



Bowland View

Scholars Rise | Bentham | Lancaster LA2 7FS

A contemporary Extra Care Living scheme
with one and two bedroom apartments,
and two bedroom bungalows

Housing 
Extra Care Living

“

I have been in my apartment for over six years now and have been happy the whole time. The staff are very pleasant, I enjoy the entertainment and all the friends I have made. I couldn't be in a nicer place.

Joan, Extra Care Living resident





Welcome to Bowland View

Bowland View is one of our new Extra Care schemes for people over the age of 55 in Bentham. The scheme comprises 64 one- and two-bedroom apartments for rent and shared ownership, and eight two bedroom bungalows for shared ownership purchase. There are an impressive range of on-site communal facilities for your enjoyment.

Bowland View has been designed to offer independent living, with access to on-site care if you need it. With over 55 years' experience in designing and building properties for older people, you can be confident that our apartments offer a safe and secure place for you to call home.

Bowland View is located on Scholars Rise, in the charming market town of Bentham, which lies in a picturesque area on The River Wenning. Bentham has a good range of local amenities including grocery stores, a post office, pharmacy, doctors surgery, dentist, cafés and more.

Bentham is well known for its spectacular views, being located west of the famous Yorkshire Dales National Park and north of the stunning Forest of Bowland, which is an area of outstanding natural beauty.

Bowland View offers a great location for a quieter pace of life, with a train station only 0.4 miles

from the development and bus connections to Ingleton and Lancaster available from nearby Main Street.

At Bowland View we are proud to be able to offer affordable homes through our rental and shared ownership options. This means that whatever your circumstances, there should be an option to suit you. As a registered provider of homes, we must set our rents differently to the private sector and are regulated on how we do this. What this means for you, our customer, is that our rents should remain at a level that is less than what you would pay on the open market. Our shared ownership properties are independently valued and the rent on the share you do not own is also regulated so you can be assured it is fair and reasonable. Buying a share in one of our properties also means you can release equity to help you future proof for the years ahead.



Life at Bowland View

If you are looking to maintain your independence with the assurance of quality care and support, Bowland View maybe the perfect place for you.

On-site care team

Our highly trained staff are committed to providing a professional service to all residents. There is a care team on-site 24 hours a day, seven days a week to provide you with care, whether it is planned or in an emergency.

One of the main benefits of living in Extra Care is the additional peace of mind which comes with having fully trained Care Workers on-site to respond in an emergency. Perhaps you may have just returned from hospital and need a little more care whilst you settle back into home life, or need a little more support whilst recovering from an illness at home. Whatever the circumstances, this kind of unplanned help and support is included as part of your standard core support charge.

If you need planned care then we work with you to ensure we create a personalised care package to suit your needs. This service is flexible and can change with you. You choose how you would like to be cared for and how much care you want and need. Our additional care and support is charged by the hour and can be either personal, domestic or a combination of the two. More information on our care and support packages is available on page 6.

Housing and Care Manager

During the week there is always a Housing and Care Manager on-site to provide you with expert assistance and support on housing, your care package and other matters including entitlement to benefits. They ensure the smooth running of the scheme, dealing with any issues promptly and efficiently, providing you with the peace of mind that support, information and guidance is there when you need it.





Quality

Quality is at the heart of everything we do and we work hard to ensure we recruit, retain and invest in our people, empowering them to be the best they can be. We are proud to receive positive feedback year on year and have consistently achieved a satisfaction score of over 90% for the care we deliver in our Extra Care schemes.

A place you will be proud to call home

Bowland View has been beautifully crafted to provide a comfortable and secure place to call home. The safety and wellbeing of our residents is our priority and all of our new schemes now have 24-hour digital call systems, linked to the on-site team, enabling quicker response times in an emergency. The system can also be used to contact other residents within the scheme for a friendly chat or perhaps to arrange to meet up.

The Appello video door entry system installed in all apartments also provides extra reassurance, allowing you to identify your visitors through both sight and sound from the comfort of your own home.

WiFi is available in communal areas or you can choose to stay connected at home with your own broadband.* Options for satellite TV are also available.



Since moving here my life has improved so much. I have made many friends. All staff are very kind.

Extra Care Living resident

*Bowland View is fitted with standard BT lines. You will need to apply for a BT line and then upgrade to broadband.



I was lonely and isolated before I moved here. I now have friends and the staff help me so much.

Extra Care Living resident



Extra Care Living

Living in your own self-contained, fully accessible and modern home enables you to maintain your independence whilst benefitting from on-site care and support.

Living in Extra Care means many day to day tasks can be taken care of giving you more time to enjoy life.

You can enjoy the beautiful landscaped gardens without the hard work or visit the café/bistro for a freshly prepared drink or snack and as part of our optional care and support we can even help with daily chores such as laundry or cleaning. External window cleaning and building maintenance is taken care of, too.

There are costs payable for the Extra Care services, whether you receive care directly or not. All residents living in one of our Extra Care schemes need to pay a service charge, a support charge and a core support charge. Costs are also payable for care and domestic support and will vary for each individual. In some cases you may be eligible for support to pay rent and / or care charges. More information can be found in the renting a property and buying a property sections at the back of this brochure.

97% of residents were satisfied with the care provided in Extra Care.

Care survey 2019

Care and support

Any care and support you receive is built around you and delivered in the privacy of your own home at a time to suit you. This can range from help with getting up and going to bed, dressing, washing, bathing and personal hygiene. It's all about giving you flexibility about the way you want to live.



A real alternative to residential care

We believe Extra Care provides a more desirable alternative to residential care. Unlike the traditional residential approach, our schemes enable you to live in your own self-contained, private, fully accessible home with your own front door. You can come and go as you please. If you are a couple who have different care and support needs, you can continue living together. You only pay for the care you need, above our standard charges, meaning Extra Care is also a more flexible and affordable alternative.

We can also support with medication and have fully trained staff available to ensure your needs are met. You may be living with a spouse, partner or family member who has additional care needs, allowing you both to enjoy life with the support you need so you can continue to live together.

Planned care can be arranged on a permanent basis or introduced temporarily to provide additional support.

We recognise that our residents have diverse needs and we will always do our best to ensure that care needs are met by those who best understand your individual requirements.

Domestic support is also available for those who need it. For an agreed hourly rate this can cover tasks like vacuuming, dusting and general cleaning. A laundry service is also available.

Whatever your care and support needs we will work with you to ensure our teams can provide you with the Extra Care you choose to live as independently as possible.

If you need a helping hand with your shopping and the preparation and cooking of food we can support with that too.* We can also support with communication, helping you to read and interpret essential written material and helping those who might need a little more support to voice their preferences and opinions. Our help is as individual as you are and is built around your needs whilst being flexible so it can change with you.

Living in Extra Care means many day to day tasks are taken care of, giving you more time to enjoy life.

*This covers ready meals and simple snacks.

A real community

Bowland View is all about community, where you can enjoy a coffee or light meal with family and friends in our welcoming café/bistro, perhaps have a chat or a game of cards in the comfortable lounge, enjoy the beautiful landscaped gardens or join in with the wide range of social activities led by the interests of residents. The choice really is up to you. You can choose to be involved as much or at little as you like.

Typically our café/ bistro is open in the morning and lunchtime. Additional times may be available depending on demand, catering for social activities and celebration of important calendar events. Open to the general public too, the café/ bistro provides a great place to socialise and be part of a warm and friendly community.

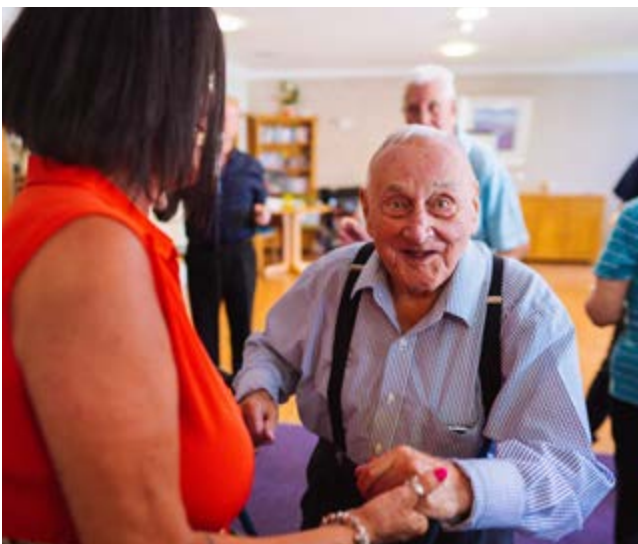
Bowland View has an on-site hair salon so you don't need to go far to look your best. With a range of options suitable for both male and female residents, the salon will usually be open for a couple of days a week, potentially more if demand is there. The salon will also be open for members of the wider local community to enjoy.

There is a guest room available at Bowland View, allowing friends and family to visit at a very reasonable rate.

Wherever possible we work with local businesses to deliver these services and try to ensure they provide good value for money for our residents. Our Extra Care schemes are designed to allow you to live the life you want to lead with support when you need it. Pets are more than welcome too!

Services and facilities

- Dedicated Housing and Care Manager
- Care team on-site 24/7
- Optional, tailored care and support
- Hair salon
- Café/bistro
- Communal lounge
- Guest room for family and friends
- Assisted bathing suite
- Buggy storage
- Residents' car park
- Landscaped gardens with seating areas
- Laundry room









Accommodation

Bowland View has been designed to be care ready, when you are. We ensure that our design features can adapt to your changing care and support needs. The scheme is lift and wheelchair accessible and whether it's our customisable bathroom fittings to help you get up and around, or mid-height ovens and lever taps to make things that little bit easier, you can rest assured we will provide you with high quality accommodation.

We take into account a range of standards, principles and feedback from those living and working in our schemes to ensure your new home is as accessible as possible.

Specialist design features include:

- Quality fitted kitchens with ceramic hob, extractor and integrated mid-height oven for ease of access
- Specialist flooring to shower room and kitchen, to reduce slip hazards
- Lever taps and raised power points
- Level access showers
- Fully wheelchair accessible throughout with lifts to all floors
- Fisheye lens door viewer

We also offer:

- Fully carpeted living areas
- Gas central heating with thermostatically controlled low surface temperature radiators
- Mains-fed smoke detectors and sprinkler system in all apartments. Smoke detectors in all bungalows
- Balconies, Juliette balconies and patios to all apartments and bungalows, excluding apartment 2
- BT and TV aerial points in the lounge and bedrooms

We are committed to ensuring all apartments have an estimated energy efficiency rating level B.

We are a dementia-friendly organisation and incorporate dementia-friendly design principles into our schemes where possible. The following design features can help people live well with dementia:

- Outdoor paths, which always lead back to the central hub
- Customisable 'recognition shelves' outside each front door which can aid with recognition
- Colour coded corridors

Site plan

Ground floor



- One bedroom shared ownership
- Two bedroom shared ownership
- One bedroom rental
- Two bedroom rental
- Communal areas
- Staff areas
- Lift
- Bungalow plot border



Bowland View show apartment

Bowland View show apartment

Site plan

First floor



- One bedroom shared ownership
- Two bedroom shared ownership
- One bedroom rental
- Two bedroom rental
- Communal areas
- Staff areas
- Lift



Bowland View show apartment

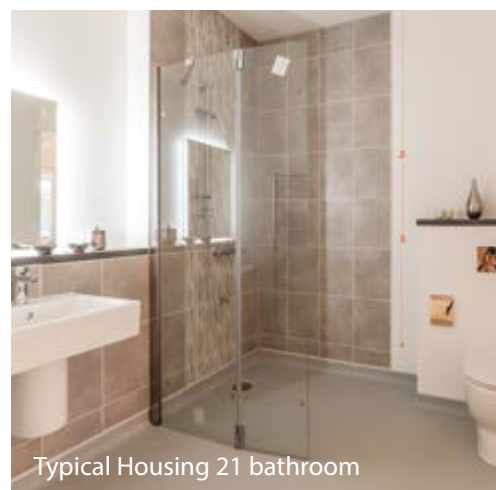


Site plan

Second floor



- One bedroom shared ownership
- Two bedroom shared ownership
- One bedroom rental
- Two bedroom rental
- Communal areas
- Staff areas
- Lift



Site plan

Third floor



- One bedroom shared ownership
- Two bedroom shared ownership
- One bedroom rental
- Two bedroom rental
- Communal areas
- Staff areas
- Lift



Bowland View communal lounge

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I do like it here, where I live. The scheme makes me feel safe and it's much better than where I was before. I like to keep socially active with other residents in the communal areas on-site.

Erik, Extra Care Living resident



Apartment layout plans and dimensions

The Rowan



Apartments for shared ownership: 1, 21, 22, 24, 25, 46, 47, 57, 58, 59, 60

Apartments for rent: 7, 17, 18, 33, 42, 43, 62

Handed apartments: 7, 17, 21, 25, 33, 42, 46, 57, 59

Patios to apartments: 1, 17, 18, 21, 22, 24, 25

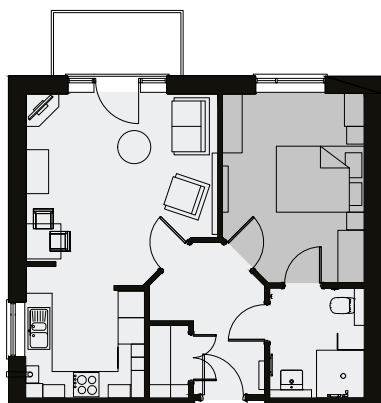
Juliette balconies to apartments: 7, 33

Balconies to apartments: 42, 43, 46, 47, 57, 58, 59, 60, 62

Living room	4374mm x 4373mm	14'4 x 14'4
Kitchen	2995mm x 2700mm	9'10 x 8'10
Bedroom	4313mm x 3228mm	14'2 x 10'7
Shower room	2500mm x 2152mm	8'2 x 7'1

Total internal apartment area 53.32m² / 574ft²

The Willow



Apartments for shared ownership: 20, 45

Apartments for rent: 14, 15, 19, 39, 40, 44

Handed apartments: 14, 19, 39, 44

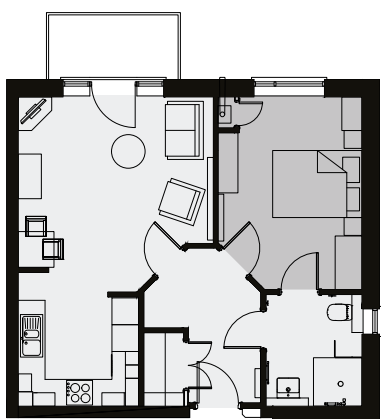
Patios to apartments: 14, 15, 19, 20

Balconies to apartments: 39, 40, 44, 45

Living room	4374mm x 4373mm	14'4 x 14'4
Kitchen	2995mm x 2700mm	9'10 x 8'10
Bedroom	4313mm x 3228mm	14'2 x 10'7
Shower room	2500mm x 2152mm	8'2 x 7'1

Total internal apartment area 53.32m² / 574ft²

The Buckthorn



Apartments for shared ownership: 26

Apartments for rent: 51, 64

Patios to apartments: 26

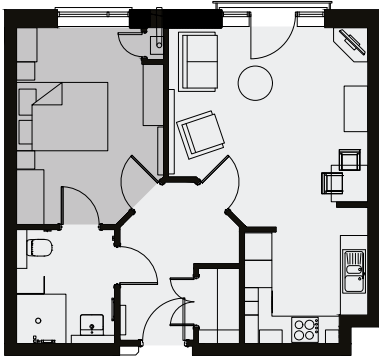
Balconies to apartments: 51, 64

Living room	4373mm x 4374mm	14'4 x 14'4
Kitchen	2700mm x 2995mm	8'10 x 9'10
Bedroom	3228mm x 4313mm	10'7 x 14'2
Shower room	2152mm x 2500mm	8'2 x 8'2

Total internal apartment area 53.32m² / 574ft²

Apartment layout plans and dimensions

The Elder



Apartments for rent: 8, 9, 34
 Handed apartments: 9

Juliette balconies to all apartments

Living room	4374mm x 4373mm	14'4 x 14'4
Kitchen	2995mm x 2700mm	9'10 x 8'10
Bedroom	3228mm x 4315mm	10'7 x 14'2
Shower room	2150mm x 2500mm	7'0 x 8'2

Total internal apartment area 52.93m² / 569.8ft²

The Ash



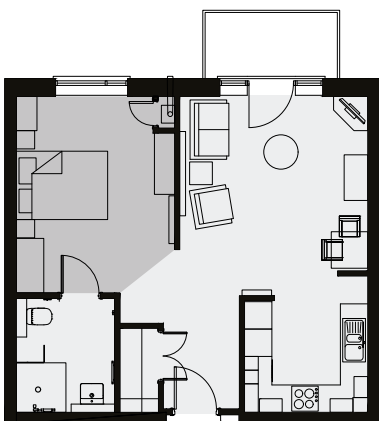
Open plan apartments for rent: 2, 35

Juliette balconies to apartments: 35

Living room	4374mm x 4125mm	14'4 x 13'6
Kitchen	2995mm x 2700mm	9'10 x 8'10
Bedroom	4313mm x 3475mm	14'2 x 11'5
Shower room	2500mm x 2152mm	8'2 x 7'1

Total internal apartment area 52.93m² / 569.8ft²

The Maple



Open plan apartments for rent: 28, 49, 50, 63
 Handed apartments: 28, 49

Juliette balconies to apartments: 28

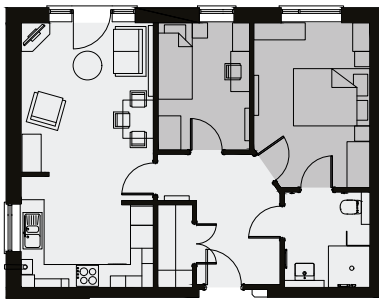
Balconies to apartments: 49, 50, 63

Living room	4125mm x 4374mm	13'7 x 14'4
Kitchen	2700mm x 2995mm	8'10 x 9'10
Bedroom	3475mm x 4313mm	11'5 x 14'2
Shower room	2152mm x 2500mm	7'1 x 8'2

Total internal apartment area 53.32m² / 574ft²

Apartment layout plans and dimensions

The Birch



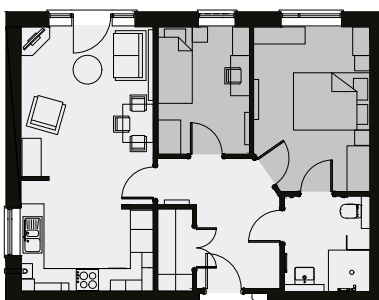
Apartments for shared ownership: 5
 Apartments for rent: 6
 Handed apartments: 5

Juliette balconies to all apartments

Living room	3915mm x 3416mm	12'10 x 11'3
Kitchen	2910mm x 3461mm	9'7 x 11'4
Bedroom 1	4313mm x 3042mm	14'2 x 9'12
Bedroom 2	3336mm x 2404mm	10'11 x 7'11
Shower room	2500mm x 2235mm	8'2 x 7'4

Total internal apartment area 63.19m² / 680.2ft²

The Chestnut



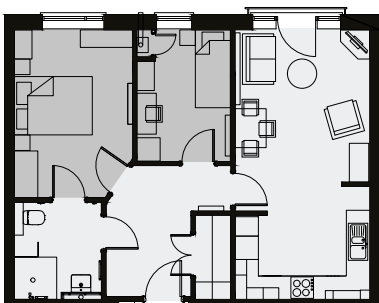
Apartments for shared ownership: 31, 32
 Handed apartments: 31

Juliette balconies to all apartments

Living room	3915mm x 3461mm	12'10 x 11'4
Kitchen	2910mm x 3461mm	9'7 x 11'4
Bedroom 1	4313mm x 3042mm	14'2 x 9'12
Bedroom 2	3335mm x 2404mm	10'11 x 7'11
Shower room	2500mm x 2235mm	8'2 x 7'4

Total internal apartment area 63.19m² / 680.2ft²

The Oak



Apartments for shared ownership: 3, 4, 29, 30, 37, 54, 55
 Apartments for rent: 11, 12, 38
 Handed apartments: 4, 12, 30, 38, 55

Patios to apartments: 11, 12

Juliette balconies to apartments: 3, 4, 29, 30

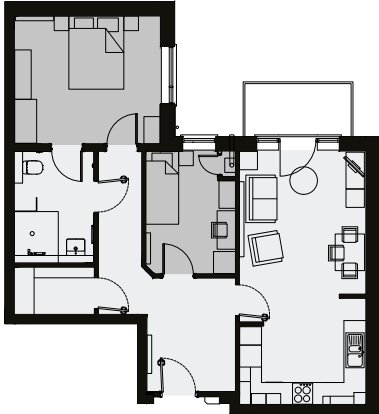
Balconies to apartments: 37, 38, 54, 55

Living room	3915mm x 3460mm	12'10 x 11'4
Kitchen	2910mm x 3460mm	9'7 x 11'4
Bedroom 1	4313mm x 3042mm	14'2 x 9'12
Bedroom 2	3386mm x 2404mm	11'1 x 7'11
Shower room	2500mm x 2235mm	8'2 x 7'4

Total internal apartment area 63.19m² / 680.2ft²

Apartment layout plans and dimensions

The Hazel



Apartments for shared ownership: 16, 23, 36, 48, 53, 56, 61

Apartments for rent: 10, 41

Handed apartments: 16, 41, 56

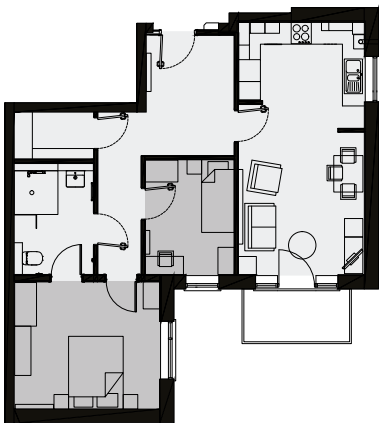
Patios to apartments: 10, 16, 23

Balconies to apartments: 36, 41, 48, 53, 56, 61

Living room	3465mm x 3915mm	11'4 x 10'10
Kitchen	3465mm x 2910mm	11'4 x 9'7
Bedroom 1	3990mm x 3500mm	13'1 x 11'6
Bedroom 2	2452mm x 3362mm	8'1 x 11'0
Shower room	2177mm x 3050mm	7'2 x 10'0

Total internal apartment area 71.45m² / 769ft²

The Alder



Apartments for shared ownership: 27, 52, 65

Patios to apartments: 27

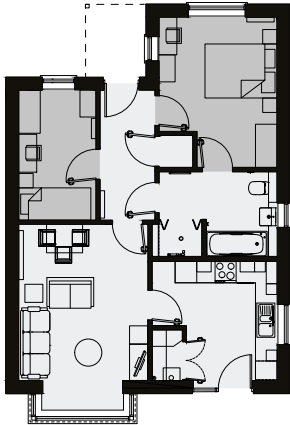
Balconies to apartments: 52, 65

Living room	3465 x 3915	11'4 x 12'10
Kitchen	3453 x 2910	11'4 x 9'7
Bedroom 1	3990 x 3500	13'1 x 11'6
Bedroom 2	2452 x 3160	8'1 x 10'4
Shower room	2177 x 3056	7'2 x 10'0

Total internal apartment area 71.45m² / 769ft²

Bungalow layout plans and dimensions

The Beech



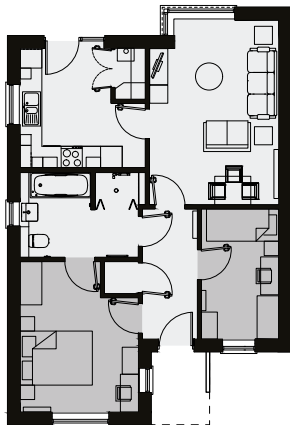
Bungalows for shared ownership: 1, 3, 5
 Handed bungalows: 3

Detached bungalows: 5

Living room	3592mm x 5138mm	11'9 x 16'10
Kitchen	3472mm x 3320mm	11'5 x 10'11
Bedroom 1	3278mm x 4176mm	10'9 x 13'8
Bedroom 2	2150mm x 3615mm	7'1 x 11'10
Shower room	3278mm x 2358mm	10'9 x 7'9

Total internal apartment area 66.17m² / 712.26ft²

The Aspen

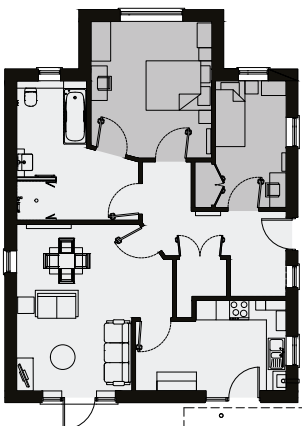


Bungalows for shared ownership: 4, 6, 7, 9
 Handed bungalows: 4, 9

Living room	3593mm x 5137mm	11'9 x 16'10
Kitchen	3472mm x 3320mm	11'4 x 10'10
Bedroom 1	3278mm x 4176mm	10'9 x 13'8
Bedroom 2	2150mm x 3615mm	7'0 x 11'10
Shower room	3278mm x 2358mm	10'9 x 7'9

Total internal apartment area 66.69m² / 717.9ft²

The Hawthorn



Bungalows for shared ownership: 2

Detached bungalow

Living room	4740mm x 5065mm	15'7 x 16'7
Kitchen	4573mm x 2755mm	15'0 x 9'0
Bedroom 1	3679mm x 4155mm	12'1 x 13'8
Bedroom 2	2775mm x 3855mm	9'1 x 12'8
Shower room	3705mm x 4238mm	12'2 x 13'11

Total internal apartment area 83.62m² / 900.1ft²



Renting a property

Bowland View has 30 one and two bedroom apartments available for rent.

Extra Care apartments are available to rent for those over the age of 55 with a care or support need and a local connection. In the majority of cases you will need to be nominated by your local authority who will assess if you are eligible. You will also need to be unable to purchase a property through shared ownership.

You can put your name forward by contacting our New Homes Team on 0345 608 4021 or newhome@housing21.org.uk

Things I need to pay for

An initial Assured Shorthold Tenancy will be offered and if all goes well, we will convert this to an Assured Tenancy after the initial 12 month period. A weekly rent is payable under either tenancy and the rent includes a sinking fund payment. There is no initial deposit on commencement of a tenancy, but we do require four weeks rent in advance. Our rents are housing benefit eligible.

Living in Extra Care means that some day to day tasks are taken care of for you, giving you more time to enjoy life. When you rent a Housing 21 Extra Care property, you'll pay rent and a service charge for the upkeep of the building and grounds. You'll also be responsible for paying individual utility bills, contents insurance TV licence and Council Tax.

Free WiFi is provided in the residents lounge and café/bistro, but it is your responsibility to arrange your own broadband supplier and telephone service. Costs are also payable for the Extra Care services which are detailed below.

In some cases you might be eligible for support to pay your rent, Council Tax and /or your care charges (where applicable). Your local authority will provide information about this when you contact them.

Core support charge

This enables Housing 21 to provide one member of staff on site 24 hours a day to deliver a flexible service as and when required. It is not planned personal care.

The core support charge is payable by all residents to cover this unplanned care. A Core Support Service Agreement will need to be signed as part of the contract pack.

The following may be provided through the core support:

- Short-term increase/more intensive support to prevent hospital admittance or to cover short-term illness
- A timely hospital discharge through a home from hospital service at any time of day or night, 365 days a year. Includes the first hour of support at home at no additional cost
- Routine safety checks
- Routine regular wellbeing checks that prevent crisis and isolation and improve reablement and end of life support outcomes
- Quick first response in emergencies by trained staff known to the resident
- Bespoke support when it is most useful and beneficial for an individual

Service charge

This covers the lighting, heating, maintenance and cleaning of the communal areas and gardens, external window cleaning, buildings insurance and estate management. It also includes the payment towards the Housing and Care Manager and hardware for the emergency call system which are housing benefit eligible.

The service charge is variable. We do our best to ensure charges are kept to a minimum so review these annually on 1 April with any surplus or deficit rolled over to the next financial year. We hold an annual meeting with residents to discuss the service charge accounts and answer any questions giving at least 28 days' notice of any adjustment to be made in the following financial year.

More information on your service charge can be found online in the resident information section of our website www.housing21.org.uk/resident-information

Our service charge is housing benefit eligible.

Insurance

Housing 21 is responsible for the buildings insurance. Contents insurance is your responsibility and we strongly recommend that you arrange contents insurance for your home.

Optional care and support

Should you or your spouse/partner require planned care, our on-site care team is available 24/7 to support a wide variety of care needs. Care can be delivered in the privacy of your own home at a time to suit you. This can range from help with getting up and going to bed, dressing, washing, bathing and personal hygiene. We can also support with medication and have fully trained staff available to ensure your needs are met.

Domestic support

We can arrange domestic support for you, including vacuuming, dusting and basic cleaning. A laundry service can also be provided.

Support charge

This charge is made to cover the Housing and Care Manager's and hardware costs for the emergency call system that are not housing benefit eligible.

The rates for each charge can be found in the [Summary of Charges for those renting a property](#) – available from the [New Homes Consultant](#).

How to apply

If you would like to find out more about renting a property at Bowland View please contact us.

0345 608 4021

Monday - Friday, 9am - 5pm

Calls charged at local rate

newhome@housing21.org.uk

Buying a property

Bowland View has 34 one and two bedroom apartments, and eight two bedroom bungalows available for shared ownership.

If you are considering buying a shared ownership, leasehold property, whilst there are not any nomination arrangements in place, priority will be given to those who have a local connection.

Once you have made the decision to buy a property you will need to appoint a solicitor or conveyancer to handle the sale for you. We also encourage you take financial advice and speak to family and friends. We are not able to offer financial advice but can offer advice regarding claiming state benefits.

Older People's Shared Ownership (OPSO)

Shared ownership for people aged 55 and over, is a purchase option where you can buy a percentage of the full market value of a property, from 25% to a maximum of 75%. The aim is to offer an affordable purchase option, allowing you to sell your current property and either release equity and/or enjoy a mortgage free retirement, whilst protecting investment for you and your loved ones in the future.

Both options mean that you can have a more financially secure retirement.

Key information for shared ownership:

- Buying a shared ownership property is the same as buying any property on the open market, you will have full and exclusive access to the property you purchase
- Properties are sold leasehold for a term of 999 years
- A service charge is payable by all, regardless of the percentage owned
- A monthly rent will be charged by Housing 21 in respect of the unpurchased portion of the property. Where a 75% purchase is made, no rent is payable on the final unpurchased 25% share. The shared ownership rent is housing benefit eligible.

- The owner is responsible for internal repairs to the property. Housing 21 will maintain the building and communal areas

To qualify for our shared ownership properties you must be over 65 and be approved by the Help to Buy Agent. You may qualify from the age of 55 to 64 if you have a care or support need. The minimum care need to be eligible is one hour of assessed personal care per week.

Things I need to pay for

Living in Extra Care means that some day to day tasks are taken care of for you, giving you more time to enjoy life. When you buy a Housing 21 Extra Care property you will pay rent on the unpurchased portion of the property (if purchasing less than 75%) and a service charge for the upkeep of the building and grounds. You'll also be responsible for paying individual utility bills, contents insurance, TV licence and Council Tax.

Free WiFi is provided in the residents lounge and café/bistro, but it is your responsibility to arrange your own broadband supplier and telephone service. Costs are also payable for the Extra Care services which are detailed below.

Core support charge

This enables Housing 21 to provide two members of staff on site 24 hours a day to deliver a flexible service as and when required. It is not planned personal care.

The core support charge is payable by all residents to cover this unplanned care. A Core Support Service Agreement will need to be signed as part of the contract pack. The following may be provided through the core support:

- Short-term increase/more intensive support to prevent hospital admittance or to cover short-term illness

- A timely hospital discharge through a home from hospital service at any time of day or night, 365 days a year. Includes the first hour of support at home at no additional cost
- Routine safety checks
- Routine regular wellbeing checks that prevent crisis and isolation and improve reablement and end of life support outcomes
- Quick first response in emergencies by trained staff known to the resident
- Bespoke support when it is most useful and beneficial for an individual

Service charge

This covers the lighting, heating, maintenance and cleaning of the communal areas and gardens, external window cleaning, buildings insurance and estate management. It also includes the payment towards the Housing and Care Manager and hardware for the emergency call system.

The service charge is variable. We do our best to ensure charges are kept to a minimum so review these annually on 1 April with any surplus or deficit rolled over to the next financial year. We hold an annual meeting with residents to discuss the service charge accounts and answer any questions giving at least 28 days' notice of any adjustment to be made in the following financial year.

The service charge payment includes a contribution to the sinking fund and there is an option to defer this until you eventually sell, to help with living costs during your residency.

More information on your service charge can be found online in the resident information section of our website www.housing21.org.uk/resident-information

Our service charge is housing benefit eligible.

Insurance

Housing 21 is responsible for the buildings insurance. Contents insurance is your responsibility and we strongly recommend that you arrange contents insurance for your home.

Ground rent

There is only a peppercorn charge, payable on request.

Optional care and support

Should you or your spouse/partner require planned care, our on-site care team is available 24/7 to support a wide variety of care needs. Care can be delivered in the privacy of your own home at a time to suit you. This can range from help with getting up and going to bed, dressing, washing, bathing and personal hygiene, assistance to walk or move within the home and/or outside the home. We can also support with medication and have fully trained staff available to ensure your needs are met.

All charges are reviewed annually on 1 April. The ongoing mandatory charges are payable until the property is sold or transferred to a new owner contents insurance and phone bills.

Domestic support

We can arrange domestic support for you, including vacuuming, dusting and basic cleaning. A laundry service can also be provided.

Support charge

This charge is made to cover the Housing and Care Manager's and hardware costs for the emergency call system that are not housing benefit eligible.

The rates for each charge can be found in the Summary of Charges for Leaseholders – available from your New Homes Consultant.

Buying a property

Costs of moving into the property

Purchase price

The purchase price is set by an independent RICS valuation on initial sale, please refer to our price list. For resale properties this is also determined by an independent RICS valuation which the private vendor obtains and pays for under the terms of the lease.

Deposit

A reservation fee of £500 is payable on initial purchases. Up to £500 may be retained to cover our administration and abortive legal costs in the event that the reservation is cancelled or expires.

Other costs

You will need to appoint a solicitor to act for you in the purchase of the property and you will be responsible for any stamp duty and removal costs. An engrossment fee of £60 will be charged. An engrossment fee is a fee charged by a solicitor for producing a fair copy of a legal document, such as a lease or conveyance, for signature by the parties.

Charges when selling the property

End of Lease administration fees*

An administration fee is charged in association with the tasks we need to undertake to sell your home. This includes:

1. Support and guidance during the selling process
2. Management of all administration procedures including the preparation of the Vendors Pack which includes service charge accounts, fire risk assessment, building insurance and other key information
3. Obtaining the RICS valuation

4. If outside the nomination period we will liaise with the vendor and Estate Agent to ensure property information is correct
5. Arranging and conduct prospective buyer's interview with scheme manager
6. Responding to reasonable enquiries about the property and the sale process
7. Managing vendor's and buyer's solicitor enquiries about the property and the lease and liaise with Housing 21 solicitors
8. Confirming service charge balance and approving completion

Nomination fee*

Charged if we nominate a buyer within 56 days of notice to sell. If we do not, you are able to sell privately via an Estate Agent and the fee will not apply. The nomination fee covers:

1. Receiving notice of assignment
2. Finding a buyer from our waiting list
3. Contacting prospective purchasers to confirm their interest and their ability to complete the purchase
4. Arranging viewings, dealing with all enquiries and negotiating sale
5. Regular updates to vendor and buyer
6. Our disbursements

The nomination services will cease after the nomination period ends.

The vendor is required to pay the cost of Housing 21's solicitor's fee for acting in the transfer.

Valuation fee – by negotiation with supplier of choice

Upon resale of a property a RICS valuation is required to be supplied to Housing 21. The property is not able to be sold for a price over the valuation.

*Reviewed annually in line with the RPI.

Restrictions

On resale

Written notification of the intended sale must be given to Housing 21. Housing 21 have a right to find a purchaser within 56 days, after this time the property can be placed on the open market at no more than the valuation price.

Purchasers must be over 65 and be approved by the Housing and Care Manager. You may qualify from the age of 55 to 64 if you have a care or support need.

Subletting

Subletting is not permitted.

What is the sinking fund?

The cost of maintaining the building is shared between all properties. The sinking fund is a reserve fund that is used to offset the cost of major repairs or replacement in the future. Examples include the roof, windows, doors, driveways and paths. Having a sinking fund protects against large unexpected bills and may be attractive to new purchasers when resold. A sinking fund contribution is included in the service charge and this element can be deferred until resale. The sinking fund is reviewed annually via a stock condition report on the building.

Comments, compliments and complaints

If you have a concern or complaint, we have systems and procedures in place. More information available at www.housing21.org.uk/about-us/contact-us



How to apply

If you would like to find out more about buying a property at Bowland View please contact us.

01524 884 552

Monday - Friday, 9am - 5pm

Calls charged at local rate

info.bowlandview@housing21.org.uk

The particulars within this brochure are set out as a general outline for guidance only. This brochure does not in any way form part of a contract or warranty. Photography and images are representative only and all measurements are approximate. Kitchen layouts are indicative only.

We understand that moving can be a challenge and we are here to help. We have a range of assistance options to support your move.

For further information please contact us.

01524 884 552

Monday - Friday, 9am - 5pm

Calls charged at local rate

info.bowlandview@housing21.org.uk



Bowland View was developed in partnership with Craven District Council, North Yorkshire County Council and Homes England.

Housing 21

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0370 192 4000

housing21.org.uk    

Housing 21 is a leading, not for profit provider of Retirement Housing and Extra Care for older people of modest means.

This brochure can be provided in a different format, such as large print, Braille or another language. Please contact communications@housing21.org.uk

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Community Benefit Society FCA Reg. No. 16791R



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