retirement communities

Millbrook House

Information for customers: Key Facts (Leasehold)

Property details	
Operator	Sanctuary Housing Association
Scheme	Millbrook House, 50 Lode Close, Soham, Cambridgeshire CB7 5WN
Phone number	01353 624 800
Email address	Millbrook.House@sanctuary.co.uk
Description	An extra care service with 74 rental apartments (42 one-bedroom and 32 two-bedroom), 11 leasehold apartments, and communal facilities
Occupancy	For one or two people – subject to lease*
Tenure	Leasehold
Subletting	Subletting is not permitted
Care provider	Radis Community Care
Insurance	Public liability insurance and employers' liability insurance are covered by Sanctuary
Charges when moving into the property	
Asking price	Subject to lease terms*
Other	Covenant fee, apportionments of any rent due, apportionments of any service charge due, removals, solicitor's fees and stamp duty (if applicable). Other fees may also apply
Ongoing charges payable to the operator	
Rent	Subject to lease terms*
Service charge	Due weekly or monthly in advance. It covers your heating and water usage, maintenance costs and utilities charges for the communal areas and gardens, and buildings insurance for leasehold properties
Peace of mind charge	Covers your 24-hour pull cord and pendant or wrist alarm system. Payable to Cambridgeshire County Council.
Overnight 'on call' support	Included in the peace of mind charge
Ground rent	Subject to lease terms*
Sinking fund	For long-term maintenance of the building, as identified by stock condition surveys. For further information, please review the leasehold information pack with your legal representative

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Ongoing fees 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 A or band B, payable by you directly to East Cambridgeshire District Council
TV licence	Your TV licence is a concessionary licence, which means if you are aged over 75 this is free. If you are aged under 75 the charge is £7.50 annually.
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 Radis Community Care, please contact them directly for prices
Nursing care	Available from external providers, GP, social services
Domestic services	Available from your provider of choice
Charges when leaving the property	
Event fee / claw back	Subject to lease terms*
Administration fee	Subject to lease terms*
Other	Removal costs, solicitor's fees and any rent, service charge or sundry debts due up to the end of the tenancy
Eligibility requirements	
New residents must be aged 60 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. Millbrook 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, Age UK www.ageuk.org.uk or Citizens Advice 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.