

Trellis House

Information for customers: Key Facts (Rent)

Property details	
Operator	Sanctuary Housing Association
Scheme	Trellis House, 1 Mill Road, Colliers Wood, London SW19 2NE
Phone number	0208 542 4641
Email address	Trellis.House@sanctuary.co.uk
Description	An extra care service with 42 one-bedroom rental apartments with communal facilities
Occupancy	For one or two people
Tenure	Assured non-shorthold tenancy agreement
Subletting	Subletting is not permitted
Nomination arrangements	Nominations agreement in place with London Borough of Merton Council
Care provider	Eleanor Care
Insurance	Buildings insurance, public liability insurance and employers' liability insurance are all covered by Sanctuary
Charges when moving into the property	
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, electricity and water usage, maintenance costs and utilities charges for the communal areas and gardens
Overnight 'on call' support	Included in the service charge
Ground rent	Not applicable for rental properties
Ongoing charges payable to external organisations	
Utility bills	Your personal heating, electricity and water usage is covered in your service charge

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Council tax	Band C, payable by you directly to London Borough of Merton 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	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 Eleanor Care, please contact them directly for prices
Nursing care	Available from external providers, GP, social services
Domestic services	Available from Eleanor Care or a provider of your choice
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 60 or over, or have long-term care needs, and reside in the Borough. Your care and support needs will be assessed before an application is accepted. Trellis 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.