



# Florence Court

TROWBRIDGE

Two bedroom pre-owned apartments  
available for shared ownership or rent.

Live life your way | Independent Living



# Welcome, you're in the right place

**Florence Court, built in 2011, is located in a residential area in the historic market town of Trowbridge, on the border of Wiltshire and Somerset. It is one of our many Independent Living communities for those aged 55 and over.**

It is owned and operated by bpha, a well-established housing association, and the care is provided by The Orders of St John Care Trust. Florence Court is within easy access of the town centre, major travel routes and amenities, plus has scenic gardens and a supermarket within walking distance.

This bustling community fosters a vibrant atmosphere where residents find engaging activities to participate in, including quiz and bingo nights plus a dementia café once a month.

Designed to prioritise comfort, support, reassurance, and freedom, this appealing community offers spacious apartments in a picturesque location, allowing residents to live independently while feeling secure in the knowledge that support is readily available if needed.

The apartments have been crafted for modern living, featuring thoughtfully designed interiors with the welcoming open plan layout as the focal point.

Exclusively for individuals aged over 55, these self-contained apartments are nestled within a comprehensive complex offering amenities such as an on-site hair salon, communal lounge and gardens, a laundry room and a guest room.

\*Amenities are subject to change of use. Use of services may also be charges outside of rent and service charges.

Florence Court offers apartments that are available for rent. There are also pre-owned properties available via the government-backed older persons shared ownership (OPSO) programme. Pre-owned properties are marketed by a local estate agent who are your first point of contact for any questions you may have. We advise all prospective customers that:

- Any original property warranties will have expired
- You should satisfy yourself with the condition of the property before proceeding to purchase
- You should view the property, arranging this through the local estate agent
- The property will become the responsibility of the owner upon completion.

**Please read on to discover why Florence Court is the perfect place to put down roots.**



# Relax in this friendly community

**Socialising at Florence Court is easy, with a diverse community of individuals all of similar ages.**

The spacious and comfortable communal areas offer the opportunity to relax or socialise with friends and family.

On site facilities include:

- Communal lounge
- Dining room
- Communal garden
- Hair salon
- Communal kitchenette
- Wellbeing room
- Library
- Restaurant
- Quiet lounge
- Scooter room
- Laundry room
- Resident parking.
- Guest room

**“My mum moved to Florence Court, and has got a quality of life back that I thought was impossible for her before – this place has literally changed her in just this short space of time.”**

**- Florence Court resident’s daughter**

**“Florence Court has a lovely, homely, warm atmosphere where everyone looks after each other – it’s like a big family.”**  
**- Tina Denny, Scheme Manager.**



# What is Independent Living Plus?

You may be considering a change of scenery or facing the prospect of relocating due to life transitions or health concerns.

Florence Court introduces Independent Living Plus, a dynamic approach to helping you maintain independence for as long as possible. This unique offering combines the comfort and privacy of your own home with on-site amenities and the assurance of care services tailored to your specific needs.

Our on-site care services are customised to align with your individual requirements, as outlined in your care plan or determined through assessments conducted by the on-site care team. Whether you require occasional assistance or daily support, the team collaborates with you to develop a personalised care plan. As your needs evolve, the plan can be adjusted accordingly, to ensure ongoing support.

Each apartment is designed with accessibility in mind, allowing for necessary adaptations to accommodate your needs. Furthermore, we facilitate a variety of group activities, fostering a vibrant community atmosphere for residents to enjoy together.

**“The setup at Florence Court has enabled my brother to retain his independence. The managers and care team go the extra mile to help and support their clients and their families. I could not have wished for a better environment for my brother. Thank you everyone at Florence Court!”**

- ZJ (Sister of shared owner - [homecare.co.uk](http://homecare.co.uk)).

## Safety & security

**The best care and support for your peace of mind.**

Independent Living Plus offers peace of mind for you and your loved ones, knowing help is just a call away in an emergency.

At Florence Court, the sense of community ensures you feel safe and secure. All residents are provided with a response system for emergencies. By pressing a pendant or pulling a cord in your home, the onsite care team will be immediately alerted and ready to assist you.

Choosing one of our apartments allows you to maintain your independence while having access to specialist help when needed.

Our dedicated staff and The Orders of St John Care Trust carers are trained to ensure you receive the best possible care when required.

We keep you informed and connected, and all our schemes feature an electronic noticeboard with news and information about your home and the local area. We prioritise your safety, so all our schemes have fob access doors to give you peace of mind.

Florence Court offers a convenient and worry-free lifestyle for those seeking it. Our dedicated Scheme Manager and supportive teams are available to assist you as much, or as little as you prefer.



# Location

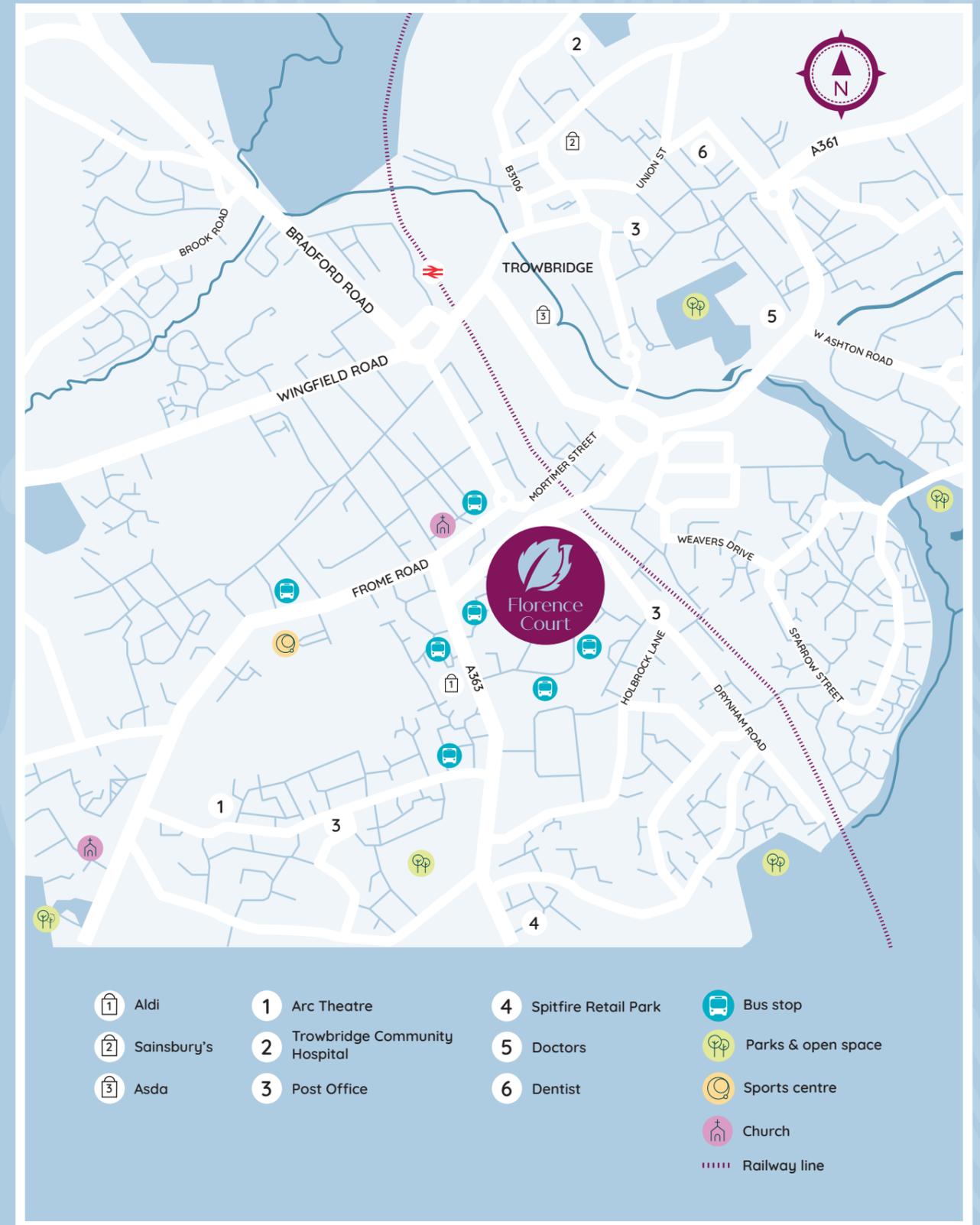
**Florence Court is situated in a residential area in the historic market town of Trowbridge on the border of Wiltshire and Somerset.**

It's within easy access of local supermarkets and amenities.

For a spot of retail therapy, the town centre offers all your popular high street shops and independent retailers, or for bargain hunters, there is a monthly market on the second Saturday of the month in the town centre.

There's plenty to do around Trowbridge, visit Parade House and Trowbridge Park, or enjoy strolling around The Shires shopping mall. There is also a range of restaurants, and entertainment facilities at the town's theatre and cinema.

Florence Court is ideally located for anyone wanting to travel further afield by road, rail, or air. Sandwiched between the A303 and M4 it offers routes to Bath, Bristol and beyond, or if you prefer to travel by train, Trowbridge train station is just a mile away, and from here you can visit Bath, Bristol, Swindon and Portsmouth.



# Your home

**Our spacious apartments offer stylish and flexible accommodation, with high quality private and communal facilities.**

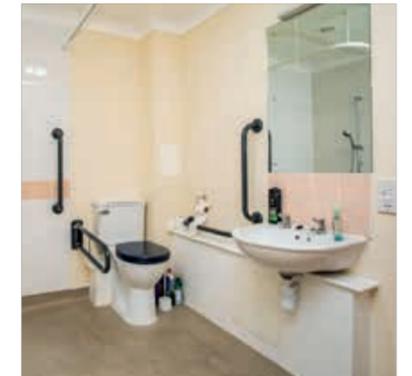
As you step through your front door at Florence Court, you enter your own private space, offering you the freedom to socialise or enjoy moments alone.

Each of the 20 two-bedroom apartments features a generously sized lounge/dining area, a modern kitchen, and a bathroom equipped with 'wet room' shower facilities for easy access.

To ensure your peace of mind, our development incorporates state-of-the-art safety and security features, with every apartment linked to the door entry system for added security and convenience.

## Specification

- Large bathroom with walk-in thermostatic shower
- Hand basin with easy-to-use taps
- Open plan lounge/dining room and kitchen
- Easy access property layout to help manoeuvre
- Wet room
- Larger door frames to allow wheelchair access
- Juliet balconies on first and second floors
- 24 hour emergency support via pull cord/pendant.



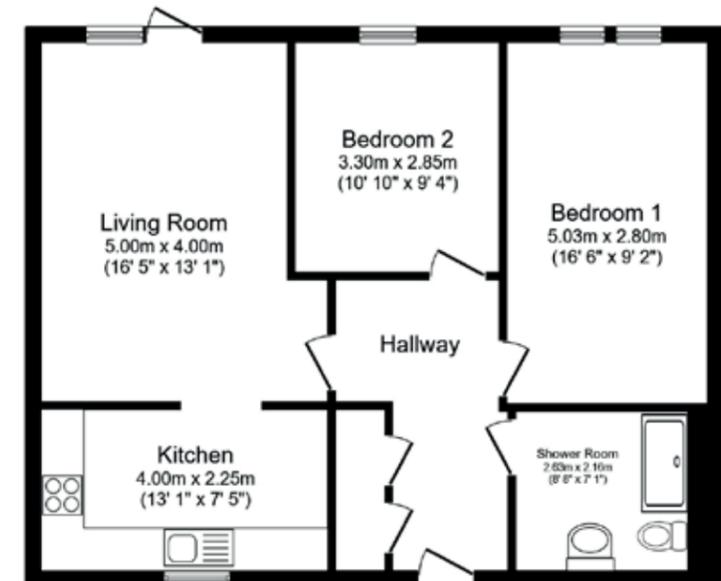


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# Apartment layout

Typical apartment layout.  
For more information, please speak to your estate agent.

|                |                               |
|----------------|-------------------------------|
| Kitchen/Dining | 4.00m x 2.25m (13'1" x 7'5")  |
| Living         | 5.00m x 4.00m (16'5" x 13'1") |
| Bedroom 1      | 5.03m x 2.80m (16'6" x 9'2")  |
| Bedroom 2      | 3.30m x 2.80m (10'10" x 9'4") |



Apartment styles and layouts may vary.

### Specification

- Double glazing
- Gas central heating
- Thermostat control
- Fully fitted kitchen with integrated oven and hob, with tiled splashback
- Anti slip flooring
- Carpet provided
- Door entry system
- Satellite and digital TV aerials
- Utilities operated centrally.

# Buying a home at Florence Court

Older Persons shared ownership (OPSO), available for those aged 55 or over, enables buyers to part buy/part rent a purpose-built home, either because they're looking to downsize from their existing family home or their current home isn't suitable for their needs anymore.

## What is Older Persons Shared Ownership?

This scheme works in a similar way to shared ownership, meaning that the purchaser buys the advertised share in a property and then pays a subsidised rent to bpha, the housing association that owns the scheme, on the remainder. If you purchase a 75% share there is no rent to pay. In the future, you can simply sell your share for its value at the time of sale (current market valuation required) or purchase further shares in your home (up to 75%).

## The main criteria for purchasing are as follows:

- Occupants must be aged 55 or over
- Your annual household income can be no more than £80,000
- You will need to be in the process of selling your existing property before being eligible to purchase a home at Florence Court

There are three elements to the cost of Independent Living Plus shared ownership:

- The cost of buying your Independent Living Plus home
- The service charges associated with your home, for maintenance and communal facilities
- Your care and support costs – the amount you pay will vary depending on your situation. There is a requirement to pay for a minimum of five hours care a week.



# Costs explained

Our goal is to enable you to focus on enjoying the wonderful community at Florence Court. By paying a service charge to cover the services and maintenance, we can efficiently manage the day-to-day operations of this Independent Living scheme, including the upkeep of gardens and communal areas.

All shared owners are responsible for an annual charge, paid monthly by Direct Debit.

Budgeted costs are presented annually. This is the cost of running Florence Court, and these costs are divided between all customers. You will be sent an estimated charge for the year ahead by the end of February each year. As per the terms of your lease, we will then inform you of your actual charge for services within six months of the year end. Your September charge statement will detail the actual costs of managing and running your building. A credit or debit adjustment will be shown on your statement to tell you if we have over or under anticipated our charges.

We believe that this charge offers value for money and we consistently strive to maintain transparency and competitiveness in our pricing structure.

## Charges - what's covered?

- Service charges - This covers the day-to-day running of the scheme and the various health and safety checks/testing and upkeep that needs to take place. This includes communal cleaning, fire safety, repairs, lift maintenance, electricity charges and also includes the personal electricity and catering costs.
- Estate charges - This covers grounds maintenance
- Sinking funds - This covers a few items which fall into sub categories:
  - Cyclical redecoration, such as communal painting/decorating
  - Major repairs, such as roof repair/replacement, replacement of lifts and the door entry phone system
  - Furniture replacement for the communal areas
  - Road repairs

- Buildings insurance - Living at Florence Court you will fall under bpha's shared ownership/leasehold buildings insurance policy. The amount recharged to you is based on your own individual sum insured value, plus premium tax
- Management fee - The management charge is the bpha fee for the provision of management services at Florence Court, including staff time, processing and administration.

This is not an exhaustive list and a full breakdown can be provided on request.

## Core Care Charge

The core care charge goes directly to The Orders of St John (OSJCT) and helps to ensure that the care team are available on a 24 hour basis in case of an emergency.

## Tailored Care Charge

A care plan is completed prior to moving into Florence Court with a member of OSJCT staff. Together you will determine the level of care that you need. This is monitored regularly and can increase over time to suit your needs. This offers a level of reassurance in knowing that the support will be in place if needed.



# About bpha

**Florence Court is owned and operated by bpha, a not-for-profit organisation.**

bpha is a leading provider and developer of affordable homes including general needs rent, independent living, and homes for shared ownership. All the service charge costs go back into the upkeep and general maintenance of the scheme.

We have over 30 years' experience providing independent living homes and have schemes in eight counties across England. Our colleagues are specialists in what they do and are passionate about supporting residents to live well.



# About our care provider

The Orders of St John Care Trust is one of the UK's leading not-for-profit care providers. Its sole purpose is to provide the best possible care to some of the most vulnerable people in society.

The Trust's charity status means they are regulated not only by the Care Quality Commission, an independent regulator, but also by The Charity Commission, a government body ensuring that all the Trust does is for public benefit.

# The Orders of St John Care Trust values

**Those who come through our doors are at the heart of everything we do, and their well-being is paramount.**

We pride ourselves on delivering care to the highest standards and truly believe in person-centred care. This equates to learning as much as possible about each individual to deliver tailored care and support to meet particular needs and preferences. An atmosphere of warmth, harmony and understanding along with a consideration for the need for privacy, respect of dignity and freedom of choice are integral to the life and atmosphere we create.

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If you would like to visit Florence Court or find out more about pre-owned shared ownership opportunities, please contact your local selling agent.

For renting at Florence Court,  
please contact bpha on 0330 100 0272



[www.bpha.org.uk](http://www.bpha.org.uk)

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