

# Poplar House

## Information for customers: Key Facts (Rent)

Property details	
Operator	Sanctuary Housing Association
Scheme	Poplar House, Rectory Road, Basildon, Essex, SS13 1FG
Phone number	01268 727 364
Email address	Poplar.House@sanctuary-housing.co.uk
Description	An extra care service with 50 rental apartments, 15 leasehold apartments and communal facilities
Occupancy	For one or two people
Tenure	Assured non-shorthold tenancy agreement
Subletting	Subletting is not permitted
Nomination arrangements	100% nominations agreement in place with Basildon Borough Council
Care provider	Sanctuary
Insurance	Buildings insurance, public liability insurance and employers' liability insurance are all covered by Sanctuary
Charges when moving into the property	
Deposit	At least one week's total charge (rent, service charge and peace of mind charge) is payable on signing the tenancy agreement
Other	Removal costs
Ongoing charges payable to the operator	
Rent	Due weekly in advance – the cost will vary depending on the number of bedrooms, apartment size and location, as well as your eligibility for financial assistance
Service charge	Due weekly or monthly in advance – the cost will vary depending on your eligibility for financial assistance. It covers your heating and water usage, maintenance costs and utilities charges for the communal areas and gardens
Peace of mind charge	Covers your 24-hour pull cord and pendant or wrist alarm system
Overnight 'on call' support	Included in the peace of mind charge
Ground rent	Not applicable for rental properties



### Ongoing charges payable to external organisations

Utility bills	The cost of electricity used in your apartment is payable directly to your utility supplier of choice, and your personal heating and water usage is covered in your service charge
Council tax	Band B or band C, payable by you directly to Basildon Borough Council
TV licence	If applicable, payable by you directly to Sanctuary
Telephone and internet	Line rental, telephone charges and internet charges are payable by you directly to your provider of choice
TV package	There is a communal satellite dish, and any additional television package in your apartment is payable by you directly to your provider of choice
Contents insurance	Payable by you directly to your insurance provider of choice

### Charges for care and domestic services

Care and support	Available from Sanctuary, please speak to our team for prices
Nursing care	Available from external providers, GP, social services
Domestic services	Available from Sanctuary, please speak to our team for prices

### Charges when leaving the property

Repairs and redecoration	The cost of any repairs or redecoration needed in Sanctuary's view to make the property suitable for re-letting
Other costs	Any rent, service charge or sundry debts due up to the end of the tenancy

### Eligibility requirements

New residents must be aged 55 or over, or have long-term care needs, and reside in, or have a family connection to, the local area. Your care and support needs will be assessed before an application is accepted. Poplar House may not be suitable if you require a substantial amount of regular nursing care.

We encourage you to discuss your housing options with your family and friends, and to seek independent advice, support and representation as appropriate, from professional statutory and regulatory organisations such as the Elderly Accommodation Counsel [www.eac.org.uk](http://www.eac.org.uk), Age UK [www.ageuk.org.uk](http://www.ageuk.org.uk) or Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

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