

All you need to know  
about assisted living rental  
with Richmond Villages

R I C H M O N D  
V I L L A G E S  
*Part of Bupa*

There are three parts to the financial package for renters. A rental payment is made monthly in advance (1), along with a service charge payment (2) and Lifestyle Package payment (3).

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## 1. Rent

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Rent is payable monthly in advance on or before the Rent Payment Dates. The rent will remain fixed for the entire duration of the tenancy, regardless of its length.

A tenancy deposit is also payable in advance of the rental commencing, equivalent to 1 calendar month's rent, to cover any unforeseen costs which may occur, such as damage to the property or rent arrears. The deposit is held securely and protected with the TDS (Tenancy Deposit Scheme). The scheme helps to ensure that tenants are paid back their security deposit upon the end of a tenancy providing the property is in good condition and there are no rent arrears.

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## 2. Service Charge

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The service charge is payable monthly in advance and covers the general upkeep of the village facilities, building maintenance, insurance of the building (excluding household contents insurance), periodic testing of equipment and services, management and registration of staff, and social wellbeing activities.

The service charge is within the scope of the Landlord & Tenant Act. It is non-profit making

and is held in trust for residents. It is a 'variable' charge (i.e. based on changes in actual costs only). Richmond Villages does not receive commission from third parties in relation to services covered by the service charge. Please refer to the Assisted Living Client Contract for information regarding the service charge.

The service charge is reported in the annual accounts which are sent to residents in the summer. Any surplus on the accounts is paid back to residents directly once the accounts have been finalised. Any deficit would result in a demand for additional payments.

A meeting is held with residents in the autumn to discuss the services provided and the service charge budget for the following year. Richmond Villages aims to notify residents in November of the service charge for the following calendar year.

The service charge contributes to the Reserve Fund, which is held in trust for residents. Regular asset surveys inform a rolling programme of major capital works (e.g. replacing windows and roofs). The Fund enables the costs to be spread evenly over time. If the Fund is unable to cover the full costs, residents may be asked for additional contributions.

In the event of any significant failure to provide a service, Richmond Villages would put alternative arrangements in place or, if this was not possible, adjust the service charge for the following year and/or issue a refund to residents.

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## 3. The Lifestyle Package

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Renters also pay a monthly fee for the Lifestyle package, which covers meals, housekeeping and laundry service as well as all utilities including gas, electricity and water.

Council tax, household contents insurance, telephone and broadband, and TV licence are payable separately and are not included in the Lifestyle Package.

The Lifestyle Flex package is only available to those purchasing a property. You can read about this package further in the document 'All You Need to Know about Purchasing a property at Richmond Villages'.

### The Assisted Living Apartment Lifestyle Package includes:

#### FOOD AND DRINK

- On-site food and non-alcoholic beverages taken with your meals in the main village centre only
- Meals can be taken in the restaurant or delivered to your apartment\*
- Restocking your kitchenette with basic provisions e.g. milk, butter, bread, cereals, tea, coffee etc.

#### LAUNDRY

- Twice-weekly collection, laundering, ironing and return delivery of all personal clothing items\*\*
- Weekly change of bed linen (unless emergency occurs)
- Towels laundered twice weekly (unless emergency occurs)

#### HOUSEKEEPING SERVICE

- Daily visit to tidy apartment
  - Empty bins
  - Clean sinks in kitchenette
  - Clean work surfaces
  - Clean sinks in bathroom
  - Clean toilet
  - Make bed
- Weekly full apartment clean

#### UTILITIES

- Heating, lighting and water charges

#### POST AND NEWSPAPER DELIVERY

- All mail including purchased newspapers are delivered by hand to each apartment

\* There is a charge for room service. Room service maximum once a day.

\*\* Dry cleaning items are not included.

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