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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 Group Ltd, have been raised by prospective rental Tenants at Blagdon Village 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 Blagdon Village and residing there, will in every instance take precedence over any comment made in this Frequently Asked Questions document.*

*Last updated June 2025*

### 1. Assured Tenancy

An 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 maximum term. Just in case things don't work out as planned, after a minimum of six months, you can leave the unit, providing you give two months' written notice.

Residents pay a Monthly Inclusive Charge; this will increase annually on the anniversary of when the tenancy commenced in line with CPIH (consumer price index including owner occupiers' housing costs), using the indexation figure from October of the prior year. This means you have plenty of time to understand and manage any increase.

### 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. What services are included in my tenancy?**

- Administration – A team including the Village Manager who are responsible for the supervision and control of the complete on-site management of the village.
- Maintenance – Employed or contracted staff are responsible primarily of the upkeep of the communal grounds, buildings and equipment in the village. They will also carry out minor repairs to individual properties that have arisen from structural damage, and there is an appropriate arrangement for property emergencies outside normal working hours. Where residents require further assistance i.e. electricians, plumbers etc. they will be required to pay for this separately.
- Domestic – Each property is entitled to have one hour of domestic assistance and to have up to eight pieces of linen laundered in our central facilities each week.
- Emergency Response – 24 hour emergency cover provided by suitably trained and qualified staff.
- A Health Care Assistant works Monday to Friday 9.30am to 2.30pm. When not on site the care alarm system is manned by the office or by Taunton Deane Council.

- **Maintenance Reserve Fund (Sinking Fund)**

There is a programme for planned maintenance, together with the replacement of large items of plant, machinery and equipment as required. The reserve fund is designed to allow for these expenditures as and when they occur, thereby reducing the need for large variations to service charges. The fund is also there should unforeseen maintenance items arise during the course of the year. A plan is available at each Village, which outlines the planned expenditure, and demonstrates how we have calculated the collection towards the Reserve Fund within the annual budget. In the event that the funds within the Reserve Fund do not cover works required at the Village, residents may be asked to fund this through additional invoices.

- **Communal Rates**

The business rates for the office accommodation, restaurant, shop/kiosk and all other central facilities.

- **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.

- **Communal Energy**

This is the cost of heating, lighting and water to all communal parts of the village. Residents pay these charges separately in respect of their own properties.

- Office Supplies / Telephone

The costs of running the office and associated services.

- Repairs and Maintenance
- The external maintenance: decoration and repair of the majority of properties on the estate including the structure, roofs and foundations. There are some exceptions where this does not apply.
- Internal maintenance: repair and decoration of the clubhouse and other common parts of the estate, but not internal redecoration of the individual properties which is your responsibility.
- The provision of a refuse collection service.
- The maintenance or replacement where necessary of such plant, machinery and equipment as required.

- Maintenance Contracts

The payment of charges in respect of maintenance and servicing contracts for boilers, lifts, fire alarms, alarm call system and other communal equipment.

- Accountancy / Legal

The annual independent Audit and the associated costs for the provision of Certified Accounts plus any other fees payable in relation to the operation of the Management Company.

- Management Fee

The fee payable to the Landlord's appointed manager, RV Services Ltd, for the provision of services to the on-site management company and for overall accountability of providing and monitoring the entire facility.

- Cleaning Materials, Window Cleaning, Garden Supplies, Uniforms, Interest, Bank Charges and Recruitment Advertisements

## **5. Your monthly costs**

As a tenant you will be responsible for:

- The Monthly Inclusive Charge (includes rent and the resident service charge)
- Council tax
- Utility bills - Electricity, Gas (if applicable), Water and Telephone.
- Other personal bills – internet services, home contents insurance, TV license and any TV subscriptions

## **6. When you move into your new rental home you will also be required to pay;**

One months' inclusive charge in advance and one month's inclusive charge as deposit.

## **7. Deposits**

Before you move in you will pay a security deposit, this is normally equal to one month's inclusive charge. 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 on will be registered with the scheme.

The release of funds at the end of the Tenancy requires both parties to agree on any deductions, following a check-out 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 independent case examiner at the DPS to arbitrate and resolve.

## **8. Unpaid monthly inclusive charge**

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

## **9. 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.

## **10. Early Termination (Tenant's Request)**

Early termination within the first 6 months, or with less than 2 months' notice, is subject to the landlord's agreement solely at their discretion.

## **11. 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.

## **12. 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.

**13. 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 reasonable prices.

**14. What about parking?**

Car parking is available within the Village on a “first come, first served” basis.

**15. 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.

**16. Am I allowed to sub-let my apartment?**

Residents are not permitted to sub-let their properties.

**17. 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 proof of funds or status enquiry confirmation.

Our retirement villages are designed to provide an enjoyable and supported environment for older people living independently. So 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 GP.

**18. 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 Villages. This strictly covers emergency first response only.

Other care services can be provided at an additional cost.

**19. 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.

**20. 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.

**Acknowledgement**

Please confirm you acknowledge that you have received and reviewed these FAQs by signing below. Note that the specific provisions outlined in the rental agreement for your property may differ in some detailed respects from the general statements provided in this FAQ document.

Signed:.....

Signed:.....

Print Name:.....

Print Name:.....

Date.....

Village Manager .....