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## FREQUENTLY ASKED QUESTIONS – RENTALS

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■ **What is an Assured Non-Shorthold Tenancy?**

An Assured Non-Shorthold Tenancy offers you the benefit of long-term security. Should you wish to move, you can serve the landlord with one month's notice upon expiry of 12 months. The notice period is always one month thereafter.

■ **Is the option to rent a property available at all ERL's villages?**

You can rent at Ripon and Worcester. Please check with the Sales Teams for more information.

■ **Who is the landlord of a rental property?**

The Red House in Ripon: ERL (Red House Ripon) Limited.

Mount Battenhall in Worcester: ERL (Worcester) Limited.

■ **Is a deposit required?**

A *Holding Deposit* of £500 is payable to secure your chosen apartment and is offset against your first month's payment.

A *Tenancy Deposit* equivalent to one month's rent is also payable on commencement of the tenancy. Although such deposits are not covered by the requirement to protect them in the same way as for *Assured Shorthold* Tenancies, they will nevertheless be held in a Government-approved deposit protection scheme to give you reassurance.

■ **Is there a Rent to Buy option?**

Yes. We want to offer you as much flexibility as possible. That's why we've introduced our *Rent to Buy* option, available within the first 18 months of the tenancy.

Should you desire to purchase an alternative apartment at The Red House/Mount Battenhall, purchase price and/or incentive would be negotiated at this stage, and the timescale aligned with the Rent to Buy time span of 18-months.

■ **Are the rental properties furnished or unfurnished?**

Unfurnished, but they are already fitted with carpets.

■ **Can I take advantage of all the facilities in the village?**

Yes, absolutely. You can enjoy all the communal areas (which include lounge, restaurant, bar, library, gym, craft/hobby room, beauty salon), a full calendar of social events and activities, the landscaped gardens and access the 24-hour support services. (Please note that additional charges apply to meals and drinks in the restaurant and bar.)

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■ **Can I bring my pet cat or dog with me?**

We understand how important a pet can be, so you are welcome to bring a well-behaved pet to live with you in your property. There are certain terms and conditions which our Sales Teams are on hand to explain, and we may require the property's carpets to be cleaned and/or any damage caused by your pet(s) made good at the end of the tenancy.

■ **Do I get a car parking space with my property?**

There is non-allocated parking available on a first-come, first-served basis, and a maximum of one car allowed per property. No trailers, camper vans or caravans are allowed to be parked in the car park.

■ **Are there catering facilities?**

Our restaurants are available to all occupants of the villages and their visitors. Their professional chefs will serve freshly-prepared meals daily, including traditional Sunday lunch, and they will be the venue for special dining events.

■ **Is there a concierge service?**

There is daily concierge service available, undertaken by the Duty Managers.

■ **What can I use my 1½ hours' domestic assistance per week for?**

You can use this house-keeping assistance for cleaning, ironing or light errands (eg, shopping). Additional hours can be bought by arrangement.

■ **Can my family and friends stay at the village?**

Your family and friends are more than welcome to visit for a short stay with you in your home. Most villages also have a guest suite with an en-suite bathroom, TV, and tea- and coffee-making facilities. There is a small nightly charge for this.

■ **Who provides the emergency call system?**

Our villages are staffed 24-hours a day. Tunstall have installed the call systems and extra alarms can be purchased if required.

■ **Will there be a residents' association/committee?**

The Red Ripon Management Limited and a representative from Enterprise Retirement Living (the Community Operator) hold the required number of meetings (at the very least) each year, these are minuted and the minutes distributed as required. Four quarterly accounts and general meetings with The Red House Residents Association, two half-yearly open meetings with all owners – July AGM and November Budget Meetings. Various ad hoc local meetings are held to discuss site issues throughout the year.

**Will there be assistance on the day I move in?**

The Sales Team will be happy to assist you on your move-in day and ensure that you have everything you need. Some time will also be made available for you with our handyman, subject to booking. Three hours are provided free for all new properties; additional time can be purchased by arrangement.

■ **Can I make changes to the property?**

The management and maintenance of the internal and exterior of the property is the responsibility of the landlord. Tenants are not permitted to paint, add hanging baskets, add satellite dishes, etc, to the exterior of the property.

However, if you want to carry out any internal changes and/or decoration of your home, this may be allowed, subject to certain conditions and written permission from the landlord.

■ **What will happen if I need personal care in the future?**

We have relationships with local CQC-registered care providers, who will be happy to come and visit you and assess your needs. However, you are free to use any agency you wish. Details can be obtained from the staff.

The cost of personal or domiciliary care is not covered by the rent and any arrangements for such care are the subject of separate agreements between the provider and the recipient.

No company or person connected with ERL receives any incentive or commission from any care provider we may recommend.

■ **Will the rent increase?**

The rent is set at the start of the tenancy and will be subject to an annual rent review on the date specified in your tenancy agreement. Such review will comply with legislation in force at the relevant time determining the level of rent we may charge, but we expect it to be indexed to movements in the Retail Price Index.

■ **Is any financial assessment required?**

Yes. To ensure this option is right for you and affordable in the longer-term you will be given access to an Independent Financial Advisor; standard affordability and credit checks will also be required.

■ **What other costs do I have to pay?**

You will have to pay for your electric, gas, water, broadband, telephone, Council Tax and TV licence.

■ **What happens when I wish to leave?**

You may leave after 12 months' rental, so long as you give us 1 month's notice.

■ **What happens if my financial circumstances change and I can no longer afford to pay the rent (for example, if one of a couple passes away)?**

It's important that the housing decision you take is suitable for your personal and financial circumstances. We want you to enjoy your new home and not have worries over affordability. Your rent is a contractual agreement between you and your landlord. If you do fall behind with your payments, your landlord will contact you to arrange payment, or agree a payment plan to suit the circumstances.

***If you have any other specific questions not covered by the above, please don't hesitate to contact the Sales Team.***

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