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## RENTALS FREQUENTLY ASKED QUESTIONS

### Assured Tenancy

This FAQ document aims to address common questions from prospective rental tenants interested in renting a property at The Wyldewoods, part of the Thrive Living collection by Retirement Villages. The detail provided is intended to provide explanation, if there is a conflict between your tenancy agreement and the FAQs, the tenancy agreement will always take precedence.

*Last Updated: 06-11-2024*

### *Living At The Wyldewoods*

The General Manager and the Village Management team are responsible for the on-site management of The Wyldewoods.

#### **1. What social activities and facilities are available?**

The Wyldewoods offers a vibrant community with a range of facilities and extensive social program. Amenities include an on-site restaurant, private dining area, residents' lounge, gym, and treatment rooms. Many of the activities and various events are resident led and supported by the management team. Dining in the restaurant, treatments and certain events and activities will incur additional cost.

#### **2. What emergency support is available?**

For your peace of mind, a dedicated first aid trained member of the team is on duty 24 hours a day, seven days a week, to provide an emergency call-out support service within The Wyldewoods.

This emergency support focuses on providing immediate first-response assistance. Tunstall alarms will be in place for every resident to automatically respond to emergencies such as falls or fires. The system links to a receiving centre that will communicate with the village members to provide first response and assistance in the case of an emergency, 24 hours a day.

### **3. What emergency maintenance support is available?**

The Wyldewoods has dedicated maintenance personnel on-site during the day to respond to any emergency situations, such as power failures, major leaks, or other urgent repair needs. Outside of office hours, our night responder will be available to assist.

All residents will be provided with a comprehensive Home User Guide with further information on how to get assistance in case of a maintenance emergency.

### **4. Can visitors stay overnight?**

Guests may stay with you in your home for up to 60 days per calendar year, with a maximum of 28 consecutive days. Please inform the Village Management team of any overnight guests.

A Guest Suite is available to book at £60 per night (maximum seven nights, unless approved by the General Manager). Guests are welcome to dine with you in the restaurant.

### **5. What are the parking arrangements?**

Subject to availability, car parking spaces can be rented for £545 per year. Residents can rent a maximum of one allocated parking space per apartment. Parking permits, which increases annually on 1 April, in line with CPIH, using the indexation figure from October of the prior year. If CPIH decreases, the current price will be maintained. A pool car will also be available for use by residents.

### **6. Are pets allowed?**

Yes, pets are welcome at The Wyldewoods. Owners must complete a registration form and obtain permission from the General Manager. Owners must also ensure pets are well-behaved and do not cause a nuisance to other residents, personnel or guests. Pets are not permitted in indoor communal areas, except for assistance dogs.

### **7. Will I have a phone connection in my apartment?**

In preparation for BT switching off its copper wiring system, residents will need to take out a connection with a VOIP (Voice over Internet provider) service provider - to assist with this, RVG will partner with a provider to allow for connection.

## **8. What Provision has been made for television services?**

Sky TV, along with other providers like BT, are encouraging customers to transition from traditional satellite services to streaming options. As satellite services such as Sky are phased out, it is anticipated that Sky will cease offering satellite services to new customers starting from early 2025.

Considering this, residents wishing to access television services must subscribe to either Sky Stream (Sky's streaming version of its old Sky Q offering) or another mainstream streaming service, including but not limited to Netflix, Amazon Prime Video and Disney+. Additionally, residents will have the option to connect to any Freesat offering.

## **9. Who is responsible for the redecoration of my property?**

The Management Company is responsible for external redecoration, with costs covered by the Management Fee. Residents are responsible for the internal redecoration of their properties. Residents are required to keep their property in a good state of repair.

## **10. Can I make alterations to my property?**

Subject to obtaining prior consent from the Landlord, minor internal alterations and improvements may be considered. An administration fee of £90 (incl. VAT) is chargeable for approval and final inspection, which increases annually on 1<sup>ST</sup> April, in line with CPIH, using the indexation figure from October of the prior year. If CPIH decreases, the current price will be maintained.

The property must be returned in its original condition, excluding reasonable wear and tear. Thrive Living by Retirement Villages reserves the right to restore the property at the expense of the outgoing tenant.

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

No, sub-letting apartments is not permitted under the terms of the agreement.

## **12. Is there a selection process for prospective Tenants?**

Thrive Living by Retirement Villages does not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and is committed to a policy of equal opportunities and diversity.

Our communities are designed to provide an enjoyable and supportive environment for older people living independently, and we will endeavour to accommodate residents in line with our equal opportunities and diversity policy.

All prospective purchasers will be required to meet with the wellbeing team, who will complete a pre-move in wellbeing assessment. This assessment will provide potential residents with a thorough understanding of their individual needs and preferences, ensuring a tailored experience when moving to our retirement village.

The assessment will also help to identify overall health and fitness. Purchasers who have identified specific health problems may be required to provide further information via their GP. In determining a person's suitability in such a case, we will rely on medical advice and this assessment will be made using the criteria laid down by the Association of British Insurers to assess the need for long-term care.

### **13. What happens if I am unable to look after myself or my partner?**

Our community is designed to promote independent living in retirement. However, we understand that circumstances may change, and additional care may become necessary. In such situations, we are committed to facilitating access to domiciliary care providers, whether privately arranged or through social services. The associated costs for these services would be covered privately by the resident.

For some residents, having a live-in carer can be pivotal in maintaining their independence within our community. If independence declines to the point where permanent nursing or specialised care is required, alternative living arrangements may need to be made.

In rare cases where the need for more supportive living is not acknowledged, and considering the welfare of all residents, staff, and the individual in question, the tenancy agreement includes a provision allowing the Landlord to serve notice as a last resort. However, we strive to address such matters with the utmost sensitivity and understanding for all parties involved.

In instances where a couple occupies a property and one partner becomes unable to care for themselves, there is no need for alternative arrangements to be made, if the other partner can manage, with the support of external agencies.

## ***Renting - Financial and Legal***

### **14. What is an Assured Tenancy?**

An assured tenancy or Lifetime tenancy gives reassurance that you can live in the property for as long as you like with no fixed maximum term. After a minimum of six months, two months notice can be given to vacate.

Residents pay a Monthly Inclusive Charge, which increases annually on 1<sup>st</sup> April, in line with CPIH, using the indexation figure from October of the prior year. If CPIH decreases, the current price will be maintained.

### **15. What references will be required?**

Tenants will be asked to demonstrate their ability to comfortably meet the financial commitments. 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 in the tenant's name demonstrating available funds.

### **16. Do I need to pay a Reservation Fee?**

Yes, a Reservation Fee of £1,000 is required in order to secure your rental property. This will be offset against your first month's rent or is refundable in full.

### **17. Do I need to pay a security deposit?**

No, a security deposit is not required but you will be required to pay a Lifetime Membership fee to The Wyldewoods.

### **18. What is a Lifetime Membership Fee?**

The Lifetime Membership Fee provides you with access and usage of all the communal facilities in the community. When you decide to leave your apartment there will be no fees payable for fair wear and tear in your apartment.

The lifetime membership also provides each tenant with eight complimentary lunches in our restaurant and six taster classes in the gym during the first three months of your tenancy at the Wyldewoods.

### **19. How much is the Lifetime Membership Fee?**

The Lifetime Membership Fee is a one-off amount payable at the start of your tenancy. The Lifetime Membership Fee is £2,900 for occupying a one-bedroom apartment and £3,600 for a two-bedroom apartment.

## **20. What is my Monthly Inclusive Charge made up of?**

The Monthly Inclusive Charge includes the following charges: monthly rent, monthly Management Fee, and monthly Utilities Fee. The Monthly Inclusive Charge is payable by Direct Debit which increases annually on 1st April, in line with CPIH, using the indexation figure from October of the prior year. If CPIH decreases, the current price will be maintained.

## **21. What is a Management Fee?**

The index-linked Management Fee is an annual fee that covers all the costs incurred in providing services and effectively operating The Wyldewoods, as set out in your tenancy agreement.

## **22. How much is the Management Fee and how does it increase?**

The current index-linked Management Fee for a tenant is £11,000 per annum or £917.00 per month [from 1 April 2024 to 31 March 2026].

The Management Fee is calculated and invoiced annually while you live at The Wyldewoods.

The Management Fee which increases annually on 1st April, in line with CPIH, using the indexation figure from October of the prior year. If CPIH decreases, the current price will be maintained.

The Management Fee is payable via Direct Debit each month.

## **23. What does the Management Fee cover?**

Set out below are the main costs covered by the Management Fee.

- Operation of Management Office including salaries of all village staff
- Central support services [legal, accountancy, HR, etc]
- Service contracts [for lifts, alarms, health & safety, etc.]
- Repairs and Maintenance of buildings and communal areas
- Upkeep of grounds
- External window cleaning
- Insurance [buildings, public liability]
- Utilities for communal areas
- Refuse collection
- Sustainability obligations
- Food & beverage operations and associated costs
- Wellbeing services
- Licences, IT and ARCO registration

## **24. What is the Management Company's role?**

The Wyldewoods Village Management Ltd has been set up for the sole purpose of managing the estate, buildings, and services as set out in the tenancy agreement and Residents' Charter.

To ensure the services provided are not reduced or diluted, a legal document known as The Wyldewoods Resident Charter sits alongside your tenancy agreement. The Charter includes information about the services provided, responsibility for repairs and maintenance, and expectations regarding behavior, communication, and complaints. The Charter is subject to change through consultation with residents.

## **25. How do I pay for utilities?**

To make your move easier your water, electricity and internet costs are included in a monthly Utilities Fee, payable by Direct Debit. The Utilities Fee costs £144.09 per month for a one-bedroom apartment and £202.10 per month for a two-bedroom apartment. The Utilities Fee represents an annual saving when compared to alternative local providers. Your home has been built to be as energy efficient as possible and we only use renewable energy providers.

The Utilities Fee which increases annually on 1ST April, in line with CPIH, using the indexation figure from October of the prior year. If CPIH decreases, the current price will be maintained.

To manage market change, if wholesale utility prices significantly increase or decrease, then RVG reserves the right to adjust the Utilities Fee to reflect the latest wholesale energy prices. RVG must act reasonably and evidence any change.

The resident agrees to use utilities wisely and responsibly and in accordance with the Fair Usage Policy and Internet Usage Policy.

## **26. What happens if I don't pay my Monthly Inclusive Charge?**

You will be charged interest at 3% above the Bank of England base rate from the date the payment was due until it is paid.

Please Note: This will not be levied until the Monthly Inclusive Charge is more than 21 days in arrears.

**27. What other costs am I responsible for?**

Residents are responsible for the following costs which sit outside the monthly fees:

- Council tax
- Telephone
- Home contents insurance
- TV license
- TV subscriptions
- Any other personal bills

**28. What happens if I lose my 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 needing to change locks, 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.

**29. What if I want to terminate my agreement early?**

Early termination is in line with any agreed break clause. Early termination outside of the agreed term is subject to the Landlord's agreement.

**30. Does the Management Company consult tenants?**

Residents are encouraged to form a Residents' Association, which the General Manager can attend by invitation to discuss areas of concern.



## 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.

Purchaser 1:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Purchaser 2:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Wyldewoods General Manager:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_