

RENTALS FREQUENTLY ASKED QUESTIONS

Periodic Assured Tenancy

This FAQ document aims to address common questions from prospective rental tenants interested in renting a property at The Willowbury, 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: August 2026 CG

Living At The Willowbury

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

1. What social activities and facilities are available?

The Willowbury offers a vibrant community with a range of facilities and extensive social program. Amenities include an on-site restaurant, residents lounge, convenience store, wellness studio 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?

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 Willowbury.

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 will link to a receiving centre that communicates with the village team member to provide first response and assistance in the case of an emergency, 24 hours a day.

3. What emergency maintenance support is available?

The Willowbury 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.

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.

There are 2 Guest Suites available to book, priced between £75 and £85 per night (maximum stay of 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 £592 per year. Residents can rent a maximum of one allocated parking space per apartment. Parking permits increase annually on 1 January, in line with the Consumer Prices Index with Housing (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 Willowbury. 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 communal areas, except for assistance dogs. 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 2026.

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. Owners are responsible for the internal redecoration of their properties. Owners 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 1ST January, 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 residents 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. Residents 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 a 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 apartment, providing you give two months' written notice.

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 Holding Deposit?

Yes, a holding deposit equivalent to one week's rent 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

Renting with us is easy, there is no requirement to pay a security deposit.

18. Your monthly costs

As a tenant you will be responsible for:

- The Monthly Rent (includes rent, village services, utilities fee)
- Council tax
- Other personal bills –Telephone, home contents insurance, TV license and any TV subscriptions

19. 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.

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

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

21. What is the Management Company's role?

West Malling Management Limited 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 Willowbury Resident Charter sits alongside your tenancy agreement. The Charter includes information about the services provided, responsibility for repairs and maintenance, and expectations regarding behaviour, communication, and complaints. The Charter is subject to change through consultation with residents.

22. How do I pay for utilities?

To make your move easier, your water, electricity, and internet costs are covered by a separate Utilities Fee, payable as part of the all-inclusive monthly fee by Direct Debit. The Utilities Fee is to be advised for both one-bedroom and two-bedroom apartments and represents an annual saving when compared to alternative local providers. Your home has been designed to be as energy efficient as possible, and all energy is supplied through renewable energy providers.

The Utilities Fee which increases annually on the anniversary of your tenancy commencement 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.

23. What happens if I don't pay my Monthly Rent

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 rent is more than 21 days in arrears.

24. 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 costs

25. 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.

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

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

27. 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.

Tenant 1:

Name: _____

Signature: _____

Date: _____

Tenant 2:

Name: _____

Signature: _____

Date: _____

The Willowbury General Manager:

Name: _____

Signature: _____

Date: _____