

# WIMBORNE HOUSE

## Information for customers: Key Facts (Rent)

Property details	
Operator	Sanctuary Housing Association
Scheme	Wimborne House, Truro Road, Gravesend, Kent DA12 5FG
Phone number	01474 558 699
Email address	Wimborne.House@sanctuary-housing.co.uk
Description	An extra care service with 47 rental apartments and 13 leasehold apartments, with communal facilities which are shared with the attached service for 10 people with learning disabilities
Occupancy	For one or two people
Tenure	Assured non-shorthold tenancy agreement
Subletting	Subletting is not permitted
Nomination arrangements	Nominations agreement in place with Kent County Council, and direct self-referrals are also accepted
Care provider	Sanctuary Retirement Living
Insurance	Buildings insurance, public liability insurance and employers' liability insurance are all covered by Sanctuary Retirement Living
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 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 C, payable by you directly to Gravesham Borough Council

# WIMBORNE HOUSE

## Information for customers: Key Facts (Rent)

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	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
<b>Charges for care and domestic services</b>	
Care and support	Available from Sanctuary Retirement Living, please speak to our team for prices
Nursing care	Available from external providers, GP, social services
Domestic	Available from Sanctuary Retirement Living, please speak to our team for prices
<b>Charges when leaving the property</b>	
Repairs and redecoration	The cost of any repairs or redecoration needed in Sanctuary Retirement Living'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
<b>Eligibility requirements</b>	
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. Wimborne 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.