

# Elizabeth House

## Information for customers: Key Facts (Rent)

| Property details                                  |                                                                                                                                                                                                                                  |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operator                                          | Sanctuary Housing Association                                                                                                                                                                                                    |
| Scheme                                            | Elizabeth House, Wilton Orchard, Fons George, Taunton, Somerset TA1 3SA                                                                                                                                                          |
| Phone number                                      | 01823 325 533                                                                                                                                                                                                                    |
| Email address                                     | Elizabeth.House@sanctuary.co.uk                                                                                                                                                                                                  |
| Description                                       | An extra care service with 26 one-bedroom rental apartments with communal facilities                                                                                                                                             |
| Occupancy                                         | For one person                                                                                                                                                                                                                   |
| Tenure                                            | Assured non-shorthold tenancy agreement                                                                                                                                                                                          |
| Subletting                                        | Subletting is not permitted                                                                                                                                                                                                      |
| Nomination arrangements                           | Nominations agreement in place with Somerset County Council and strong connections are established with local authority teams to identify applicants                                                                             |
| Care provider                                     | Agincare                                                                                                                                                                                                                         |
| 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 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 |
| 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, payable by you directly to Taunton Deane Borough Council                                                                                                                                                                 |

# Elizabeth House

## Information for customers: Key Facts (Rent)

|                                                                                                                                                                                                                                                                                                                      |                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Peace of mind charge                                                                                                                                                                                                                                                                                                 | Payable by you directly to Somerset County Council. Covers your 24-hour pull cord and pendant or wrist alarm system |
| Overnight 'on call' support                                                                                                                                                                                                                                                                                          | Payable by you directly to Somerset County Council                                                                  |
| TV licence                                                                                                                                                                                                                                                                                                           | If applicable, payable by you directly to TV Licensing                                                              |
| Telephone and internet                                                                                                                                                                                                                                                                                               | Line rental, telephone charges and internet charges are payable by you directly to your provider of choice          |
| TV package                                                                                                                                                                                                                                                                                                           | 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 Agincare, please contact them directly for prices                                                    |
| Nursing care                                                                                                                                                                                                                                                                                                         | Available from external providers, GP, social services                                                              |
| Domestic services                                                                                                                                                                                                                                                                                                    | Available from provider of choice                                                                                   |
| Charges when leaving the property                                                                                                                                                                                                                                                                                    |                                                                                                                     |
| Repairs and redecoration                                                                                                                                                                                                                                                                                             | The cost of any repairs or redecoration needed in Sanctuary 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. Elizabeth 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).

The particulars within this document are for guidance only. They are not part of an offer or contract. Information is given in good faith, but should not be relied upon as statements or representations of fact.