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RENTAL FREQUENTLY ASKED QUESTIONS

The comments provided in this document are intended to give an overview of selected topics which, in the experience of Retirement Villages, have been raised by prospective rental tenants at Gradwell Park and more generally at other villages within the Retirement Villages Group Ltd wider estate that offer rentals. Whilst the intention of the document is to provide clarification in respect of the topics covered, the terms of any legal documents to which prospective residents will be required to commit, as a condition of renting a property at Gradwell Park and residing there, will in every instance take precedence over any comment made in this Frequently Asked Questions document.

Updated: July 2026 CG

1. Periodic Assured Tenancy

A periodic assured tenancy is a lifetime tenancy, which gives complete reassurance that you can live in the property for as long as you like with no fixed term.

Just in case things don't work out as planned, you can leave the unit, providing you give two months' written notice.

2. Budgeting

Renting can make it easier to budget your finances. The ongoing costs of maintenance within your property, and buildings insurance is covered by the landlord which makes it much easier to predict your monthly costs.

3. References

Tenants will be asked to demonstrate their ability to comfortably meet the financial demands. We ask Tenants to produce a 'Bank Reference' which is a letter from their bank confirming their ability to cover the rent. We can also accept financial statements, but these must be available funds in the Tenants name.

4. Should I be legally advised?

Yes. We encourage you to discuss your housing options with your family and friends and to seek independent legal, financial/benefits and any other appropriate advice, support, and representation in connection with a move to an integrated retirement community. It is particularly important to understand How the inclusive monthly charge is calculated and changes, and when it is payable.

5. What Village services are included in my monthly rent?

- a. Onsite Village manager and supporting staff
- b. Gradwell Park Club Membership
- c. One-hour weekly cleaning of your property
- d. Weekly linen and towel laundry services
- e. External window cleaning
- f. Maintenance and decoration of common parts
- g. External maintenance of properties and landscape gardening
- h. Maintenance of equipment such as lifts, alarms and fire extinguishers
- i. Common part rates, utilities charges and your refuse and recycling collection
- j. Buildings insurance (not your personal possessions or contents of your property or carpets)
- k. 24-hour Emergency First Response staff
- l. Excursions organised by village team (entry not included)
- m. Central support services (legal, accountancy, HR, etc)

*Please note, this is not a definitive list. Services and facilities offered and mentioned are as of 2026 and may change in the future. For a full list please enquire with your General Manager.

6. Insurance

A block policy is in place to cover the buildings insurance on each property and on all communal buildings. Furnishings in communal areas and equipment used in maintaining the village are also covered, together with employers and public liability. You will need to arrange your own contents insurance cover.

7. Your monthly costs

As a tenant you will be responsible for:

- The Monthly Rent (includes rent and village services)
- Council tax
- Utility bills - Electricity, Gas, Water and Telephone.
- Other personal bills – internet services, home contents insurance, TV license and any TV subscriptions

8. Will my rent increase?

Yes, If the Landlord makes a new proposal to increase the rent under this Agreement, the Landlord must serve a notice on the Tenant in accordance with section 13 of the Housing Act 1988 (increases of rent under assured tenancies other than relevant low-cost tenancies).

‘The monthly rent which includes the benefit of the services provided by the landlord is subject to an annual review. This review will fall on the anniversary of the tenancy commencement and will be in accordance with section 13 of the Housing Act 1988’

9. Do I need to pay a separate service charge / management fee?

No, the village services are included in your monthly rent.

10. Deposits

Before you move in you will pay a security deposit, this is normally equal to one month's rent. It is held for the duration of the Tenancy, and the Landlord can claim against any damages or unpaid rent at the end of the Tenancy.

As a member of the DPS (Deposit Protection Service) Retirement Villages Group hold deposits in a secure managed account and any properties rented assured shorthold tenancies will be registered with the scheme as required by law.

The release of funds at the end of the Tenancy requires both parties to agree on any deductions, following an inspection to ensure the property is left in good order. If there is a requirement for repairs and/or cleaning the landlord can request the amount be withheld from the deposit.

The DPS holds deposits which means in any dispute funds cannot be released unless agreed by both parties (Tenant and Landlord). Disputes will be passed to the DPS to arbitrate.

11. Unpaid monthly rent

Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid in order to pursue non-payment of monthly rent. Please Note: This will not be levied until the monthly inclusive charge is more than 21 days in arrears.

12. Lost Key(s) or other Security Device(s)

Tenants may be liable for the cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant, landlord and any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge.

13. What if I want to terminate my agreement early?

The tenant can give the landlord two months advance written notice to terminate the tenancy.

14. Who is responsible for the redecoration of the Village?

External and Internal redecoration of the communal parts of the Village is the responsibility of the Management Company within a planned maintenance cycle and is a landlord cost.

Internal redecoration of your property is the responsibility of the Landlord; however, residents can redecorate their rented property with written approval from the Landlord.

15. Can I make alterations to the property?

Subject to obtaining prior consent from the Landlord, minor internal alterations and improvements may be considered.

However, when the Tenancy expires, the Landlord reserves the right to restore the property to its original condition at the expense of the outgoing tenant.

16. Can visitors stay?

Within the terms of the lease guests may stay with you for 28 days maximum at any one time. Please inform the office if any guests are staying.

En-suite guest rooms are also available within the Village at extremely reasonable prices

17. What about parking?

In order to park your car at the village you must have a rental agreement in place for a car parking space. The rental agreement will be for a term of 1 year and renewed annually, but will expire if you leave the village or cease to have a car. The price to rent a car parking space is currently £592 per annum (January 2026 – December 2026). There are also some spaces strictly reserved for visitors.

There are separate arrangements for disability scooters. There are a limited number of disabled car parking spaces available subject to the same rental arrangements as for ordinary car parking spaces. Further information will be available on request.

18. Are pets allowed?

We welcome careful and considerate pet owners and their pets as they are part of your family. We ask that pets are always well looked after, kept under control, not allowed to cause a nuisance to other residents, staff or guests and all waste must be disposed of properly. Where dogs are allowed in communal areas, they must be always kept on a lead.

Unfortunately, if the pet does cause constant issues the Village Manager may ask that the pet be removed from the Village for the safety of other residents, staff, guest or even for the pets own wellbeing.

19. Am I allowed to sub-let my apartment?

As per the terms of the periodic assured tenancy, residents are not permitted to sub-let their apartments.

20. Is there a selection policy for prospective tenants?

Retirement Villages does not discriminate on the grounds of age, marital status, race, religion, sex, sexual orientation or disability and is committed to a policy of equal opportunities and diversity.

New Tenant residents are subject to approval by interview with the Village Manager and providing a proof of funds or status enquiry confirmation.

Our retirement villages are designed to provide an enjoyable and supported environment for older people living independently. As far as we are able, we will endeavour to accommodate residents in line with our diversity policy, but we will wish to be satisfied that prospective residents are able to live independently within a community which does not provide full nursing care.

Prospective Tenants will be asked to confirm that they are generally in good health. Tenants who have specific health problems may be required to provide further information via their G.P.

21. What emergency support is available?

A suitably trained and qualified member of staff is on duty 24 hours per day 7 days per week to provide an emergency call out support service within the Village. This strictly covers emergency first response only.

22.What happens if I become unable to look after myself or my partner?

The concept of our villages is 'Independence in retirement'. However, the Company is able to assist in arranging personal or domiciliary care packages through an external provider when necessary on a private basis, at an additional cost. Where possible residents can, of course, make their own arrangements with a private domiciliary care company or through Social Services. Some residents may need a live in carer to support their ongoing independence.

Where the situation deteriorates and independence diminishes to the point where permanent nursing or more specialist care is needed, then inevitably the resident themselves or their relatives will recognise that alternative living arrangements need to be made.

In the very rare circumstances of this not being recognised, and bearing in mind the best interests of other residents, the staff, and the resident themselves, then there is a clause in the Tenancy Agreement where the Landlord may give notice. It should be stressed that this is the very last resort and it is hoped, that matters such as this can be dealt with in a sensible and sympathetic manner by all parties.

Where a couple are occupying a property and one of them becomes unable to look after themselves, there is no need for alternative arrangements to be made, as long as the other party remains able to cope, with the assistance of outside agencies.

23.Does the Management Company consult Tenants?

Yes. We encourage residents to form their own Residents' Association and the Village Manager is available to attend the Residents Association Committee Meetings by invitation.

To be completed by tenants if proceeding with property rental and retained on file.

I/We can confirm that I/We have received a copy of these FAQs.

Signed..... Signed.....

Print Name..... Print Name.....

Date.....

Village Manager