two-way communication and feedback.

The CCO regularly contributed to BVT's staff intranet and Staff Bulletin in Q2. This included:

- Bournville House residents celebrate Africa
- Community partnership brightens Lightmoor Village (hanging baskets)

For more details, see Appendix D.

7. Financial impact

All PR and communications activities have been costed for 2026 as part of the budget planning process.

Most communications carried out for Lightmoor Village is digital (with hard copies available on request). This reduces costs associated with print and offers good value for money for residents. The CCO resource is shared with Lawley, offering some economies of scale and value for money.

8. Value for Money Impact

The delivery of communications uses existing resources.

9. Risk and Assurance Impact

Communications help mitigate the following strategic risk: 'Lack of accountability to customers and poor-quality services.'

10. Relevant Legislation and Regulation Impact

- General Data Protection Regulation 2016
- The UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (CAP Code)
- The Copyright, Designs and Patents Act 1988

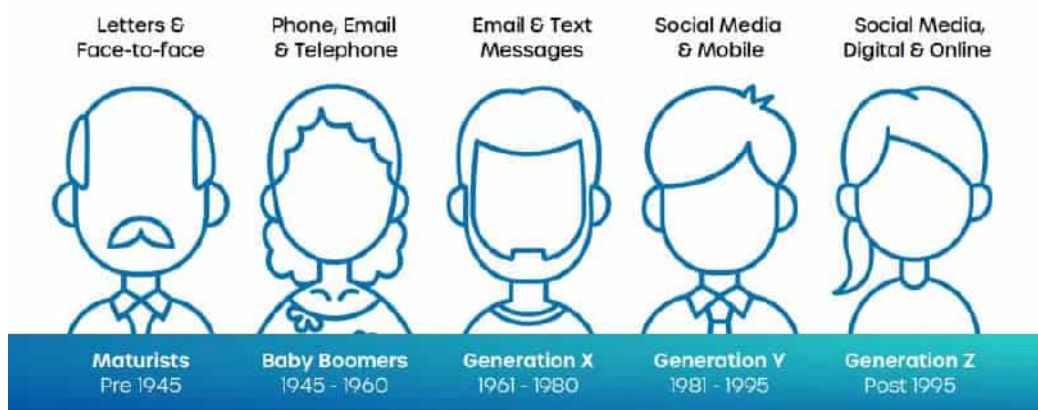
11. Equality, Equity, Diversity & Inclusion Impact

Our overall communications strategy supports the following objectives in our Diversity, Equality and Inclusion Policy.

- To recognise and respect the valuable contribution that diverse groups can bring to a community and to treat individuals with respect and dignity.
- To create communications that are inclusive and accessible and are responsive to the needs of our customers.
- To continue to ensure social media guidelines are followed including removing comments/posts that amount to bullying or discrimination and deleting offensive derogatory posts, images or links

In addition to continually improve inclusivity, the PR & Communications team constantly look at ways to reach all members of the community. We serve a diverse resident population with different generations and cultures, each with their own distinct communication preferences. With these variations in demographics, we use multiple communication channels to reach residents.

We believe that many Lightmoor Village residents fall into the Generation Y & Z categories (see below), which tend to be more digitally aware and able. However, there is also a care home located in Lightmoor Village, which have an older demographic, and we are conscious of this when communicating events/activities that are relevant for them.



12. Customer Voice and Impact

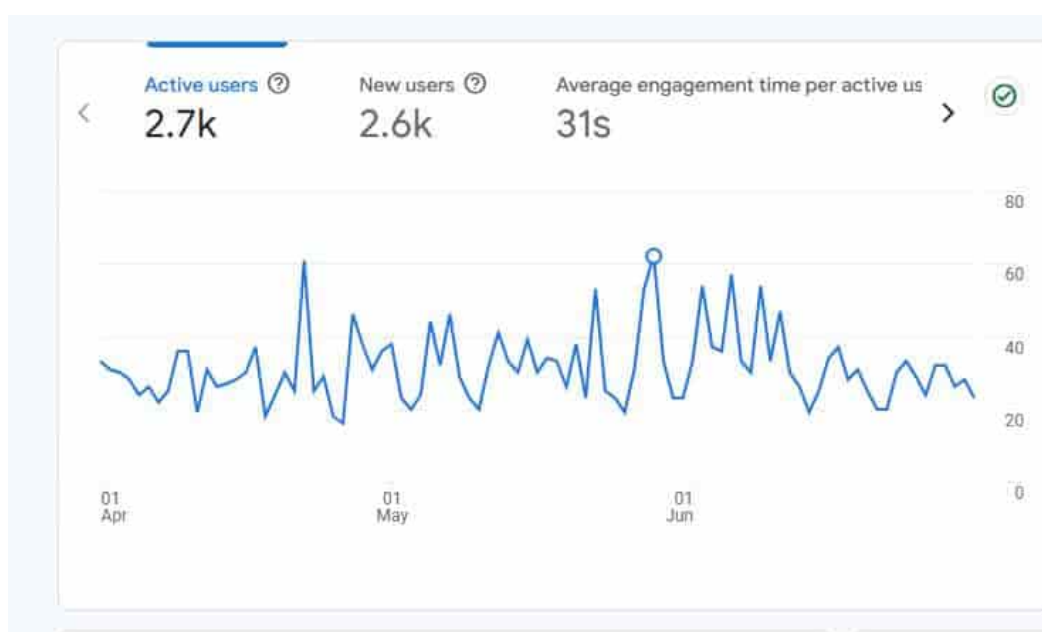
The report details the breath of communications and various methods used in Lightmoor Village and analyses the customer voice heard through these methods. This is achieved through website analysis and social media feedback. Providing timely and effective communications relating to Estates & Stewardship services and community engagement ensures residents are kept up to date with any service updates and opportunities to be part of a fully inclusive community.

Appendix A – Our digital communications offer

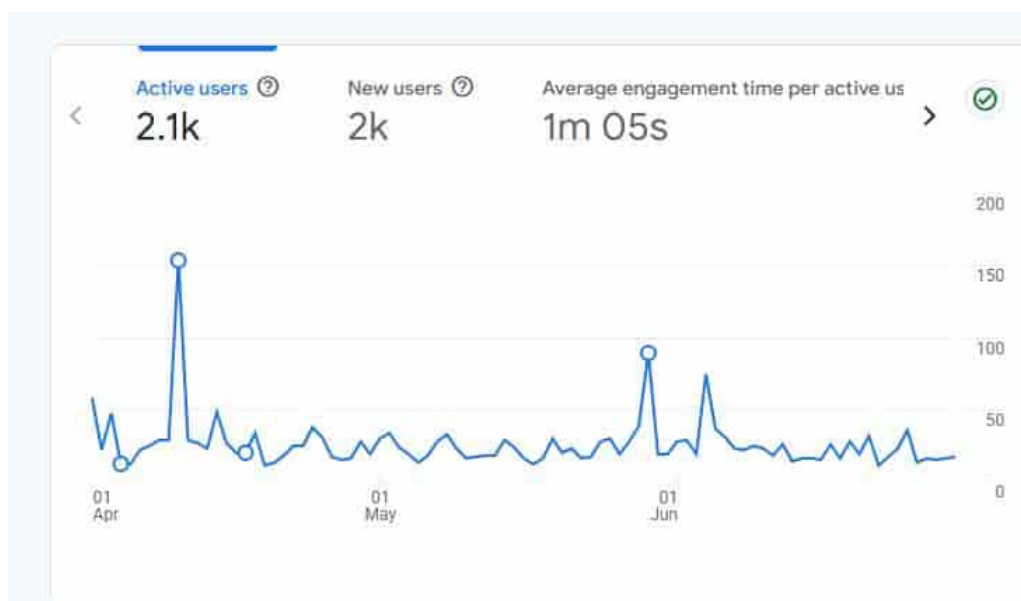
Website - Users

The graph illustrates the number of active users, during Q2 2026. Overall usage shows an increase compared with the same quarter of 2025 (2.7k v 2.1k). Aside from the home page, the events section remains the most frequently visited area, highlighting continued strong interest in the organisation's events and activities.

Website – Q2 2026



Website – Q2 2025



User acquisition

This graph shows how users found the website; it is broken down into:

- Organic search - unpaid listings on search engines e.g. a resident will search for the topic they are interested in
- Organic social - click throughs via social media
- Referral - via another source e.g. website
- Direct – go directly to the URL

First user prim...channel group)		Total users	New users	Returning users	Average engagement time per active user	Engaged sessions per active user	Event count	Key events	User key
		All events	All events	All events			All events	All events	All events
☒	Total	2,155 100% of total	2,049 100% of total	274 100% of total	1m 05s Avg 0%	0.68 Avg 0%	15,097 100% of total	0.00	
☒	1 Organic Search	1,047 (48.35%)	1,011 (49.34%)	173 (63.18%)	51s	0.78	5,522 (43.2%)	0.00 (-)	
☒	2 Direct	465 (21.48%)	460 (22.45%)	28 (10.22%)	1m 44s	0.39	4,191 (27.75%)	0.00 (-)	
☒	3 Organic Social	364 (16.81%)	293 (14.3%)	35 (13.14%)	11s	0.50	1,465 (9.7%)	0.00 (-)	
☒	4 Referral	288 (13.3%)	284 (13.86%)	37 (13.5%)	1m 52s	0.98	2,916 (19.32%)	0.00 (-)	
☒	5 Unassigned	1 (0.05%)	1 (0.05%)	0 (0%)	0s	0.00	3 (0.02%)	0.00 (-)	

Page views

The graph below shows the top 10 most visited pages during the 2nd quarter of 2026. Residents continue to log on to see latest news, events and the Oak Tree Community Centre.

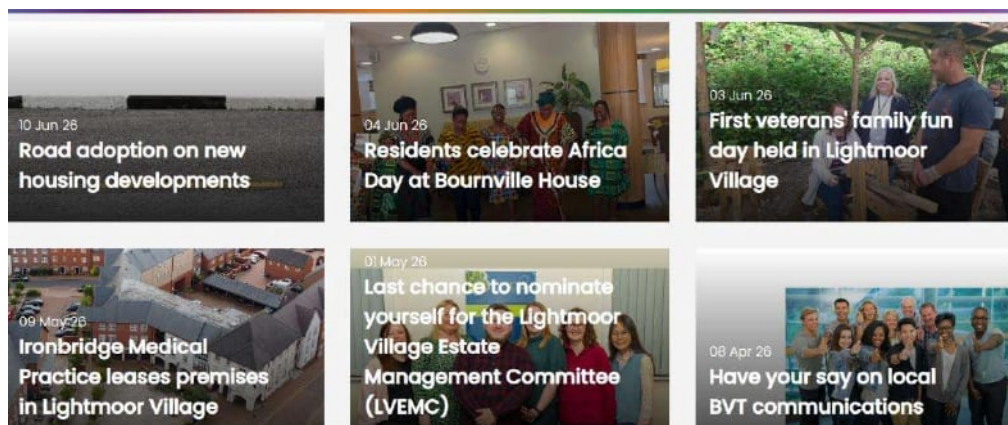
	Page path and screen class	Views	Active users	Views per active user	Average engagement time per active user	Event count All events	Key events All events	Total revenue
	Total	7,129 100% of total	2,109 100% of total	3.38 Avg 0%	1m 05s Avg 0%	15,097 100% of total	0.00	£0.00
1	/	3,346 (46.94%)	726 (34.42%)	4.61	1m 17s	5,475 (36.27%)	0.00 (-)	£0.00 (-)
2	/news/2024/10/21/welcome-to-lightmoors-italian	260 (3.65%)	205 (9.72%)	1.27	40s	900 (5.96%)	0.00 (-)	£0.00 (-)
3	/your-village/parks-open-spaces-and-play-areas	236 (3.31%)	182 (8.63%)	1.30	28s	697 (4.62%)	0.00 (-)	£0.00 (-)
4	/news/2025/3/28/the-woodlands-phase-three-to-begin	225 (3.16%)	163 (7.73%)	1.38	10s	752 (4.98%)	0.00 (-)	£0.00 (-)
5	/blog/2025/04/10/lightmoor-way-road-update-2/	215 (3.02%)	146 (6.92%)	1.47	7s	596 (3.95%)	0.00 (-)	£0.00 (-)
6	/oak-tree-community-centre/	186 (2.61%)	123 (5.83%)	1.51	33s	624 (4.13%)	0.00 (-)	£0.00 (-)
7	/events	178 (2.5%)	55 (2.61%)	3.24	47s	318 (2.11%)	0.00 (-)	£0.00 (-)
8	/news	133 (1.87%)	48 (2.28%)	2.77	1m 23s	208 (1.38%)	0.00 (-)	£0.00 (-)
9	/your-village	115 (1.61%)	86 (4.08%)	1.34	19s	199 (1.32%)	0.00 (-)	£0.00 (-)
10	/community-buildings/bournville-house	110 (1.54%)	86 (4.08%)	1.28	28s	402 (2.66%)	0.00 (-)	£0.00 (-)

News posts

Topics:

The Customer Communications Officer meets with the Estate & Stewardship Manager monthly, which helps feed news for the website. During Q2, 11 news stories were published:

- Have your say on local BVT communications
- Last chance to nominate yourself for the LVEMC
- Ironbridge medical practice leases premises in Lightmoor Village
- First veterans' family fun day held in Lightmoor Village
- Residents celebrate Africa day at Bournville House
- Road adoption on new housing developments
- Anti-social behaviour awareness week 2026



Events

Events have been published for the year. In Q2 of 2026 the following were published and took place:

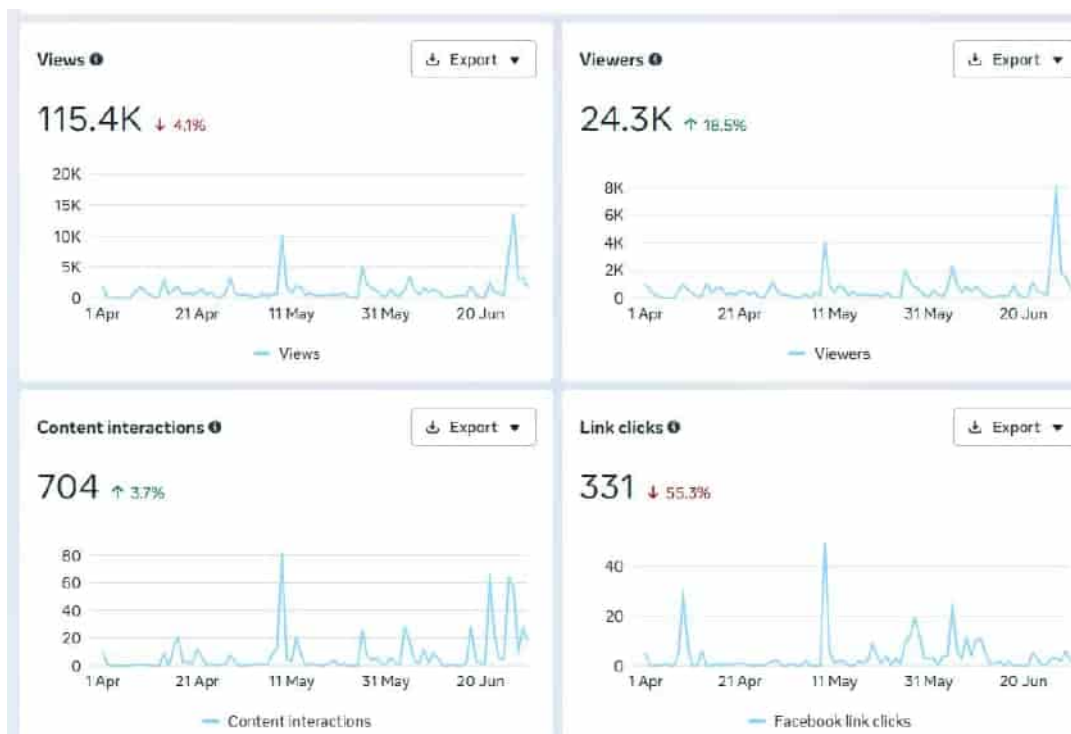
- 5 x Estate date
- 2 x Police surgery
- 2 x green gang
- 1 x Discover Lightmoor Village
- 3 x Walk & Talk
- 1 x family hub drop in

- 3 x CAB
- 2 x Easter events
- 1 x drop-in for LVEMC elections
- 1 x Have your say on local BVT communications
- 1 x Voices community coffee morning at Bournville House
- 1 x Join our customer and neighbourhood committee

Social media

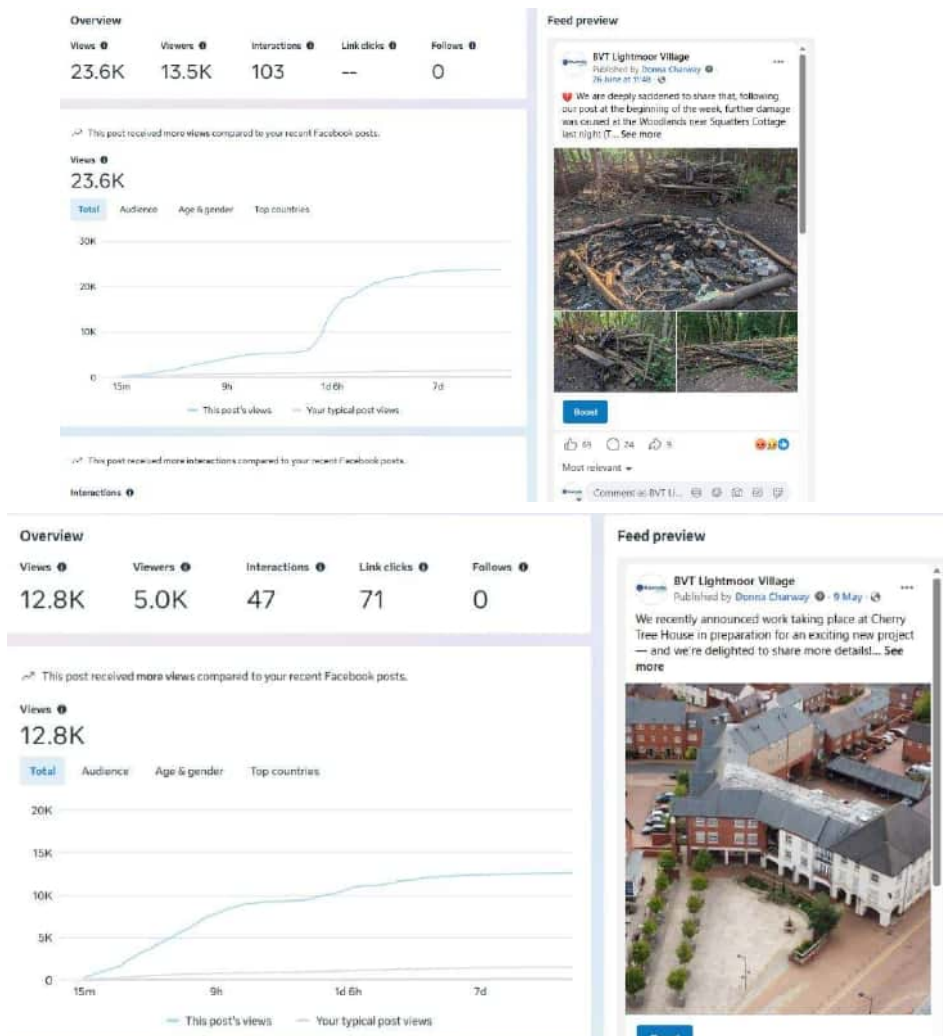
The comparison below shows Facebook performance for Q2 2026 against Q1 2026. However, the most meaningful comparison is year-on-year, as engagement levels naturally fluctuate between quarters depending on the number of service updates, community events and seasonal activities taking place.

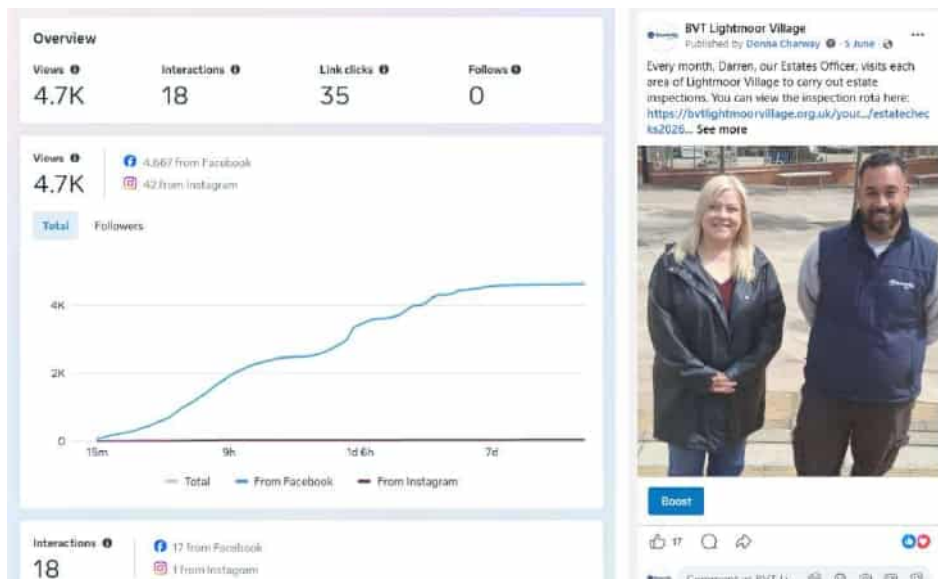
A positive trend during Q2 was the increase in content interactions and viewers, demonstrating that more people were reading, liking, commenting on and engaging with our posts. The page also continued to grow its audience, with an additional 46 followers gained during the quarter, helping to extend the reach of future communications.





The most engaged posts are below; this shows the importance residents place on their community especially in circumstances such as those that took place in the woodlands. The CCO will continue to work with the E&S team to promote good news stories and share service updates.





Oak Tree Community Centre: As previously mentioned the comparison below shows Facebook performance for Q2 2026 against Q1 2026. However, the most meaningful comparison is year-on-year, as engagement levels naturally fluctuate between quarters depending on the number of posts published.

There has been an increase in the number of followers during Q2 but further engagement is required with partners to showcase the activities and events that take place at the centre. The CCO will work with the Estates & Stewardship Manager after the summer holidays, which is a naturally quiet time.





Online newsletter

Many articles refer to communities across Birmingham and Telford but those below are specific to Lightmoor Village



Maintaining verges

Residents in Lightmoor Village contacted us about grass verges that had not been cut. As this area is still under development, responsibility for maintaining these verges remains with the developer.

However, as part of our role as an Estates and Stewardship provider, we contacted the developer requesting the work be completed. Unfortunately it still hadn't been done after multiple contacts and understanding residents' frustrations, we arranged for our Grounds Maintenance team to cut the verges as a one-off gesture.



New community coffee morning in Lightmoor Village

We are pleased to be hosting a new Community Coffee Morning in partnership with local organisation Voices Social Enterprise at Bournville House, Lightmoor Village.

The first session will take place on Friday 5th June, 10am-1pm, offering a relaxed, welcoming space with free tea, coffee and refreshments.

Everyone is invited to drop in at a time that suits them.

The coffee morning provides a friendly, supportive environment where people can meet others, share...

Nominations open for Telford elections



In Lawley and Lightmoor Villages, resident-led committees help oversee our Estates and Stewardship services.

Elections are now taking place to join these committees, and we're encouraging you to nominate yourself by 5th May 2026.

For full details, visit the Lawley website - www.bytlawleyvillage.org.uk/your-village/lawley-management-committee/lawley-management-committee-elections-2026 or click the link below for details of the Lightmoor Village elections.



Find out about Lightmoor Village elections

Our online newsletter compares better than similar businesses, as can be seen below:

Analysis

Against Mailchimp's Non-Profit directional open benchmark of 28%, your 2026 newsletters are performing above peer benchmark on opens overall.

- Overall 2026 newsletter open rate: 38.7%
- Mailchimp Non-Profit benchmark open rate: 28%
- Gap vs benchmark: +10.7 percentage points

At the campaign level, every newsletter in this 2026 set was above the 28% benchmark on opens:

Newsletter	Send Date	Recipients	Open Rate	Click Rate	Unsubscribe Rate	Delivery Rate	Vs Non-Profit Open Benchmark
January newsletter	2026-01-19	653	42.1%	13.6%	0.5%	98.5%	Above
February newsletter	2026-02-16	656	43.0%	9.3%	0.3%	98.4%	Above
March newsletter	2026-03-17	660	41.4%	10.6%	0.3%	99.4%	Above
April newsletter	2026-04-24	666	36.8%	6.8%	0.6%	99.9%	Above

Appendix B

Taglines are being used in various communications to promote the brand of 'Lightmoor Village' based on the results of resident priorities.



Appendix C



PRESS RELEASE

Veterans and families invited to first community family day at Lightmoor Village

Veterans, their families and residents are being invited to attend the first Veterans Family Fun Day at Lightmoor Village on Saturday 11 July from 10am to 2pm.

The event will offer visitors the chance to try a variety of traditional woodworking skills, enjoy family-friendly activities and learn more about the local area and woodland management.

The day is being organised by both Bournville Village Trust and Small Woods and will take place at Squatters Cottage in Lightmoor Village. Small Woods delivers traditional woodland and woodworking skills programmes while supporting veterans to transition back into civilian life. The unique woodland programme is funded by the Veterans Foundation.

Rebecca Vincent-Evans, Small Woods Project Coordinator, said:

Shropshire Star Local news you can trust

News Sport What's On Your World Newsletters Public Notices

BREAKING Aircraft hangar on former RAF airfield up for sale • 'Work stress' headaches of Telford

Enter your email Sign Up

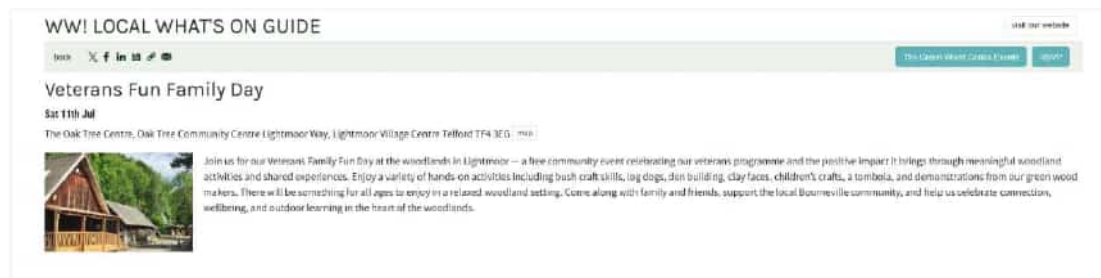
This site is protected by reCAPTCHA and the Google Privacy Notice and Terms of Service apply.

Veterans, their families and local residents are invited to attend the first-ever Veterans Family Fun Day at Lightmoor Village.



Visitors will be able to try the shunt horse as seen in the image | Bournville Village Trust

The community event on Saturday, July, 11 takes place at Squatters Cottage, will



Appendix D

In Q2 BVT updated its Intranet (staff website) and moved the articles that appeared in the Staff Bulletin online to the Intranet. During Q2 topics covered for Lightmoor Village were:

- Bournville House residents celebrate Africa day

ITEMS FOR NOTING

- Information Item

11. COMMERCIAL UPDATE

● Information Item

● FH

● 5 mins

Verbal update.

12. DEVELOPMENT REPORT Q2

 Information Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

 12. LVEMC Development Report Q2 2026.pdf

Lightmoor Village Estate Management Committee	
Date	8 th September 2026
Item 12	Lightmoor Village Development Update
Author	Rebecca Stevens Project Director



1. Purpose of Report

The purpose of this report is to update the Committee of work in the development of Lightmoor Village.

2. Recommendation/s

Committee is requested to **NOTE** the contents of this report.

3. Link to Strategic Aims and Objectives

1. **Place-shaping** - creating and maintaining distinctive, environmentally sustainable places.
2. **Community Building** – building strong and inclusive communities
3. **Championing People** – removing barriers and helping people to achieve their full potential
4. **Providing great homes** – providing homes and delivering great services

4. Financial Impact

The development of the Village is operated under the BVD Joint Venture (JV) budgets and does not directly impact the budgets managed by this Committee. There are long term potential impacts on the Stewardship Budgets, the numbers of properties developed affects the income and the open spaces developed affect the future management responsibilities costs and wear and tear models.

5. Value for Money Impact

The development of Lightmoor Village by the JV is compliant with the Value for Money Regulatory Standard and relevant procurement requirements.

6. Risk and Assurance Impact

This report has no impact on the risk register

7. Relevant Legislation and Regulation

Links to Regulator of Social Housing (RSH) Regulatory Standards

The development of Lightmoor Village is compliant with the Regulatory Standards:-

- Governance and Financial Viability (compliance with statute law and other matters)
- Tenancy Standard (strategic housing provision)
- Value for Money Standard
- Homes Standard (housing is constructed to the appropriate standard; BVT housing to a specification set by the Trust and compliant also with Life Time Homes).

Governance and Financial Viability Standard

2.2 Registered providers shall ensure that they manage their affairs with an appropriate degree of skill, independence, diligence, effectiveness, prudence and foresight.

2.5 Registered providers shall assess, manage, and where appropriate address risks to ensure the long-term viability of the registered provider, including ensuring that social housing assets are protected. Registered providers shall do so by:-

- (c) Before taking on new liabilities, ensuring that they understand and manage the likely impact on current and future business and regulatory compliance.

Compliance with relevant legislation

The development of Lightmoor Village is compliant with relevant legislation as regards planning and development control, building regulations, highways, sewers and utilities, ecology and wildlife management, and general environmental matters. The development also complies with relevant health and safety legislation, and with Construction Design Management Regulations.

8. Equality, Equite, Diversity & Inclusion Impact

Resident engagement takes place through Lightmoor Voice, Lightmoor Resident Committee and Telford Estates & Development Committee.

9. Customer Voice & Impact

Lightmoor Village Management Committee continue to be updated with progress relating to the completion of the village.

10. Report

This section of the report outlines the key development activity at Lightmoor Village.

The Paddocks

Keepmoat have to date refused to move forward with the remedial work to the roads within the development and The Bache until such time that the JV complete their remedial work to the spine road. As the spine road is now complete Keepmoat are refusing to carry out the remedial work as they are disputing the requirement to replace conservation kerbs with granite and their obligations regarding their section of The Bache claiming that this was damaged by David Wilson construction traffic. As a result of the resistance from Keepmoat to carry out the remedial work this has now been escalated to senior members of Homes England to discuss at a higher level at Keepmoat.

The Cropping Phase 2

The Joint Venture continues to put pressure on Morro to complete all outstanding external works via the remediation statement. This includes landscaping maintenance, groundwork, and completion of Woodlands Park. Morro are engaging with the Joint Venture to conclude all items but the pace in which items are being completed is still slow.

The key outstanding item relates to the completion of the park and the drainage. The Managing Director of Morro made a commitment at the last Joint Venture Steering Group at the beginning of June to commence remedial work within the school holidays. At the time of writing this report this has not been achieved. Progress has however been made in reaching a final drainage design which the Joint Venture can approve. The design now requires approval from the Local Planning Authority which may potentially delay work starting. A revised programme for completion of the park is currently awaited.

The remedial work to the car park is now complete and the completion certificate is to be issued imminently triggering payment of the car park.

The Woodlands

Build Programme

Work on phase 3 commenced in April 2025 which consists of 32 market sale houses. 22 of the 32 houses have now been released for construction only up to roof/watertight completion until a sale is secured, except for the 2 show homes. 9 of the houses are currently being worked on with 4 being held at watertight until a sale is secured and 7 have either completed or reserved.

Sales

At the time of writing the report 6 plots have legally completed. 5 plots reserved and 1 plot exchanged.

Between April and June there was a slowdown in the number of visits to the marketing suite resulting in no reservations. This is thought to be linked to the overall impact on the housing market following the activity in the middle east. Things have however improved between July and August resulting in 4 reservations. Sales pace is being closely monitored by the Joint Venture

Highways & Drainage

Drainage

Remedial work to Network 2 sewers which includes Lightmoor Way South have been concluded. However, Severn Trent Water have added further conditions before they will allow adoption. These include the following:

- Legal completion and registration of SUD's easement with land registry.
- Inspection and sign off of works to a missing link of drainage between the JV sewers and Keepmoat.
- Adoption of downstream sewers including developers Crest Nicholson and Keepmoat

Homes England have where necessary escalated matters with senior members of Severn Trent Water and the relevant developers to deliver the obligations as a matter of urgency.

Highways

The road to the north entrance to the village has now been formally adopted and discussions are underway with the developers which connect to the spine road to allow them to adopt their sites. These include Roundhouse Park (Persimmon), Keepmoat (The Paddocks & The Bache) and David Wilson Homes (Castle Gardens)

Although the remedial work has been completed to the spine road at the south entrance of the village this cannot be adopted until the sewer adoption is concluded.

13. PROJECT MEETING UPDATE

● Information Item

● FH/JT

● 5 mins

14. MEETING PLANNER

 Information Item

 FH

 7:00PM

REFERENCES

Only PDFs are attached

 14. LVEMC Meeting Plan 2026.pdf

Lightmoor Village Estate Management Committee 2026

Date of meeting	Agenda Item/Project	Lead	Outcome
10th February 2026 Quarter 4 Committee Meeting			
1.	Introductions and Apologies	Chair	Complete
2.	Declarations of Interest	Chair	Non to declare
3.	Minutes	Chair	Deferred to next meeting
4.	Outstanding Actions	Chair	Complete
	Items For Decision		
5.	Alteration Application Appeals	Estates & Stewardship Manager	Non to discuss
	Items for Discussion		
6.	Key Performance Indicators	Estates & Stewardship Manager	Discussed and complete
7.	Estates And Stewardship Report	Estates & Stewardship Manager	Discussed and complete
8.	Quarterly Financial Reports	Estates & Stewardship Manager	Discussed and complete
9.	Community Development & Partnerships Report	Estates & Stewardship Manager	Discussed and complete
10.	Communications Report	Customer Communications Officer	Discussed and complete
	Items For Noting		
11.	Lightmoor Village Commercial Update	Commercial Property Manager	Noted
12.	Lightmoor Village Development Update	Development Director	Noted

13.	Committee Project Group Meeting Update	Chair	Noted
14.	Meeting Plan 2026	Estates & Stewardship Manager	Noted
15.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager	Noted
16.	Any Other Business	Chair	Noted
17.	Date Of Next Meeting	Chair	Noted
17th March 2026 Project Group Meeting			
	Terms of Reference Review	Head of Governance	Discussed
	Elections 2026	Estates & Stewardship Manager	Discussed
	2026 Projects Update	Estates & Stewardship Manager	Discussed
21st April 2026 Formal Meeting (30 mins) Project Group Meeting			
	Formal Meeting (30 mins) Approval Electoral Company for elections.	Head of Governance	Discussed and agreed.
	Elections 2026	Estates & Stewardship Manager	Discussed
	2026 Projects Update	Estates & Stewardship Manager	Discussed
19th May 2026 Quarter 1 Committee			
1.	Introductions and Apologies	Chair	Complete
2.	Declarations of Interest	Chair	Non to declare

3.	Minutes	Chair	Agreed
4.	Outstanding Actions	Chair	Noted
	Items For Decision		
5.	Alteration Application Appeals	Estates & Stewardship Manager	Non to discuss
	Items for Discussion		
6.	Key Performance Indicators	Estates & Stewardship Manager	Discussed and noted
7.	Estates And Stewardship Report	Estates & Stewardship Manager	Discussed and noted
8.	Quarterly Financial Reports	Estates & Stewardship Manager	Discussed and noted
9.	Community Development & Partnerships Report	Estates & Stewardship Manager	Discussed and noted
10.	Communications Report	Customer Communications Officer	Discussed and noted
	Items For Noting		
11.	Lightmoor Village Commercial Update	Commercial Property Manager	Discussed and noted
12.	Lightmoor Village Development Update	Development Director	Discussed and noted
13.	Committee Project Group Meeting Update	Chair	Discussed and noted
14.	Meeting Plan 2026	Estates & Stewardship Manager	Discussed and noted
15.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager	Discussed and noted
16.	Any Other Business	Chair	Noted
17.	Date Of Next Meeting	Chair	Noted
16th June 2026			

Project Group Meeting				
	Elections 2026		Estates & Stewardship Manager	Discussed and noted
	2026 Projects Update		Estates & Stewardship Manager	
14th July 2026 Formal Meeting (30 mins) Project Group Meeting				
	Approve newly elected Committee members		Head of Governance	Approved
	Welcome newly elected Committee members		Estates & Stewardship Manager	Noted
	2026 Projects Update		Estates & Stewardship Manager	Discussed and noted
8th September 2026 Quarter 2 Committee				
1.	Introductions and Apologies		Chair	
2.	Declarations of Interest		Chair	
3.	Minutes		Chair	
4.	Outstanding Actions		Chair	
	Items For Decision			
5.	Alteration Application Appeals		Estates & Stewardship Manager	
	Items for Discussion			
6.	Key Performance Indicators		Estates & Stewardship Manager	
7.	Estates And Stewardship Report		Estates & Stewardship Manager	

Agenda Item 14
 Lightmoor Village Estate Management Committee
 LVEMC Meeting Plan 2026
 8th September 2026



8.	Quarterly Financial Reports	Estates & Stewardship Manager	Estates & Stewardship Manager
9.	Community Development & Partnerships Report	Estates & Stewardship Manager	Estates & Stewardship Manager
10.	Communications Report	Customer Communications Officer	Customer Communications Officer
	Items For Noting		
11.	Lightmoor Village Commercial Update	Commercial Property Manager	Commercial Property Manager
12.	Lightmoor Village Development Update	Development Director	Development Director
13.	Committee Project Group Meeting Update	Chair	Chair
14.	Meeting Plan 2026	Estates & Stewardship Manager	Estates & Stewardship Manager
15.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager	Chair / Estates & Stewardship Manager
16.	Any Other Business	Chair	Chair
17.	Date Of Next Meeting	Chair	Chair
20 th October 2026 Project Group			
	Budgets	Head of Estates & Stewardship Estate & Stewardship Manager	Head of Estates & Stewardship Estate & Stewardship Manager
	2026 Projects Update	Estates & Stewardship Manager	Estates & Stewardship Manager
17 th November 2026 Quarter 3 Committee			
1.	Introductions and Apologies	Chair	Chair
2.	Declarations of Interest	Chair	Chair

3.	Minutes	Chair	
4.	Outstanding Actions	Chair	
	Items For Decision		
5.	Alteration Application Appeals	Estates & Stewardship Manager	
6.	Budget 2027	Head of Estates & Stewardship	
7.	Dates for 2027 Meetings	Estates & Stewardship Manager	
	Items for Discussion		
8.	Key Performance Indicators	Estates & Stewardship Manager	
9.	Estates And Stewardship Report	Estates & Stewardship Manager	
10.	Quarterly Financial Reports	Estates & Stewardship Manager	
11.	Community Development & Partnerships Report	Estates & Stewardship Manager	
12.	Communications Report	Customer Communications Officer	
	Items For Noting		
13.	Lightmoor Village Commercial Update	Commercial Property Manager	
14.	Lightmoor Village Development Update	Development Director	
15.	Committee Project Group Meeting Update	Chair	
16.	Meeting Plan 2026	Estates & Stewardship Manager	
17.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager	

Agenda Item 14
Lightmoor Village Estate Management Committee
LVEMC Meeting Plan 2026
8th September 2026



18.	Any Other Business	Chair	
19.	Date Of Next Meeting	Chair	
15 th December 2026 Project Group			
	2027 Service Improvement Planning	Head of Estates & Stewardship Estate & Stewardship Manager	