

Sandringham's Pears Court Key Facts

for affordable housing

1 April 2021 – 31 March 2022

JEWISH CARE



This booklet will help you understand the key financial and legal implications of living at one of the affordable housing apartments Pears Court, Jewish Care's Retirement Living apartments at Sandringham.

Property details

Pears Court, Sandringham, Common Road, Stanmore HA7 3FT will be completed in 2021. The site is owned and managed by Jewish Care and provides a mix of 48 new one-bed or two-bed apartments for rent, including some one-bed apartments for affordable housing. All properties are newly built and have not been previously occupied.

To qualify for an affordable housing apartment, your sole income must be derived from state benefits. Please call the Jewish Care Direct helpline on 020 8922 2222 if you think you may be eligible and would like to know more.

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 your own or with a partner with a fixed term period of three years. 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 fixed term
- The amount of 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
- When and under what circumstances the tenancy can be terminated. Jewish Care can terminate a tenancy if payments are missed or if any of the tenancy's conditions are breached. However, we cannot do this summarily (a court order is required) and we will always act reasonably before initiating the termination process (e.g. first seeking through dialogue to resolve any payment issues or other breaches)
- 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 Pears Court, please apply direct to Jewish Care.

Costs of moving into Pears Court

Our fees are reviewed annually. We do not charge assessment or application fees. You will be responsible for your own removal 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

No reservation or security deposit is required for an affordable housing apartment at Pears Court.

Guarantor

We ask all applicants to provide a guarantor. A guarantor is someone who would be willing to pay your rent and other expenses if you were unable to. This would usually be someone you know well such as a member of your family or a close friend.

Ongoing costs while living at Pears Court

If you have any questions about ongoing costs and payments, you should contact the Living with Jewish Care Team for advice as far in advance as possible on 020 822 2222 or lwjc@jcare.org. If your query is about rent or support charges, it will be referred to the Housing Services Team, who will be able to assist you.

Costs and services provided by Jewish Care

All charges are due from the date the Tenancy Agreement is signed, which may be different from the date of occupation.

Rent

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

Rent per calendar month	1 Bedroom (affordable housing)
	£902.86

The inclusive rent is payable in advance and covers the following:

- Occupation of an apartment
- Use of communal areas and any shared facilities
e.g. assisted bathroom or shared garden area
- Maintenance of the building and communal areas
- Maintenance of fixtures and fittings provided by Jewish Care
- Major work and cyclical building refurbishments
- Corporate management services (HR, audit, legal, etc.)
- Grounds maintenance, external window cleaning and refuse management
- Buildings insurance
- Concierge service

Jewish Care will manage any significant failure to provide a service covered by the inclusive rent.

The rent is a fixed charge that increases on 1st April each year. Tenants are given advance notice by the end of February. The rent increases each year according to the Retail Price Index (RPI) plus 1.5 percentage points (for example, if RPI is 2.1%, the rent will increase by 3.6%).

No part of the inclusive rent is held in trust.

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).

The support charge also enables us to provide you with up to three hours per week of individual support. This will be agreed with you during your assessment.

This might include:

- Shopping assistance
- Meal preparation
- Housework and laundry
- 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

Support charge per calendar month	1 Bedroom (affordable housing)
	£242.51

The support charge does not include the provision of care services such as personal care or medication support, which can be purchased separately at an additional cost. For full terms and conditions please see our Support Contract, which is available on request.

Total monthly charges

The total monthly charge includes rent and the support charge.

Total charge per calendar month	1 Bedroom (affordable housing)
	£1,145.36

Care

Care and support packages are available and can include help with your personal care and support with medication. 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 priced at agreed local authority rates for care.

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

Harrow Council have not yet published the rates for 2021-22.

Visit harrow.gov.uk/council-tax for the most up to date information.

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, water etc.) – tenant to arrange service directly with the supplier
- TV licence – Tenant to arrange (see www.tvlicensing.co.uk).
- Satellite TV - Tenant to arrange with provider. There is a communal aerial for Sky (see www.sky.com), 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 £45 per night (excluding meals) and it must be pre-booked.

Amenities

Each apartment contains a bathroom with a shower and a kitchen fitted with a fridge freezer, dishwasher, electric oven, electric hob, extractor fan and washer dryer. There is also a smoke detector, heat detector, carbon monoxide alarm, double glazing, carpets, an entry phone, and telephone and satellite points. Tenants are responsible for furnishing the remaining areas of the apartment. Please refer to the Retirement Living brochure for illustrative example floor plans.

Café, restaurant and catering

The Ronson Family Community Centre is also based on-site and has a café and restaurant available to tenants of Pears Court. The café will be open 9am-5pm seven days a week (closed during Shabbat) and serve hot and cold kosher lunches. The restaurant will be open in the evenings (times to be confirmed), serving hot meals. Menus are available in advance and tenants can discuss meal options with the chefs. Prices for these are not yet confirmed and will be made available to tenants as soon as possible.

Catering is available for birthdays and events, at a cost to be agreed at time of booking via the community centre.

Other amenities

The Ronson Family Community Centre is located on-site, offering many services such as:

- Shop selling kosher food, gifts and household items.
- Multifunctional spaces which will house Synagogue services on Shabbat and high holy days as well as a range of activities for the community during the week.
- Health, wellbeing and beauty services: Exercise studio (that may offer classes such as Zumba, yoga, and more), hairdresser and beauty treatments, therapeutic services (such as chiropody).

A full price list for these services will be available when the community centre opens.

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).

Concierge service

Pears Court offers a concierge service 9.00am – 5.00pm Monday to Friday (early closing on Friday at 2.00pm October – March).

We offer a range of services including: receiving parcels and dealing with deliveries, booking transport and welcoming guests as well as assisting tenants with small tasks and errands.

Costs of moving out of Pears Court

Tenants are responsible for leaving their apartment in good overall condition at the end of the tenancy.

We offer a repairs and maintenance service to carry out any necessary work at a cost to be agreed at time of booking.

If you wish to leave Pears Court, you will be required to give three months' notice during the initial three-year fixed-term period and four weeks' notice thereafter, during which time all of the normal charges are payable, including the rent and support charge.

In the sad event of a tenant passing away, 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 Pears 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 Pears Court is overseen by the Registered 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 service.

Charging reviews

All of the charges quoted in this leaflet are correct from this date until 31 March 2022 and are reviewed annually. At least one month's notice will be given in writing before any changes to the rent, 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.

Major repairs

Jewish Care undertakes regular asset surveys and funds major repairs as necessary. Tenants will not be liable for any surcharges to pay for major building repairs.

Other housing at Pears Court

If you are not eligible for the affordable housing option, there are more apartments on offer at market rent.

Independent advice

Our 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.

Age UK provides free independent advice about money, care and housing for people aged over 55. Telephone: 0800 678 1602 or visit 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: Adviceline (England) 0800 144 8848 or visit 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

Pears Court, Sandringham, Common Road, Stanmore HA7 3FT

We have registered our retirement living schemes at Selig Court, Wohl Court and Pears 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.arcouk.org

Jewish Care – a company limited by guarantee.
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