

**EASTLIGHT COMMUNITY HOMES (Registration Number: 30124R)
SPECIAL GENERAL MEETING**

**Held on Tuesday 25 June 2025
at 5.00pm by CES Join In Portal & Microsoft Teams**

Present: 24 people attended the meeting which included Shareholders, Board members, Independent Committee members and members of staff.

1. WELCOME AND INTRODUCTORY REMARKS

- 1.1 The Chair, Hattie Llewelyn-Davies, opened the Special General Meeting by welcoming all attendees and introducing the purpose of the event. She noted that this was a milestone moment for Eastlight Community Homes – a defining opportunity for residents to help shape the future of their housing association.
- 1.2 The Chair reflected on Eastlight's journey, highlighting the organisation's founding commitment, following the merger of Greenfields and Colne five years ago, to place residents at the heart of everything it does. She acknowledged the substantial progress made to date, including the establishment of the Customer Influence Committee, the Active Residents Network, and Eastlight Residents Groups.
- 1.3 However, she recognised that further steps were needed. Over the past year, Eastlight had engaged with residents to explore introducing a Resident Members Charter, embedding a deeper commitment to resident involvement within the organisation's formal rules.
- 1.4 The Chair explained that this proposal had received overwhelming support from residents, giving Eastlight the confidence to bring the Charter to a formal vote at the meeting.
- 1.5 She explained that the Charter was not created by Eastlight alone but co-designed by a collaborative group of residents and staff, and included provisions such as:
 - The ability for all residents to become Resident Members
 - Formation of a Charter Steering Group
 - Enhanced scrutiny and service improvement activities
 - A regular monthly calendar of resident engagement opportunitiesAcknowledging the vital support from Eastlight's internal teams, the Chair expressed special thanks to James Calnan (Eastlight), Sharron Webster (Trowers & Hamblins), and Amanda Leonard (Perfect Storm) for their instrumental work in reaching this stage.

- 1.6 The Chair also noted her role in representing 65 proxy votes submitted in advance and recorded formal apologies received from Catherine Turner, Cha Patel, David Russell, Mike Johnson, and Kenneth Pallett.
- 1.7 She concluded her opening remarks by introducing Amanda Leonard, who would provide a presentation outlining the Charter and the journey to its development, before the vote commenced via Civica's secure online voting system.
- 1.8 The Chair provided clear instructions on how to vote and reassured attendees that the results would be shared before the meeting ended and subsequently published on Eastlight's website.

2. PRESENTATION RESIDENT CHARTER – AMANDA LEONARD – PERFECT STORM

- 2.1 Amanda Leonard, an independent consultant working across the housing sector, introduced herself and expressed her privilege in working with a passionate group of shareholders and Eastlight team members over the past year. She provided a detailed overview of the process and development of the Resident Members Charter.
- 2.2 **Workshops and Consultations:** Over the past year, workshops were held both digitally and in person to gather shareholders' views on the current shareholding offer and identify areas for improvement. These workshops helped transform residents' 'asks' into commitments and led to the realisation that a new offer was needed.
- 2.3 **Commitments and Community Gateway Circle:** The commitments developed aimed to address gaps in communication and scrutiny. The new approach was put to the Customer Influence Committee and then to a consultation with all Eastlight residents. Amanda introduced the Community Gateway Circle, which included areas for resident involvement such as the Active Residents' Network, Eastlight Resident Groups, Customer Influence Committee and newly introduced Community Voices to provide opportunities to residents to get involved regardless of where they live. These initiatives aim to increase resident influence, voice and communication.
- 2.4 **Resident Consultation Results:** The consultation results showed strong support for the new approach, with 67% of residents in favour and only 5% against. This feedback led to the Board's decision to call the Special General Meeting.
- 2.5 **Next Steps:** If the Charter is approved, related documentation will be sent to the Financial Conduct Authority. Regular engagement activities will continue, and a new steering group of residents will help implement the Charter. A launch event will be held, and a new scrutiny programme will start with training available for residents.
- 2.6 Amanda concluded by emphasising that the Charter was designed by the residents, and that its approval would embed the commitments into Eastlight's Rules, ensuring accountability and a culture of resident involvement.

3. QUESTION AND ANSWER SESSION

- 3.1 Joanna Barrett, Executive Director Strategy, Governance and Assurance explained that three questions were received in advance of the meeting. Two related to the Charter—one requesting clarification on the changes proposed under the new Charter, and the other asking for a plain-language summary of the proposal. Both questions were addressed in Amanda’s presentation. The third question was unrelated to the vote and will be addressed in writing to the resident who submitted it.

4. CLOSING REMARKS BY THE CHAIR

- 4.1 The Chair announced the results of the vote: 91.78% in favour and 8.22% against. As a Special Resolution requires 75% of those voting to pass, the Chair was pleased to note that the Resolution had been passed with substantial majorities. The results were posted on the SGM portal and would also be uploaded onto the Eastlight website.
- 4.2 The Chair closed the meeting by thanking everyone for attending Eastlight’s Special General Meeting.

The meeting closed at 5.30pm