



An introduction to living life

your way

McCarthy Stone
Retirement living *your way*

Our stylish properties offer you so much more than just a lovely new home in a convenient location.

We have many years' experience in creating retirement living communities that offer you all the independence and support you want, as and when you need it – helping you make the most of your retirement and to live life *your way*.

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Retirement living

your way

Relaxation

For us, it's about you. Our homes are cleverly designed to make your life easier, now and in years to come. We take care of many of the mundane tasks that eat up so many hours, because we believe it's far better that you invest your time in things you love – like spending it with family and friends, learning a new hobby or indulging in an old one.

Independence

Our spacious homes are full of clever features and smart touches designed around your needs. It means you'll look forward to an easier life, lived your way, with less to worry about and more to enjoy. Plus, you can ask for a little more help and support from the Your McCarthy Stone team, as and when you need it.

Convenience

Our developments are hand-picked for their positions in the local community, ensuring things you need on a daily basis are close by. You'll also be close to local transport links, so it's easy to travel further afield. And with locations nationwide, there's sure to be one of our communities in the perfect place for you.

"I've made a lot of friends over the months, and there's plenty to get stuck into, from bingo and chess to film nights and BBQs – there's never a dull moment! The great thing about living here is you can still live your independent lifestyle without feeling any pressure to get overly involved – it really is the best of both worlds."

McCarthy Stone Homeowner

Introducing our communities

We have three different types of properties in prime locations, all designed to meet a variety of individual needs. Whatever you're looking for, there's a property to suit you.

Retirement Living

Stylish and low-maintenance, our one and two bedroom Retirement Living properties are available to the over 60s and are set in great locations. There's a manager to take care of the day-to-day running of the development and with access to communal areas and a calendar of events, you can choose to socialise as much as you wish or simply enjoy the quiet and comfort of your new home.

Retirement Living Plus

These properties offer all of the benefits of Retirement Living, plus so much more. Exclusive to the over 70s, these communities provide thoughtful extra services and amenities, including a bistro serving freshly prepared meals daily. Staff are on-site 24/7 for extra peace of mind and there's the option to add bespoke lifestyle and personal care packages.

Bungalows and Cottages

At some locations, in addition to our popular apartments, bungalows, chalet bungalows and cottages may be available. Homeowners may also be able to take advantage of neighbouring care and communal facilities where provided. Please ask for details.

Safe and secure, these beautiful homes share the exceptional build quality and design you would expect, with the friendly support of a close-knit community and local amenities nearby.



Our communities, at a glance

Feature	Bungalows and cottages	Retirement Living	Retirement Living Plus
5-star customer satisfaction	✓	✓	✓
999-year lease (freehold at bungalows)*	✓	✓	✓
Minimum age	55	60	70
Energy efficient	✓	✓	✓
Property management service	✓	✓	✓
24-hour emergency-call system ²	✓	✓	✓
Car parking where available [^]	✓	✓	✓
Pet-friendly ¹	✓	✓	✓
Landscaped gardens ¹	✓	✓	✓
Communal spaces ²	✓	✓	✓
Added security and alarm systems		✓	✓
Gardens and exteriors maintained		✓	✓
WiFi in shared areas		✓	✓
On-site Manager (hours vary)		✓	✓
Guest suite ^{^1}		✓	✓
Cycle and scooter store ²		✓	✓
Staff DBS-checked		✓	✓
Restaurant or bistro [^]			✓
Domestic assistance provided			✓
Care packages			✓
Laundry facility ^{^2}			✓
Function room ²			✓
Wellbeing suites ²			✓

*This is our most common lease. On occasions this varies, please ask for details. ^Extra charges apply.
1 - At most developments. 2 - At selected developments.



Discover

the freedom of Retirement Living

Our Retirement Living properties offer the perfect blend for many. From the independence of your own beautiful property to socialising with neighbours as much or as little as you wish. It's easy to host family and friends too, as you can book them into one of our Guest Suites[^], which have en-suite facilities.

Taking care of you and your home

As part of the Your McCarthy Stone team, the House Manager, on-site during the week*, is the friendly face who takes care of the day-to-day running of the development.

We manage the maintenance of the exterior of the property, upkeep of the communal areas and arduous tasks that keep the shared garden looking lovely.

An annual service charge (paid monthly) covers the provision and maintenance of the emergency call system, lifts, intruder alert and door camera entry. It also covers the cost of the gardening along with the general upkeep of the development and all communal areas.

[^]Extra charges apply. Subject to availability. *Part-time office hours which vary by location.

All the extras, with Retirement Living *Plus*

Here you can enjoy all the benefits of Retirement Living, with optional extra help available. Ideal if you want to continue living independently in your own home, but with the peace of mind of knowing that you can benefit from a tailor-made care and support package if required.

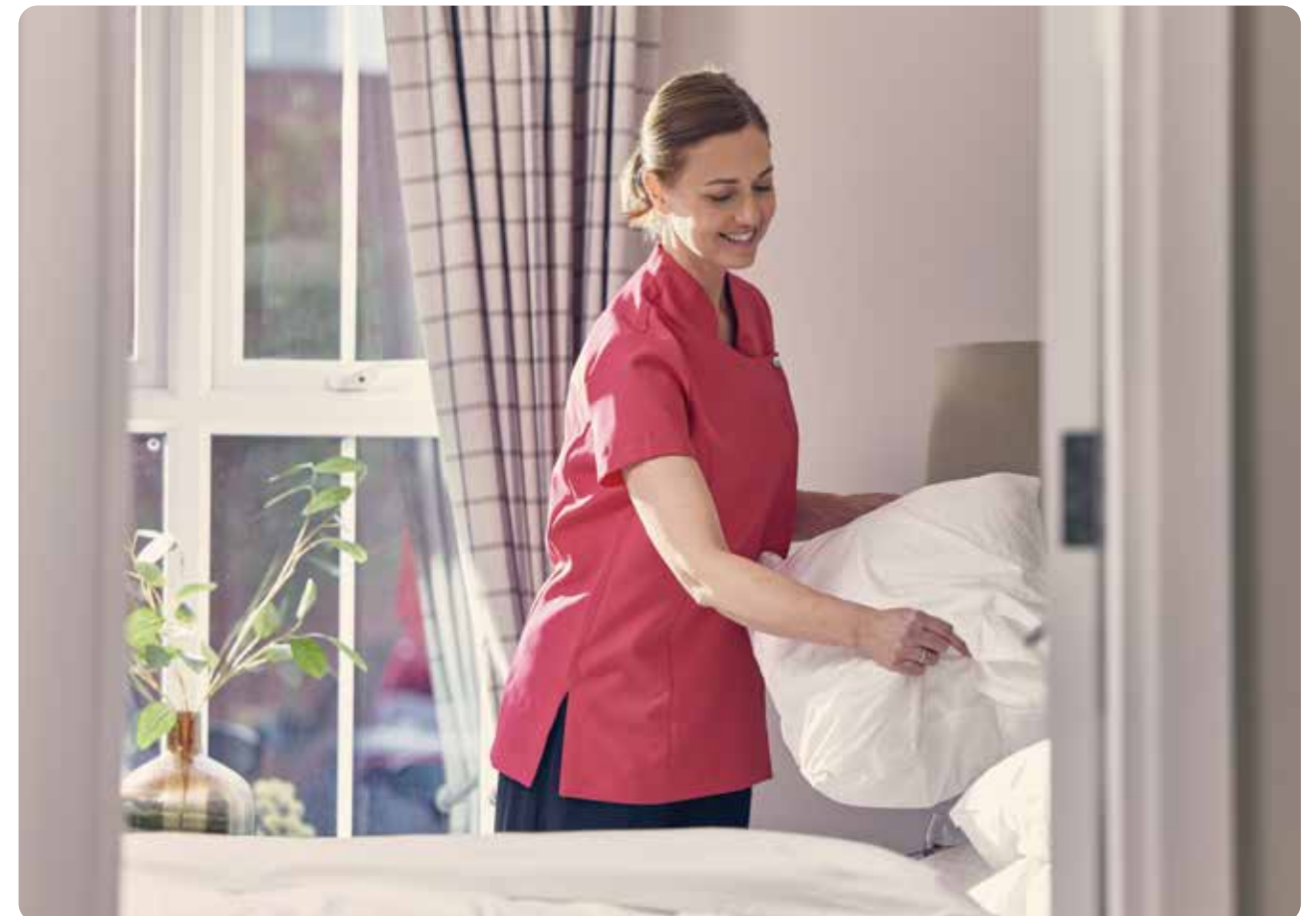
You will benefit from some light cleaning support each week within your home, which is included within the service charge. We can also offer additional lifestyle options such as extra cleaning, changing linen, grocery shopping, running errands or time for companionship.

When family and friends come to stay, you'll have all the fun of entertaining without having to cook a thing, or wash the pots afterwards – thanks to our chef-run bistro. The cost for each meal varies and a small additional charge is added to guest meals.

The service charge covers the running of the bistro and staff costs across the community. A member of the team is on-site 24 hours a day, every day of the year.

“There are a whole host of reasons that make living here a dream come true, but what stands out for me, is the friendly on-site support. The team are incredibly helpful and always go above and beyond to check in with me. They also offer tailored care packages to suit individual needs, which has given my family and I great peace of mind.”

McCarthy Stone Homeowner





Help and support

from Your McCarthy Stone

In addition to taking care of the day-to-day running of the development, we're passionate about providing additional support to you. We're here to assist with your everyday needs; happy to help make your life that little bit easier without ever intruding on your privacy.

The personal care packages and lifestyle services provided are flexible and tailored to your specific needs. We will work with you to decide what level of care and support is right for you and you can adjust your package, so you only ever pay for what you use. This could prove a more flexible and affordable option than a traditional care home setting.

It's comforting to know that Your McCarthy Stone is regulated in England by the Care Quality Commission*. Copies of the latest CQC reports are available online. We thoroughly screen our staff, and we invest in their training to ensure they have all the skills they need to provide you with a fantastic service.

*In Wales, the regulator is the Care and Social Services Inspectorate.

Choice of property types

Our bungalow and cottage properties are exclusively available to the over 55s and provide a network of neighbours and a comfortable sense of community.

These beautiful developments are inspiring places to live and usually comprise a mix of one, two and three bedroom homes. Each property is spacious, light and contemporary, and has been ergonomically designed to help make life easier.

Some of our developments also have the added benefit of a shared pavilion or village green. A stylish space, designed to be the hub of the community, perfect for socialising and relaxing with friends, old and new.

The service provided by Your McCarthy Stone

Certain bungalow developments feature a manager, keeping the community running smoothly. If situated near one of our Retirement Living or Retirement Living Plus developments, homeowners may also be able to access amenities in the nearby apartment building.

Please ask the sales team for the services on offer at your chosen development.





Flexible

ways to make your move

Once you've found your ideal property, we can offer you a choice of ways to purchase, or at selected locations you could choose to rent one of our apartments. Our friendly sales team will take you through these options in more detail.

When it comes to the practicalities of buying and moving in, our moving services help make the whole process easier.

Part exchange†

If you're looking for the quickest, most straightforward route into your new home then Part Exchange might be the answer.

Whatever the value of the property you're leaving – be it more, less or equal to that of your new home – if you choose our Part Exchange scheme we become your cash buyer, removing the risk of problems with property chains. You won't need an estate agent either, saving money on fees and, while viewings still take place prior to your move, these will be fewer than when selling privately.

Of course, we can't guarantee you won't get a better price for your property on the open market. But many homeowners conclude the time, expense and hassle they save with Part Exchange makes it a better option.

While Part Exchange can speed up the whole moving process, we appreciate that you won't want to feel rushed into getting everything done on moving day. That's why we give you access to your old property for up to a fortnight after completion.

Smooth Move*

Our Smooth Move service minimises your efforts throughout the moving process, and helps you feel instantly at home in your new apartment. You can leave all the lifting and carrying to us. Our team of specialist removers can help you de-clutter, pack up your belongings and transport them to your new home before carefully unpacking them again.

We can even arrange to have pictures and mirrors hung, along with other small tasks that'll soon have you feeling right at home.

In addition to our free specialist removals service, Smooth Move also offers you £2,500 towards your estate agent fees and £1,000 towards legal fees.

†For full terms and conditions, please visit mccarthystone.co.uk/part-exchange

*Easy Move may be used as an alternative package at selected developments. Please visit mccarthystone.co.uk/smooth-move or mccarthystone.co.uk/easy-move for details.

The service charge explained

You'll pay an annual service charge, which is paid for monthly and is reviewed each year.

It's important to know that we do not make a penny from the service charge. The costs incurred to run our developments and support our customers are all re-charged with no mark-up or other fees added by us. This includes our management fee, which covers our back-office support teams. If this position changes in the future, any change will be clearly set out.

Within our developments, services covered include providing and maintaining the emergency call system, lifts, intruder alert and door camera entry. It also covers the gardening along with the general upkeep of the exterior of the development and all communal areas.

At our Retirement Living Plus properties, the service charge also covers the bistro's running costs, the 24/7 team and an hour of domestic assistance per week.

The associated services and costs differ within our bungalows. Where larger repairs and asset replacement (such as lifts or the roof) are needed, alongside regular renovations, these costs are covered by the development's Contingency Fund – this is created through a fee that's included in the service charge as well as through contributions paid when the apartment is either sold to a new owner or let out to a new tenant.

The percentage payable will be set out in your lease.

More information on this can be found in the service charge section on the individual development's web page.

When you're ready to find out more, we will happily explain these charges in more detail.



Now, come and take a closer look

Step inside one of our properties and you'll feel instantly at home. They're bright and airy, warm and comfortable, with everything designed to make life easier.

To arrange your visit, call **0800 201 4106** or visit mccarthystone.co.uk to find out more.

We're sure it won't be long before you discover why so many of our homeowners tell us they wish they'd made their move sooner.

A large print version of this brochure is available on request

This brochure is not a contract and does not form any part of a contract. We are not responsible for any misstatement in this brochure. All content, terms and conditions are correct at the time of going to print. We have the right to alter specifications without notice. Age restrictions apply on all retirement developments. If there are any important matters which are likely to affect your decision to move, please contact the Sales Consultant before travelling to view a development.

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We subscribe to and comply with the Consumer Code



More than 90% of our customers say they would recommend us, which means we've been awarded the maximum 5-star rating for customer satisfaction. We've achieved this rating every year we have taken part in the survey.



Protection for new-build home buyers

To find out more, call 0800 201 4106
or visit mccarthystone.co.uk

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