



**Housing, Communities
and Local Government
Committee**

Mr Paul Teverson
Director of Communications
McCarthy Stone
By email

21 July 2025

Dear Paul,

Housing for Older People Oral Evidence session, 1 July 2025

Thank you for attending the Housing, Communities and Local Government Committee's evidence session on 1 July to discuss the work of McCarthy Stone and housing for older people. The Committee found the session to be extremely valuable. Thank you for also providing your follow-up submission, dated 8 July. I am writing to follow up on a few points that were raised during the hearing and in response to your correspondence from 8 July.

Data on resale values

During the hearing, Committee Members raised concern at reports that 59% of your properties lose value when resold, leading a number of owners to lose their life savings ([Q30 & Q31](#)). You told us that you "do not recognise the data" that has been reported, and, in response to further questioning, you undertook to provide the Committee with the data that you possess on the resale values of your properties ([Q32 & Q77](#)).

Your follow-up correspondence of 8 July states that:

- 5 in 10 of your properties increase in net value when resold.
- 9 in 10 of our properties retain at least 85% of their net value or increase when resold.

The Committee would like to understand the evidential basis that this is based on. We therefore reiterate our request that you provide us with the data used to substantiate these statements.

We would be grateful if you would share this information with the Committee by 22 August 2025.



Housing, Communities and Local Government Committee

In addition, we would be grateful if you could set out for the Committee what you think the factors are which have led to any downturn or upturn in the value of your properties in the last ten years.

Service charges

On 1 July we also discussed some of the service charges that McCarthy Stone operates. In response to questions about the information provided to buyers regarding service charges, you said that you provide “the audited accounts for the year before” ([Q41](#)) and that this information is available in “the homeowner’s lounge” ([Q47](#)).

We remain concerned about the level of information regarding service charges which McCarthy Stone provides to prospective buyers and believe that greater transparency is required.

In your follow-up submission of 8 July, you have provided the Committee with a table setting out inflation rates. This is not specific to McCarthy Stone and nor does the table set out how McCarthy Stone’s service charges have been specifically increased by application of these inflation rates.

I note that on page 4 of your submission, you do provide the average annual service charge for 2024 but none for any other of the last five years.

We would be grateful if you could confirm:

- how many years of information on past service charges you provide to new customers;
- whether you state the service charge rate to new customers directly, or if it is simply made available for them to discover on their own accord;
- and whether your service charge booklet, which you referred to as being available in the homeowner’s lounge, includes a breakdown of service for previous years alongside the current year, and if so how many years are provided.

We believe that information on service charges should be transparent and fairly communicated to buyers, and that **all customers should be provided upfront with the last five years of service charges clearly set out**. We would be grateful if you could provide this information to the Committee and confirm whether you will commit to providing this to your customers.



**Housing, Communities
and Local Government
Committee**

Finally, you also told us that: "We are also working on a multifaceted project to see how we can bring those service charges down for new schemes and looking retrospectively at existing schemes" ([Q54](#)). We would be grateful if you could provide us with further information on this, and any other information on what you are doing to improve the services of your customers.

The Committee expects to see evidence of significant improvements for customers before the Social and Affordable Homes Programme opens its competitive bidding round for Strategic Partnerships this winter.

I would be grateful if you could respond to this letter 22 August 2025.

Yours sincerely,

Florence Eshalomi MP
Chair, Housing, Communities and Local Government Committee