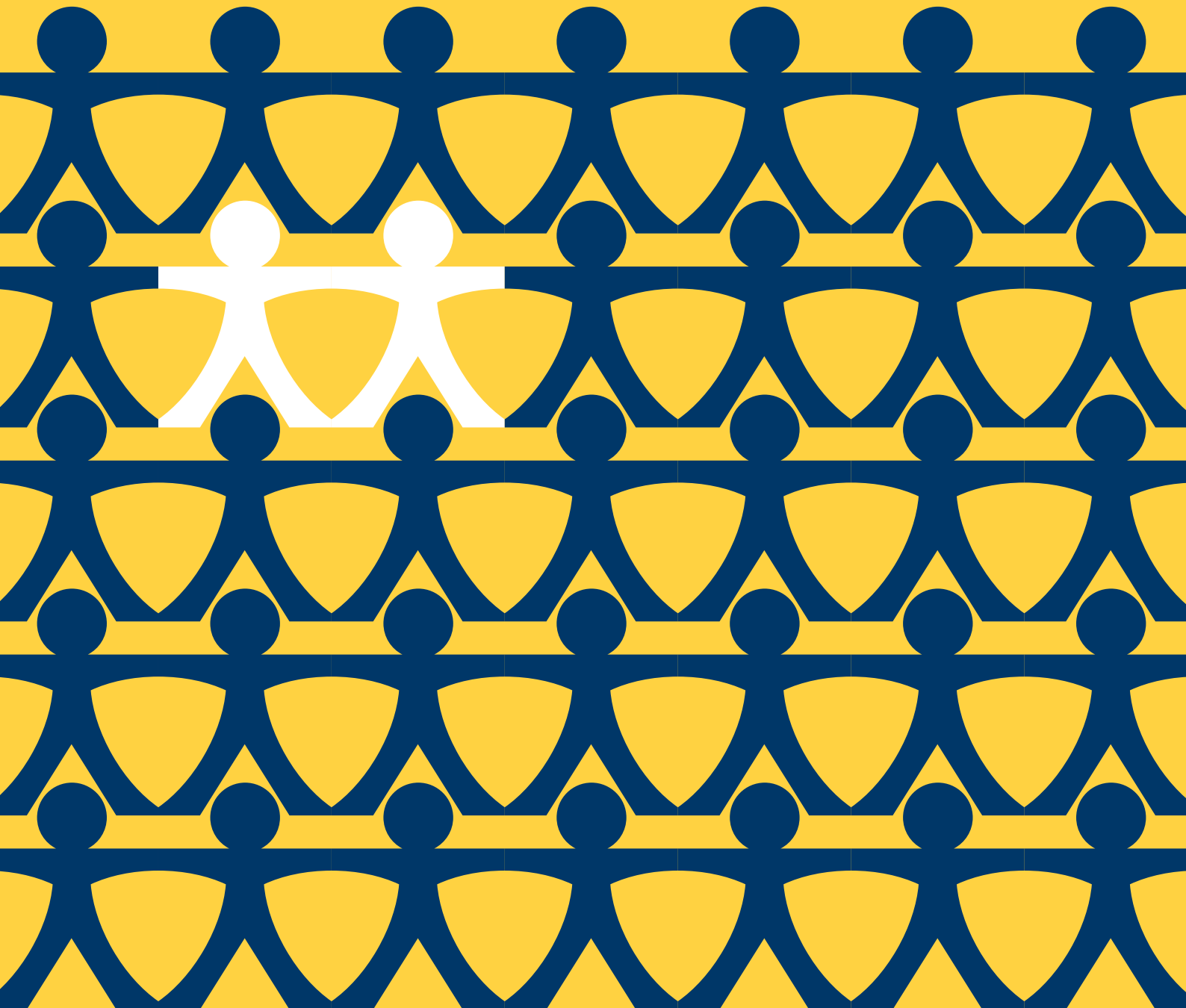




Setting Standards for
Retirement Communities

Commercial Partnerships

2025 - 2026



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Welcome



Nick Sanderson
Chair
ARCO



Mick Laverty
Vice-Chair
ARCO



Michael Voges
Chief Executive
ARCO



Tade Muyiwa-George
Partnerships Manager
ARCO

From our Chair and Vice-Chair

As we look ahead to a pivotal year of change and opportunity, ARCO's mission remains more relevant than ever: to ensure that older people in the UK have better choices when it comes to housing, care, and community.

ARCO continues to lead the way in shaping policy and public debate around Integrated Retirement Communities (IRCs) and our work with the Older People's Housing Task Force helped to shine a spotlight on the immense value our sector brings - not only in terms of improved health and wellbeing outcomes, but also through easing pressure on health and social care systems.

We are also very proud to mark a major milestone this year: the ARCO Consumer Code has received formal approval from the Chartered Trading Standards Institute (CTSI) - the first code in the retirement sector to achieve this status. This is a landmark achievement, reflecting ARCO Members' commitment to transparency, accountability, and the highest standards of customer protection.

Across the ARCO membership - charitable, not-for-profit, and private providers - there is huge diversity in approach, but a shared belief in the power of community, independence, and high-quality design to improve lives as we age. This is also reflected in our commercial partnership network and ARCO's work is made possible because of your continued support and belief in our sector. We are proud of what we have achieved together and are excited about the partnerships and progress still to come. Thank you for being part of this vital movement.

From our Chief Executive and Partnerships Manager

In a year shaped by shifting economic, social, and political landscapes, the importance of our sector has only grown. With the UK on the brink of becoming a 'super-ageing society' - where over 20% of the population will be aged 65 or over - the need to expand housing and care options for older people has become increasingly urgent.

Integrated Retirement Communities (IRCs) are a central part of the solution. The growth of the sector not only supports the wellbeing of older people but also brings significant opportunities for organisations to contribute expertise, services, and innovation as we work to meet rising demand across the country.

It has never been more important for our sector's voice to be united and for ARCO to continue to drive high customer standards, showcasing a UK sector that is trusted, sustainable and which delivers for all areas of society.

Becoming a Member or Partner of ARCO means joining a network of organisations committed to working together to shape the future - putting residents at the heart of what we do and partnering with government and policymakers to deliver trusted, sustainable solutions that serve all corners of society.

There is still much to do, but by working collaboratively, we are confident in our ability to meet the challenges ahead. We are immensely grateful for the continued support of our Members and Commercial Partners, and we look forward to building on that momentum over the next 12 months to drive the sector forward.



What is ARCO?

ARCO stands for the Associated Retirement Community Operators and is the main trade body representing the Housing-with-Care sector in the UK.

ARCO's objective is to serve as the voice for the UK Integrated Retirement Community sector, its operators, its investors, and its residents. We seek to elevate and drive quality standards; help shape a fit for purpose legislative environment; and grow the industry for the mutual benefit of all stakeholders.

ARCO's aim is to see a sustainable, universally understood, and well-regulated Integrated Retirement Community sector in the UK. Our aim is a large scale, commercially viable and supportive housing offer that promotes independence, eliminates loneliness, and makes the last move in people's lives their best.

What are Integrated Retirement Communities?
















Integrated Retirement Communities offer older people the opportunity to live independently in their own home as part of a wider community. Integrated lifestyle, wellbeing and care services are available to support people's independence and aspirations.



Living Options for Older People

How are Integrated Retirement Communities different from other forms of housing for older people?

Integrated Retirement Communities are the fast-emerging 'lifestyle option' for older people. The chart below shows how they sit between Retirement Housing where minimal support is provided, and Care Homes where there is a high level of dependence:

 Retirement Housing Also known as: <ul style="list-style-type: none"> • Sheltered housing • Retirement flats or communities 	 Integrated Retirement Communities Also known as: <ul style="list-style-type: none"> • Extra care • Retirement villages • Housing-with-Care • Assisted living • Independent living 	 Care Homes Also known as: <ul style="list-style-type: none"> • Nursing Homes • Residential Homes • Old People's Home
 Offers self-contained homes for sale, shared-ownership or rent	 Offers self-contained homes for sale, shared-ownership or rent	 Communal residential living with residents occupying individual rooms, often with an en-suite bathroom
 Part-time warden and emergency call systems. Typically no meals provided	 <ul style="list-style-type: none"> • 24-hour onsite staff • Optional care or domiciliary services available • Restaurant / Cafe available for meals 	 24-hour care and support. Meals included
 Typical facilities available: <ul style="list-style-type: none"> • Communal lounge • Laundry facilities • Gardens • Guest room 	 Typical facilities available: <ul style="list-style-type: none"> • Restaurant and Café • Leisure Club including: gym, swimming pool, exercise class programme • Communal lounge and/or Library • Hairdressers • Gardens • Guest room • Activity (Hobby) rooms • Social event programme 	 Typical facilities available: <ul style="list-style-type: none"> • Communal lounge • Laundry facilities • Gardens • Guest room
 Typically 40 - 60 homes	 Typically 60 - 250 homes	 Sizes vary considerably

What ARCO does for its Members and Commercial Partners



Policy & Influence



ARCO and its Members know that Integrated Retirement Communities transform the lives of residents – and could transform the lives of so many more.

However, for the sector to achieve its potential, we need changes to government policy.

ARCO's influencing seeks to bring about these changes – working with ministers, MPs, Peers and civil servants in Westminster and Whitehall, a myriad of different charities and stakeholder groups, as well as councillors and officials in local government, and the media.

We build the case for changes we want to see in areas such as planning and consumer protection. We also deliver the 'building blocks' of change - raising the sector's profile, ensuring it has a seat at the table when policy changes are proposed and building the evidence of what the sector can do for older people and society.

Why we do it:

The key to the sector's expansion is consumer and investor confidence. Only by helping to create a legislative environment that formally recognises Integrated Retirement Communities as a unique asset class can we create the strong foundations on which the sector can grow.



Regulation & Compliance



Delivered and driven by the ARCO Consumer Code with regular compliance monitoring of Members to ensure the best customer experience is achieved and that sector integrity and reputation is maintained.

We work continuously with our Members and other stakeholders to develop, maintain and refine a regulatory environment for our sector that is fit for purpose both now and in the future.

Why we do it: Consumer confidence via robust customer protection is paramount to the success of our sector. We hope that the rigorous standards that we set today will be adopted in future sector-specific legislation. Until this legislation is passed we must self-regulate to drive, maintain and elevate standards. We seek to continuously improve in this arena. The ARCO Consumer Code has been approved by the Approved Code Scheme, run by the Chartered Trading Standards Institute. This demonstrates our commitment to the highest standards of consumer protection and customer service.



Events & Collaboration



Delivered through a year-round programme of thought-provoking events (live and digital) with specialist working groups, roundtables, seminars at IRCs, research and reports. Event topics cover everything from operational matters, through to development and planning, design, compliance and marketing and sales.

We also collaborate with leading organisations in the Adult Social Care sector via the Care Provider Alliance and partner with other sector events to amplify the IRC model. We provide opportunities for sharing sector best practice, exchanging knowledge and collaboration, and serve as a networking platform for both operators and commercial organisations who are currently working in or want to work in this sector.

Why we do it: Our sector, our product, and our value offer are constantly evolving. ARCO provides a platform where organisations of all types can learn about the UK sector plus network and explore common challenges and solutions together in a collegiate atmosphere.

Integrated Retirement Communities are fundamentally 'people' businesses. ARCO events are where industry people come together.

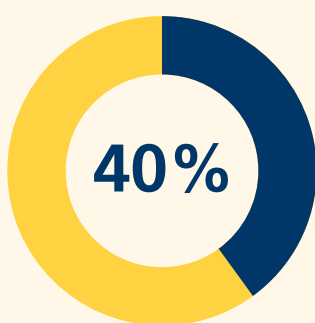


How your fees help ARCO's work

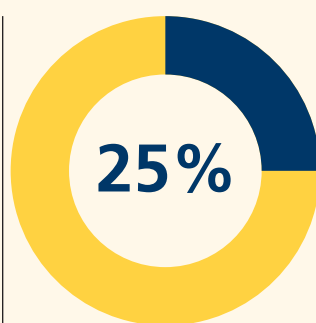


ARCO operates as a not-for-profit organisation and the membership and partnership fees plus our annual conference income directly funds our vital work to advocate for and grow the UK sector. We are incredibly grateful to our network for supporting our work and helping to build a sustainable and growing sector now and in the future.

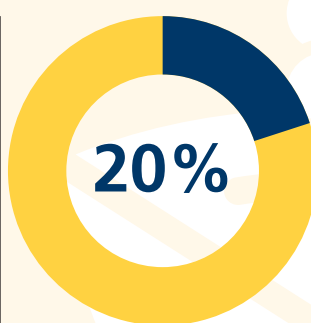
The below chart shows how your fees help to support this:



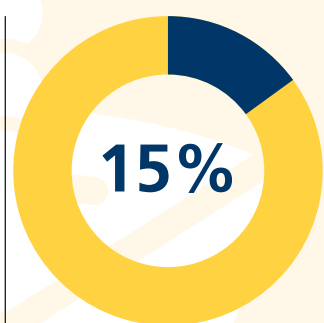
Growing the sector through our work on public policy.



Enduring consumer trust and confidence in the sector via our work on the ARCO Consumer Code and compliance framework.

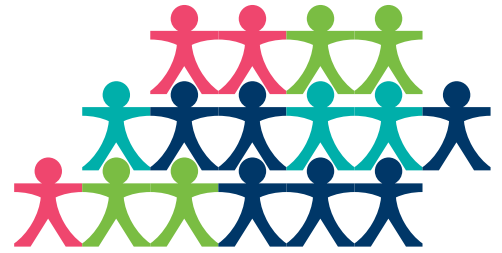


Enabling knowledge exchange and networking within the sector through our programme of events, publications and networking opportunities.



Core organisational costs.

Types of Commercial Partnership



Strategic Partner

Our highest level of commercial partnership is reserved for organisations recognised as leaders in their respective fields, bringing valuable specialisms and expertise to ARCO Members (i.e., operators) and the wider sector. Strategic Partnerships are exclusive, with only one organisation selected per area of expertise, and include full access to all Member and Partner events. Appointment as a Strategic Partner is subject to approval by the ARCO Board.

Partner

The ARCO Partner tier is our mid-level commercial partnership, designed for organisations with specialist expertise relevant to the IRC sector. ARCO Partners are invited to share insights with Members through exclusive Member events or at the ARCO Advisory Council (currently open to Legal & Property Advisory Partners). This partnership level offers strong sector visibility and valuable opportunities to engage with ARCO Members at a strategic level. Appointment as an ARCO Partner is subject to approval by the Membership and Partnership team.

Affiliate Network

Affiliate The ARCO Affiliate Network provides organisations with the opportunity to gain valuable sector insight, increase brand visibility, and attend key networking events. This commercial partnership is ideal for organisations looking to explore the Integrated Retirement Community sector and build commercial presence within it.

Affiliate Light A new entry point offering to the ARCO network – ideal for micro businesses and international organisations looking to explore the Integrated Retirement Community sector. This tier offers the core benefits of the standard Affiliate level, including access to online resources like the IRC 101 session, with flexible options for in-person participation and tailored support to help you build visibility and connections in the sector. Full details of benefits and fees can be found on page 9.

ARCO | Advisory Council

ARCO Advisory Council is the engine room of collaboration and insight between ARCO Members (aka operators) and ARCO Partners.

The Advisory Council convenes on a project-by-project basis to explore key issues relevant to ARCO Members. If your area of expertise aligns with an Advisory Council project and you are an ARCO Strategic Partner or Partner, you may be invited to take part. This year, participation is limited to our Legal and Property Advisory Partners whose expertise aligns with current Council projects. The Advisory Council plays a vital role in sharing best practices and contributing expert insight to support the sector's growth.



Commercial Partnership Benefits and Fees



Benefits	Strategic Partners	Partners	Affiliates	Affiliate Light
Cost per year	POA	£8,000	£1,880	£990
Attend exclusive ARCO Member events (forums & workshops)	✓	X	X	X
Opportunity to present at ARCO Member events (forums & workshops)	✓	Subject to agreement	Bolt-on service*	X
Attend the ARCO Annual Leadership Dinner	✓	Opportunity to sponsor*	X	X
Attend ARCO Partner Lunch	✓	✓	X	X
Opportunity to host ARCO Network Briefing & Drinks Reception – subject to availability	✓	✓	✓**	X
Showcase your business via the ARCO website and online Suppliers Directory	✓	✓	✓	✓
Attend quarterly ARCO Networking events	✓	✓	✓	✓***
Attend ARCO IRC 101 Session	✓	✓	✓	✓
Attend sector IRC visits	✓	✓	✓	✓
Use of ARCO branding rights on your website and appropriate marketing material	✓	✓	✓	✓
Receive the ARCO Eye - The Insider e-publication bi-monthly	✓	✓	✓	✓
Opportunity to submit relevant content for Network News column in the ARCO Eye (subject to approval)	✓	✓	✓	✓
Opportunity to write guest blog post on the ARCO website (subject to approval)	✓	✓	✓	X
Access to early bird rates and advance booking for the ARCO conference*	✓	✓	✓	✓
Access to special ARCO Network reduced ticket rates for the ARCO conference*	✓	✓	✓	✓
Access to discounted rates for ARCO conference sponsor and exhibitor packages*	✓	✓	✓	✓

*indicates an additional cost on top of partnership fee

** Priority is given to Strategic Partners and Partners

*** One attendee per event. International affiliates can attend one networking event (permitting two attendees). For international organisations interested in attending more than one networking event, you can join the standard Affiliate membership

Hear directly from the Network

Becoming an ARCO Partner

Having a partner as reputable and respected as ARCO is always a win! Their sector specialism in this vibrant and exciting sector fits really strongly with our overall focus within real estate. Building better sustainable, responsible and resilient communities, and identifying and pursuing routes for the growth of new ideas and models, is essential for the future of housing. We share many of ARCO's values and are closely aligned on our social and business outlook.

Commercially, we have met and made many new clients and friends across the sector through our association with ARCO. We massively enjoy the collaborative approach people take. We now find ourselves acting for more than half of ARCO's Members.

Emily Adlington

Senior Business Development Manager, Trowers & Hamlin LLP
ARCO Strategic Partner

th trowers & hamlin
Lawyers who connect

Responsible business

Empowering sustainable growth

Through a deep understanding of the interface between business and communities, we're helping organisations to achieve sustainable, responsible and resilient growth.

trowers trowers_law trowers & hamlin



Partnering with ARCO has been incredibly valuable to our organisation, enabling us to get a much better understanding of the sector, its longer-term ambitions, and the barriers to the much-needed growth it faced. In addition, we feel that by partnering with ARCO we have also been able to feed our knowledge, expertise, and lessons we have learned in designing and installing life safety systems back into the sector, adding value to operators.

It is very easy for a relationship to be transactional, but the partnership with ARCO has developed into a truly collaborative position. Through attending workshops, feeding into reports, providing guidance documents, and attending the annual conference we have been pro-active to and embraced by ARCO.

Andy Barker

Customer Engagement Manager, TIS
ARCO Strategic Partner



More Voices from the ARCO Network and Event Delegates



ARCO inspire and facilitate sector changing conversations and bring people together for the benefit of all involved



Joining ARCO has definitely helped the visibility of our organisation's brand within the sector



The ARCO events are hugely valuable on both a personal and business level



This remains the go to event of the year to catch up with operators and advisors



If you want to be involved in the IRC sector, then you have to be engaged with ARCO



Being a part of the ARCO Network helped to give Members (operators) confidence rather than being from 'just another' external company



An essential component of our contribution to the Later Living Sector



Our Current Commercial Partners

ARCO serves as a networking platform for both operators and commercial organisations who are currently working in or want to work in this sector.

Our Members have the opportunity to access the broad spectrum of expertise and services that our commercial partnerships and affiliates offer.

Below are the organisations that are currently part of the ARCO Commercial Partnership.

ARCO Strategic Partners		
Octopus Real Estate	TIS (Total Integrated Solutions)	Trowers & Hamlins LLP

ARCO Partners			
Bevan Brittan	Hansgrohe	Knight Frank	Savills
Catalyst Interiors	Irwin Mitchell	Mills & Reeve	Whiteley Consulting Ltd
CBRE Limited	JLL	PRP	
Gowling WLG	Jones Day		

ARCO Affiliates			
Acuity Law	Clarendon Tutors	Lester Aldridge	Spring
Ageing Asia Alliance	Clifford Chance	Lichfields	Stantec
Aline (previously Sherpa)	Cluttons	Life3a	Stephen George + Partners LLP
Amba	Clyde & Co	Lottie	Symphony Hearing
ARC Engineers Ltd	CMS Cameron McKenna Nabarro Olswang	Maccleanor Lavington	Tetlow King
Arcadis	CoCo (ColladoCollins) Architects	Montagu Evans	Technogym
Atkins Realis	Colliers International	Nexus Media Group, HealthInvestor UK	The Care Workers' Charity
Autumna	Commercial Acceleration	NHBC	The Façade Collective
Avante Care and Support	Cubigo	Nick Baker Architects	The Gold Standards Framework
Barr Gazetas	Deverell Smith	Park Grove Design Ltd.	The Senior Move Partnership
BEMSCA	DLP Planning Limited	Pegasus Group	The Together Project
Bernard Interiors	EGYM UK	Perega	TLT
Blake Morgan	Elderly Accommodation Counsel (EAC)	Pinsent Masons LLP	tor&co (prev Terence O'Rourke)
Blocc Interiors	Eversheds Sutherland	Porters Care	Trident Construction
Brewers	Forsters LLP	Pozzoni Architecture Ltd	TSA Riley
Bridgman Commercial	Gardiner & Theobald LLP	QX Global Group	ukactive
Browne Jacobson LLP	Gaunt Francis Architects	RCKA	Virtual Viewing
Bryan Cave Leighton Paisner LLP	Hoare Lea LLP	Roomservice by CORT	West Waddy Archadia
Cain International	Howden	Saunders Boston Architects	Wifinity Ltd
Carterwood	Ian Willams	SAY Property Consulting LLP	WiRL
Cast	Innerva	Shoosmiths	Zest Bathrooms & Kitchens
Chase de Vere	Kori Construction	Silverbridge Properties Ltd	
Christie & Co	Lead Intuition	SportsMed	

Our Current Members



ARCO Approved Operators

Approved Operators are Members of ARCO that have been through the stringent compliance review programme with at least one scheme and have been formally 'approved' as being compliant against the ARCO Consumer Code. These Members typically have between 1-30 operational schemes.

Only Approved Operators can stand for election onto the ARCO Board, and can use the Approved Operator logo.



ARCO Provisional & Prospective Members

Provisional Members are organisations that already have one or more operational Integrated Retirement Community open to residents and potential residents. They are currently going through the standards review process to achieve compliance against the ARCO Consumer Code.

Prospective Members are organisations that are in the process of building or getting ready to open their doors to their first residents. They are actively marketing their community and selling units off plan. Prospective Members work closely with ARCO's Standards team to achieve full compliance before they open their doors to residents.

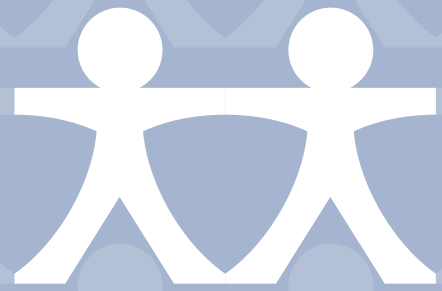
WALLACE A LIVING

ARCO Accelerator Programme

Accelerators are organisations that are at various stages of developing and preparing their plans for the future development and operation of a Integrated Retirement Community. Some of these organisations already have experience of the sector and have a new venture to expedite. Some are new entrants to the sector or come from similar 'operationally' focused businesses but are not familiar with the specific complexities of operating an Integrated Retirement Community.



Our Impact and Reach in 2024-25



Older People's Housing Task Force

After a three-year campaign led by ARCO, the Older People's Housing Task Force was launched in June 2023 by the Ministers of Housing and Social Care. Its membership included ARCO's Chair, Nick Sanderson. After a delay for the 2024 General Election, the final report of the Task Force was published by the new Labour government in November 2024.

The final report has recommendations covering planning, affordability and consumer awareness and represents a key milestone for IRCs and the older people's housing sector. ARCO has been working individually and with stakeholders, such as the Housing & Ageing Alliance, to encourage the government to adopt the Task Force's recommendations, that will help the sector grow and fulfil its potential.



Leasehold and Commonhold Reform

The passing of the Leasehold and Freehold Reform Act in May 2024 gave legal recognition and definition to event fees for the first time – providing clarity and certainty for operators and customers alike. ARCO has also been working with the Ministry of Housing, Communities and Local Government on detailed aspects of implementing the Act to ensure it is aligned with the needs of the sector, as well as on the government's leasehold and commonhold reform agenda.



Parliamentary Engagement

ARCO's Policy and Communications team has a continuous programme of political and stakeholder engagement and briefing. With the start of a new Parliament, the team has invested heavily in arranging visits for MPs to IRCs in their constituency. This has won many new supporters for the sector.

Building on this work, ARCO has launched the cross-party 'IRC Parliamentary Champions Group', chaired by Matt Turmaine MP, to provide a voice for the sector in Whitehall and Westminster policymaking. It had its first meeting in April 2025, and will be a key coalition for making sure the sector has its voice heard.

ARCO once again attended all the Party Conferences, including co-sponsoring and providing a resident speaker from the ExtraCare Charitable Trust for a social care fringe rally at the Labour conference in Liverpool. The conferences are a vital platform for ARCO to raise the sector's profile and engage with Ministers and advisers.

Social media plays an important role in ARCO's communications and influencing activities. We now have 4,174 followers on LinkedIn and have begun building followers on BlueSky.



The Year Ahead: ARCO 2025-26 Events and Collaboration Programme



ARCO run a regular series of topical events in-person and online (including a sector-leading annual conference), with specialist working groups, roundtables, workshops at IRCs and digital forums.

We provide a platform for sharing sector best practice, exchanging knowledge and fostering collaboration.

The ARCO Programme in 2025/26*

2025

September	October	November	December
Sector IRC visit: Rangeford Strawberry Fields	ARCO AGM, Leadership Forum & Board Meeting	IRC 101 Webinar (online)	ARCO Festive Network Briefing & Drinks Reception
ARCO Autumn Network Briefing & Drinks Reception	ARCO Annual Leadership Dinner	Advisory Council Meetings**	
Operational Forum		Sector IRC visit: RVG Botanical Place***	
		Operational Forum	

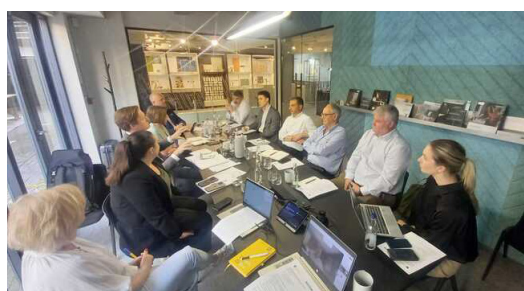
2026

January	February	March	April
ARCO Leadership Forum & Board Meeting	ARCO Member Webinar	ARCO Member Webinar	ARCO Leadership Forum & Board Meeting
ARCO Member Webinar	ARCO Member Workshop	Finance Forum	ARCO Member Workshop
Operational Forum	Advisory Council Meetings **	ARCO Spring Network Briefing & Drinks Reception	
		Operational Forum	
May	June	July	August
ARCO Member Workshop	Partner Lunch	ARCO Annual Conference & Drinks Reception	2026/27 Registration begins
Operational Forum	ARCO Summer Network Briefing & Drinks Reception	ARCO Leadership Forum & Board Meeting	

*Please note this calendar is correct at the time of publishing but is subject to change – please refer to ARCO's events page for up-to-date events. www.arco.uk.org/events

**Advisory Council meetings are open to legal and property advisory Strategic Partners and Partners

***The IRC visits are subject to change due to the scheme build programme.



what next? ARCO Annual Conference

Widely recognised as the main agenda-setting two-day event for the Integrated Retirement Community sector, the ARCO Annual Conference is the must-attend event for the most influential and experienced operators and organisations in the UK.

Known for its excellent and fresh content, where new innovative ideas are shared first, and for the unmatched networking opportunities, including the attendance of ministers and senior policymakers, this event is not to be missed if you are serious about our sector.

What the ARCO Conference means for our Partners and Affiliates

With more than 97% of respondents attending the 2024 conference 'likely or very likely' to attend again this year, the ARCO Conference offers a unique opportunity for suppliers in the industry to learn more about the sector, achieve brand visibility, network and promote their businesses to key decision-makers in the IRC sector.

ARCO Partners and Affiliates can benefit from special network reduced ticket rates and sponsorship packages, as well as early bird advance booking for the ARCO Conference.



A very well organised and professional event that brings together the key senior people within the sector, providing unparalleled opportunities to meet key players and understand future developments



The event was truly exceptional, featuring outstanding speakers who shared valuable experiences and best practices! The opportunity for networking was also remarkable and greatly appreciated

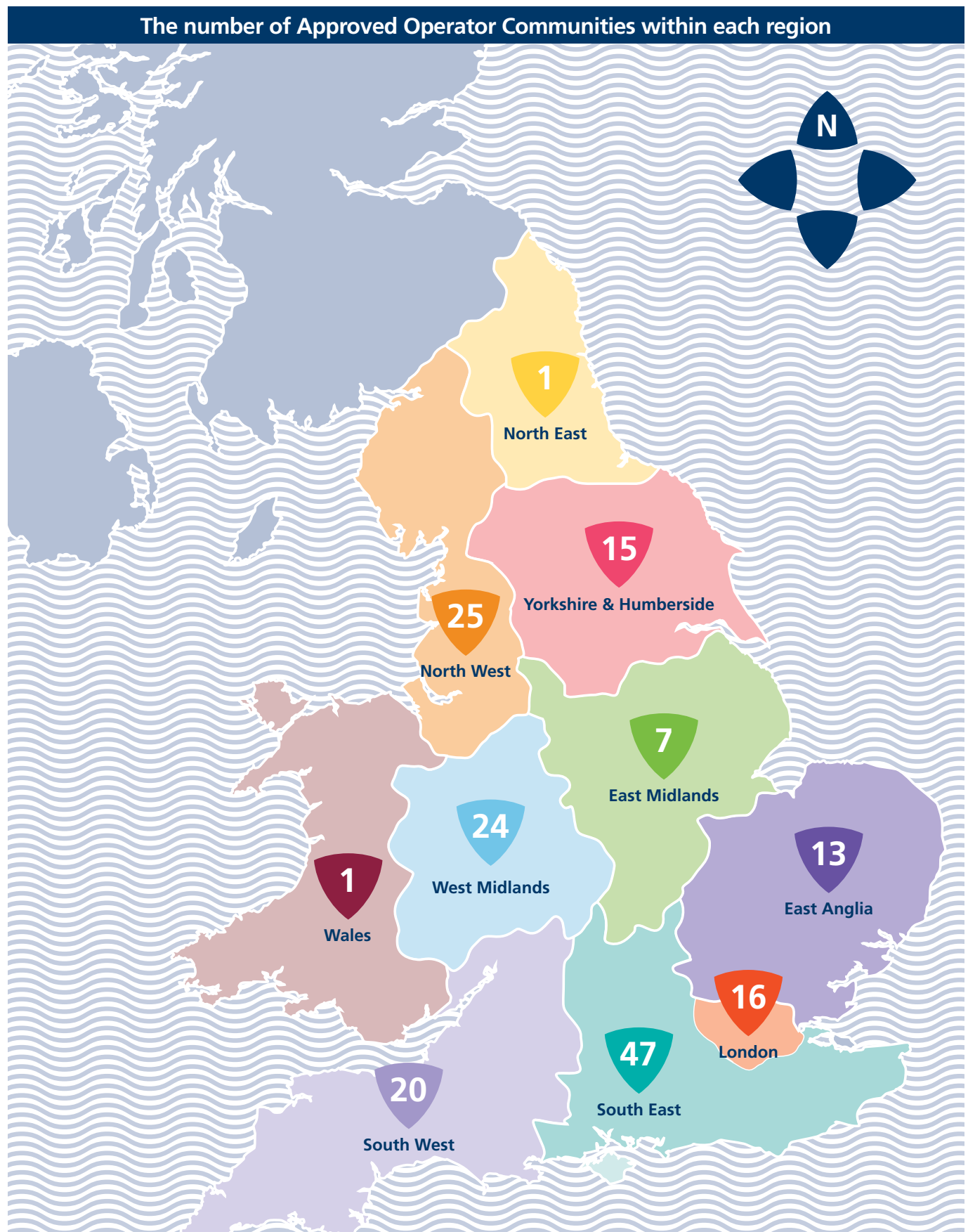


The 8th conference and still delivering new and valuable insights into what is such an important housing sector that is still struggling to gain the much needed recognition it requires. Roll on the next conference in 2025



Highly informative event both in terms of knowledge sharing and networking across different professions and fields of interest involved in IRCs. Highly recommend attending, and will do so again next year

ARCO Approved Operator Registered Communities in the UK



East Anglia (13)

Adlington Retirement Living
Audley Group
Elysian Residences
ExtraCare Charitable Trust
Inspired Villages
MHA
Rangeford Villages
Retirement Villages Group
Santhem Residences

East Midlands (7)

Audley Group
ExtraCare Charitable Trust
MHA
Richmond Villages

London (16)

Audley Group
Auriens Group
Birchgrove
Elysian Residences
Jewish Care
LifeCare Residences
Riverstone Living
Tonic Housing Association

North East (1)

Middleton Hall

North West (25)

Adlington Retirement Living
Belong Limited
Enterprise Retirement Living
Inspired Villages
MHA
Retirement Villages Group
Richmond Villages

South East (47)

Audley Group
Augustinian Care - St George's Park
BEN
Berkeley Healthcare
Birchgrove
Elysian Residences
ExtraCare Charitable Trust
Inspired Villages
LifeCare Residences
LMS Retirement Living
MHA
Rangeford Villages
Retirement Villages Group
Richmond Villages

South West (20)

Adlington Retirement Living
Audley Group
Berkeley Healthcare
ExtraCare Charitable Trust
Inspired Villages
MHA
Rangeford Villages
Retirement Villages Group
Richmond Villages
St Monica Trust
Untold Living

Wales (1)

MHA

West Midlands (24)

Adlington Retirement Living
Audley Group
Belong Limited
Enterprise Retirement Living
ExtraCare Charitable Trust
Inspired Villages
MHA
Retirement Villages Group
Richmond Villages

Yorkshire & Humberside (15)

Adlington Retirement Living
Audley Group
Enterprise Retirement Living
MHA
Rangeford Villages



Partnership FAQs



How do I join?

To register your interest to join ARCO, please complete the online registration forms available via our website www.arcouk.org/join

What is the difference between an ARCO Member and an ARCO Strategic Partner, Partner or Affiliate?

ARCO Members are operators of Integrated Retirement Communities. ARCO Strategic Partners, Partners and Affiliates provide professional services or products to operators and are stakeholders in the Integrated Retirement Community sector.

Will you recommend my business and services to your Members?

Yes, in response to a specific request from a Member and if we believe your company is best placed to meet their need. This is not part of the ARCO commercial partnership offering, but something that we do regularly on an ad hoc basis.

Will I get the chance to network with your Members?

Yes, you will. All events are open to Members to attend, and we endeavour to always build networking time into our sessions. We also like to run open discussions as part of our events to encourage knowledge sharing and debate.

Will you share your Member contact list with us?

No - however, our Members are clearly listed on our website and there is also the opportunity to network at our events and conferences.

Is there a cap on how many members of my team can receive the ARCO Eye – The Insider e-bulletin?

No, we are happy to add unlimited members of staff to our bi-monthly e-bulletin. This can be done by emailing members@arcouk.org

How many members of my organisation can attend ARCO events?

The number of delegates per organisation entirely depends on our venue capacity. However, if we do have to restrict attendance to one delegate per organisation, we will operate a waiting list for any additional members of staff who wish to attend.

For Affiliate Light membership, please refer to page 9.

For the quarterly networking events, invitations are sent to the Key Contact of each organisation due to venue capacity limits. However, this does not mean only the Key Contact can attend — they are welcome to nominate the most suitable or available colleague to attend on behalf of the organisation.

We want to get more involved with ARCO, how can we do this and what opportunities are there?

In addition to the different partnership options, there is also the opportunity to sponsor or exhibit at our annual conference. A range of sponsorship and exhibitor packages are available. Please contact our Membership Team if you would be interested in receiving our *What Next?* Conference Sponsorship brochure.

Associated Retirement Community Operators (ARCO)
167-169 Great Portland Street, 5th Floor, London, W1W 5PF

Phone: 020 3697 1204 **Email:** members@arcouk.org

For more information on ARCO, visit: www.arcouk.org

