

Wohl Court Key Facts

1 July 2018 – 30 June 2019

JEWISH CARE

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Wohl Court Key Facts

This booklet will help you understand the key financial and legal implications of living at Wohl Court, Jewish Care's Independent Living apartments in Hendon.

Property details

Wohl Court, at 19 Church Road, Hendon, London NW4 4EB, was completed in 2018. The site is owned and managed by Jewish Care and provides a mix of 32 new one-bed or two-bed apartments for rent.

Tenure

The apartments are let on an assured shorthold tenancy basis, with sole or joint occupancy. This means that you can rent an apartment on a renewable fixed-term basis on your own or with a partner. We are required by law to ask you to provide evidence that you have the "right to rent" in the UK. We can provide further information about this on request as well as let you know what documents we will ask to see.

All tenants sign a tenancy agreement, which is a legally binding contract between the tenant and the landlord (Jewish Care). The agreement is based on current legal requirements and tells you what we must do as your landlord and what your responsibilities are as a tenant.

The tenancy agreement contains a significant amount of information including:

- The tenant's name and the address of the property which is being let
- The date the tenancy begins and duration of the tenancy
- The amount of gross rent payable, how often and when it should be paid, and when it can be reviewed
- A code of conduct for tenants and visitors (tenants are responsible for the behaviour of their visitors)
- The services and facilities we will provide
- How the tenancy can be terminated (e.g. if a tenant misses any payments or breaches any other obligations). Jewish Care cannot terminate tenancy agreements summarily (a Court Order is required) and will always act reasonably before initiating the termination process (for example by seeking through dialogue to resolve any payment problems or breaches of the tenant's other obligations).
- Other information including the prohibition of sub-letting apartments and passing on tenancies

For full terms and conditions please see a copy of our tenancy agreement, which is available on request.

Nomination arrangements

There are no local authority nomination arrangements. If you are interested in renting an apartment at Wohl Court, please apply direct to Jewish Care.

Costs of moving into Wohl Court

We do not charge assessment or application fees. You will be responsible for your own removals costs.

You will be asked to complete an application form and provide us with details of someone who can act as a guarantor. If you meet the eligibility criteria we will arrange to meet with you to assess your housing, care and support needs.

Deposit

A holding deposit of £3000 is required to reserve an apartment. If a reservation is cancelled this will be refunded (minus an amount needed to cover our reasonable costs only, up to a maximum of £200).

Prior to signing the tenancy agreement you will need to pay your security deposit. This is equivalent to three months rent and you will be asked to pay the difference between this and the holding deposit of £3000 already paid. The security deposit will be held throughout the term of the tenancy and will be protected by the government-approved Deposit Protection Scheme (DPS). The deposit will be returned to you following the end of your tenancy in full unless there are outstanding deductions to be made for any sums owed to Jewish Care (e.g. arrears of charges and the costs of redecoration, repairs or of any works to rectify any damage to the property). If the charges exceed the value of the deposit the additional costs will also need to be paid. This is in line with Jewish Care's deposit policy, which is available on request.

Ongoing costs while living at Wohl Court

If you have any questions about ongoing costs and payments, you should contact the Independent Living Manager for advice as far in advance as possible. If your query is about rent, service charges or support charges, it will be referred to the Housing Services Manager, who will be able to assist you.

Costs and services provided by Jewish Care

Our charges are reviewed annually. Please note that actual costs for different apartments may vary from the averages quoted below as the prices are based on the size of the flats.

Rent

We are careful to keep the rental cost in line with comparable schemes and properties in the area.

Average weekly rent*	1 Bedroom	2 Bedroom
	£353.41	£488.22

*For tenants with local authority funding the rental cost will depend on the outcome of a financial assessment. You may qualify for housing benefit, Personal Independence Payment (PIP), Attendance Allowance, and/or reduction or exemption from council tax. Please call the Jewish Care Direct helpline on 020 8922 2222 if you think you may be eligible and would like to know more. They will be able to signpost you to the relevant services that provide independent information and advice.

Support charge

The support charge enables us to provide 24-hour on-site support staff who can respond to tenants quickly in the event of an emergency or if other support is needed (all apartments are equipped with a personal alarm system).

Your three hours per week of individual support will be agreed with you during your assessment. This might include:

- Shopping assistance
- Meal preparation
- Housework and laundry
- Assistance with medication

- Help with personal care or carrying out daily tasks
- Assistance with paperwork (bill paying, letters, etc.)
- Advocating on your behalf
- Arranging appointments and transport
- Advice and support when caring for a loved one
- Accompanying you to social engagements and appointments
- Companionship

Average weekly support charge	1 Bedroom	2 Bedroom
	£228.15	£254.61

For full terms and conditions please see our Support Contract, which is available on request.

Average total weekly charges

The average total weekly charge includes rent and the support charge.

Average total weekly charge	1 Bedroom	2 Bedroom
	£581.56	£742.83

Care

Beyond the three hours of support per week provided by Jewish Care through the support charge, additional care and support packages are available. These are tailor-made to your individual requirements and can be adapted as your needs change. Because there is an in-house care team on-site, you will have the option of care and support which is flexible and may be purchased in units of 15, 30, 45 minutes or an hour. Our charge per hour for care is £17.26. You are free to purchase additional care and support from other providers, or to continue with pre-existing purchased care arrangements, if you wish.

Nursing care is not provided by the in-house care team and should be arranged through your GP or privately.

For full terms and conditions please see our Care Contract, which is available on request.

Insurance

We strongly advise that you arrange contents insurance for your apartment as this is not provided by Jewish Care. Jewish Care holds building insurance, public liability insurance, employers' liability insurance and other necessary insurance cover (the insurance policies and certificates are available on request).

Third party fees

There are of course other costs to be incurred while renting an apartment. These include:

■ Personal council tax*

Barnet Local Authority rates 2018/2019. One-bedroom rate D £1,483.57 per year, two-bedroom rate E £1,813.24 per year

*You may be eligible to receive council tax benefit or exemption. Please call our Helpline on 020 8922 2222 if you think you may be eligible and would like to know more.

- Individual utilities payable to their respective companies (gas, electricity, telephone, internet/broadband, Thames Water etc.) – tenant to arrange service directly with the supplier
- TV licence and satellite TV package

Tenant to arrange service with TV Licensing (visit www.tvlicensing.co.uk).

Satellite TV - Tenant to arrange with provider. There is a communal aerial for Sky (visit www.sky.com for more information), however faults should be communicated to Sky directly.

- General household outgoings
- Contents insurance

Guest suite

The guest suite is available for tenants' guests to stay in. To book the suite please ask for an application form, which states the terms of using this facility. The cost of using the suite is £35 per night (excluding meals) and it must be pre-booked.

Amenities

Each apartment contains a fitted kitchen (with a fitted oven, hob, extractor fan, and refrigerator[AW11]), washing machine, bathroom with shower, double glazing, carpets, entry phone, and telephone and satellite points. Tenants are responsible for furnishing the remaining areas of the apartment. Please refer to page 18 of the Independent Living Brochure for illustrative floor plans.

Catering

There is a communal dining room at Wohl Court where tenants are able to eat if they wish. Meals can be ordered in advance, with a minimum of one day's notice for a varied menu. Tenants will also discuss and make menu suggestions. In addition, tenants can visit the café at the Holocaust Survivor's Centre which is open Monday – Thursday and is a short walk across the road. Catering is available for birthdays and events, at a cost to be agreed at time of booking.

Other amenities

Further facilities include a mobility scooter park, laundry facilities, communal lounges and photocopying, all of which are free to use.

A Jewish Care handyperson service is available at a cost of £20 per hour (please note this fee is subject to change).

Costs of moving out of Wohl Court

Tenants are responsible for leaving their apartment in good overall condition at the end of the tenancy, this may include carrying out additional redecoration or repair works not covered by the security deposit. To make this time less stressful we offer a repairs service to carry out any necessary work at a cost to be agreed at time of booking.

If you wish to leave Wohl Court, you will be required to give four weeks' notice, during which time all of the normal charges are payable. In the sad event of a tenant passing away, four weeks' notice must be given by their next of kin or the executor of their will. In either event, at the end of the tenancy the apartment must be cleared and the keys handed back to us. If outstanding charges and any arrears exceed the value of the deposit the additional costs will also need to be paid.

We do not charge any administration fees associated with moving out of Wohl Court.

Restrictions on renting the property

The apartments can be rented only to people who satisfy the eligibility criteria. To be eligible you must:

- Be a member of the Jewish community
- Be over the age of 60
- Have the right to rent a property in the UK
- Need a minimum of three hours' of support a week

Further information

Management structure

The day to day management of Wohl Court is overseen by the Independent Living Manager, three Team Leaders, an Administrator and other support staff. This includes management of the building, running social activities and events and supporting tenants. Staff at Amélie House (Jewish Care's head office) also support the management of the scheme.

Charging reviews

All of the charges quoted in this leaflet are correct from this date until 1 April 2019 and are reviewed annually. At least one month's notice will be given in writing before any changes to the rent, service charge support charge or other Jewish Care charges, are made. As a tenant you are able to represent your views on the services provided and the charges at regular tenants' meetings.

Affordable housing

Jewish Care will be offering six apartments at Wohl Court with affordable rents in partnership with the local Council. To qualify, your sole income must be derived from state benefits and you must have less than £16,000 in savings. Please call the Jewish Care Direct helpline on 020 8922 2222 if you think you may be eligible and would like to know more.

Independent advice

One Housing Services Team will discuss the details of this booklet with you in more detail. We encourage you to discuss your housing options with your family and friends, and to seek independent advice, support and representation as appropriate, in connection with a move to a retirement community.

In particular, we strongly recommend that you also seek the help of independent legal and financial advisors before making your final decision. Please note that there will be an administration fee of up to a maximum of £200 whenever Jewish Care responds to a legal enquiry from any legal advisers. Jewish Care will not charge VAT on this fee.

Age UK provides free independent advice about money, care and housing for people aged over 55. Telephone: 0800 169 2081 or visit www.ageuk.org.uk

Citizens Advice Bureau provides free, confidential and impartial advice on a range of issues including housing, law and rights, money, and more. Telephone: 03444 111 444 or visit www.citizensadvice.org.uk

For more information please contact the Jewish Care Direct helpline on 020 8922 2222 or email helpline@jcare.org

Website: jewishcare.org

Wohl Court, 19 Church Road, London NW4 4FD

We have registered our independent living schemes at Selig Court and Wohl Court with the Associated Retirement Community Operators (ARCO). As an 'Approved Operator' we aim to comply with the high quality standards set by the ARCO Consumer Code. For more information see www.arco.org.

Jewish Care – a company limited by guarantee.
Registered in England & Wales Number 2447900.
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