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SALES FREQUENTLY ASKED QUESTIONS

Guaranteed Repayment Lease

This FAQ document aims to address common questions from prospective buyers interested in purchasing a property under the Guaranteed Repayment Lease at Elmbridge Village. The detail provided is intended to provide explanation, if there is a conflict between the lease and the FAQs, the lease will always take precedence.

Updated May 2026 GD

[Living at Elmbridge Village](#)

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

1. Are there any social activities / Facilities?

There is a restaurant, bar, library, village shop, function room/hall and launderettes.

The Village Residents' Association also organises social events and outings for residents to join in if they wish. Some of the activities already in existence at the Village are as follows: art classes, keep fit, line dancing, theatre trips, poetry, music and bridge.

There are also coffee mornings, a monthly luncheon club with guest speakers and events such as film shows in the hall.

2. What emergency support is available?

Suitably trained staff are on call 24 hours per day 7 days per week to respond to an emergency call within the Village. This service **covers emergencies first response only**. There is no additional charge for use of this service.

3. *What Emergency maintenance support is available*

Elmbridge Village 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.

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 from £60 per night for a twin room and £85 per night for a triple room (maximum seven nights, unless approved by the General Manager).

5. What are the parking arrangements?

Garages are available to rent within the Village on a “first come, first served” basis. The rental charge is £60 per calendar month for a standard garage and £80 per calendar month for a corner garage.

Car parking spaces are not allocated and are available in the Village on a first come first served basis.

6. 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 General Manager may ask that the pet be removed from the Village for the safety of other residents, staff, guest or even for the pet’s own wellbeing.

7. Who is responsible for the redecoration of my property?

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

8. Can I make alterations to my property?

Structural alterations are not permitted. Minor non-structural alterations and improvements may be allowed, subject to obtaining prior consent from the General Manager.

An administration fee of £90 (incl. VAT) is chargeable for approval and final inspection, which increases annually on 1 January, in line with CPIH, using the indexation figure from October of the prior year. If CPIH decreases, the current price will be maintained.

Under the Guaranteed Repayment Lease, the property must be returned in its original condition, excluding reasonable wear and tear. Retirement Villages reserves the right to restore the property at the expense of the outgoing owner.

9. Am I allowed to sub-let my apartment

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

10. Is there a selection process for prospective purchasers

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.

11. 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 can 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 Lease 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.

Purchasing on a Guaranteed Repayment Lease Financial and Legal

12. What is the Guaranteed Repayment Lease?

The Guaranteed Repayment Lease provides security by guaranteeing repayment of the original purchase price (minus the Deferred Management Fee and any arrears) and by limiting liability for ongoing payments of the Management Fee to two months after service of the Notice to Vacate. Council Tax and Utilities Fees remain payable until the property has been resold.

The Deferred Management Fee is calculated based on the original purchase price and the length of ownership:

- 8% if leaving within the first year
- 16% in the second year
- 24% from the third year onwards

When you leave or resell your apartment, you or your family/estate will need to serve a "Notice to Vacate". A template is available at the back of the lease.

The Guaranteed Repayment Lease provides security by guaranteeing a repayment sum, removing market sale risks, removing the liability to repair, and removing the liability to pay the Management Fee until the property is sold. Liability for council tax and utilities remains the responsibility of the legal owner.

13. What is a Deferred Management fee?

The Deferred Management fee is payable every time a property is re-sold (or 'assigned' in legal terms). The assignment fee is not charged in respect of any service(s) to be provided. RVG uses assignment fee monies to invest in improvements and modernisation of village amenities.

When your property is sold, you or your estate receives a guaranteed repayment amount minus the assignment fee, which will be calculated based on the price you purchased the property for (your original purchase price) and the length of ownership.

14. What is a subsidised Management Fee?

The Management Fee is an annual fee that covers all the costs incurred in providing services and effectively operating Elmbridge Village, as set out in your lease agreement.

15. How much is the subsidised Management Fee and how does it increase?

The current index-linked Management Fee for the Guaranteed Repayment Lease are Bands A&B £6,390 per annum and Bands C&D £7,790 per annum [from January 1st 2026 to 31st December 2026].

The Management Fee is calculated annually and collected monthly by Direct Debit. Once you or your estate serves the Notice to Vacate, the liability for these fees will cease after the two-month notice period has ended.

The Management Fee will increase annually on 1 January, in line with CPIH, using the October indexation figure of the prior year. If CPIH decreases, the current price will be maintained.

16. 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

17. What happens when my property is sold when I pass away or move out of the village?

All properties sold under a Guaranteed Repayment Lease must be resold by the landlord; residents cannot sell them on the open market.

To initiate a sale, you must serve a written "Notice to Vacate" to the General Manager. A template notice document is provided with your lease and can also be obtained from the Village Management team. This notice will need to be completed, signed, dated and hand delivered or sent by recorded delivery to the General Manager.

Once the General Manager acknowledges receipt of the Notice, this will initiate a two-month notice period. During this time you must clear your belongings from the apartment. Any remaining items will be removed and disposed of to allow Retirement Villages to enter the property to redecorate, refurbish and market the property for sale. The Guaranteed Repayment amount, minus the Deferred Management Fee, and any arrears, will be released to you or your estate once the sale is complete.

It is not necessary for you to pay RVG a sales agency fee or instruct a solicitor to sell the property as the repayment amount is guaranteed, but you can seek legal advice if you wish to.

If you wish to remain living in your property until it is sold, speak to a member of the team and legal advisor for more information as the selling process will differ. (Please see Clause 12 for more information)

18. What is the Management Company's role?

Elmbridge Village Limited has been set up for the sole purpose of managing the estate, buildings, and services as set out in the lease and Residents' Charter.

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

19. What other costs am I responsible for?

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

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

20. Should I be Legally Advised

Yes, you should obtain independent legal advice to fully understand the implications of the Guaranteed Repayment Lease and associated fees before purchasing a property at Elmbridge Village. Retirement Villages will not grant or assign a lease without the purchaser being legally represented.

21. Can you show me a worked example of what this might cost me

An illustration outlining the financial implications of purchasing a typical apartment under the Guaranteed Repayment Lease, including a worked example of potential costs, is available upon request.

22. Does the Management Company consult Leaseholders?

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

23. Does the Management Company consult residents?

Yes.

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

24. What happens if I want to sell but continue living in the property until it is sold?

The Guaranteed Repayment lease is designed assuming you will vacate the property prior to sale to enable RVG to enter the property to redecorate and refurbish.

However, if you wish to remain living in the property until it is sold, you will be required to redecorate and refurbish the property while you are living in it at your own cost. You must use RVG and their appointed contractors to do these works.

You will continue to pay the Management Fee until the property is sold and you leave the village.

To initiate this process, you must serve a written "Notice to Assign" to the General Manager. This notice will need to be completed, signed, dated and hand delivered or sent by recorded delivery to the General Manager.

All properties sold under a Guaranteed Repayment Lease must be resold by the landlord; residents cannot sell them on the open market. After 6 months you may appoint an external agent at your own cost to market the property.

The Guaranteed Repayment amount, minus the Deferred Management Fee and any arrears, will be released to you or your estate once the sale is complete.

You must instruct a solicitor to act on your behalf during the sales process.

To be completed by Purchaser if proceeding with property purchase and retained on file.

I/We can confirm that I/We have received a copy of these FAQs and note that the provisions of the lease for any specific property may differ in some detailed respects from the general statements provided here.

Signed:.....Signed:.....

Print Name:.....Print Name:.....

Date.....

General Manager