

St Monica Trust

Private Rental at Cote Lane

Questions and Answers



This leaflet contains information about the private rental of a flat in St Monica Court and Westfield House on the Cote Lane retirement village. If you are interested in renting please contact us for more information.



How many flats are available?

There are 86 flats for rent, under a licence agreement, at the Trust's Cote Lane site. They are all fully self-contained with their own front door, one or two bedrooms, a living room, kitchen and shower room.



Westfield House has:

- 44 'single' one bedroom flats (single occupancy only).
- 12 'double' one bedroom flats (accommodation offers one double bedroom which is suitable for a couple or a single occupant).
- 4 two bedroom flats (couples get preference for two bedroom flats).



St Monica Court has:

- 11 'single' one bedroom flats (single occupancy only)
- 10 'double' one bedroom flats (accommodation offers one double bedroom which is suitable for a couple or a single occupant)
- 5 two bedroom flats (couples get preference for two bedroom flats).



How often do flats become available?

Most of the time, the accommodation at St Monica Court and Westfield House is completely occupied. We usually find that about ten flats become available each year, although this can vary.

If offered a property, how soon can I move in?

Once the successful applicant accepts the offer of the flat, they are expected to commence the rental agreement within one week.

How much is the inclusive monthly charge for the flats?

The inclusive monthly charge varies from one property to another within the range £2,200 to £3,900. The fee is an 'all-inclusive' package, which includes the Community Fee. The Community Fee is a variable charge based on actual costs only. It is an annual payment that is charged monthly in advance by direct debit as part of your monthly rental amount. The Community Fee is held on trust for residents. Further information on the inclusive monthly charge is available on request.

The inclusive monthly charge covers the following services:

Services

- Occupation of the flat (and parking space if required).
- 24-hour emergency care and support service.
- 24-hour emergency call and porter/security service.
- All utilities - gas, electricity, water and council tax.
- Ground rent.
- One hour of domestic cleaning each week.
- Laundry service (one bag per week). There are communal laundry facilities in Westfield House and St Monica Court.
- Exterior/structural flat maintenance and maintenance of gardens, grounds, corridors and communal areas.
- Personal effects insurance (subject to a maximum value as set by the Trust's insurance company).
- Lunch seven days a week (usually three courses) and one pint of milk per person, per day.
- Shopping trip to the supermarket (for non-car drivers).
- Pastoral care service.
- Every flat is equipped with a fire alarm system and a facility which provides a daily check on your well-being. We also supply you with a neck pendant in case of an emergency.

If you do not wish to have lunch, milk, housekeeping or use the laundry, then a discount applies.

Facilities

- Chapel with full range of services and a resident Chaplain.
- Shopping service.
- Minibus facility (non-car owners).
- 23 acres of parkland and gardens.
- In-house physiotherapy service.*
- Meal delivery service.*

* Additional charges apply.

Are care and support workers present day and night?

Yes. A member of the care and support team 'sleeps in' overnight and someone is on-call for emergencies 24-hours a day every day of the year. The team at St Monica Trust is responsible for the day-to-day running of the sheltered accommodation and are the first point of contact for residents. They are often able to put residents in touch with relevant services for additional advice and support.

How do residents call for help?

Every flat has a push button in the hall, and also a pull cord in the bathroom. Residents are issued with a 'pendant' which can be worn by the resident at all times, just in case they need to call for help. (NB pendants only work within the

buildings, i.e. not in the grounds or outside of the site.)

What services are offered by the care team to my/our own flat?

We can arrange for home help, personal care and support services to be brought to you in your own home, subject to a separate agreement and fees. The care team will provide you with a programme of care for as long as you need it. If you have a short-term need, this can quickly be accommodated, as can more prolonged care needs where a more permanent arrangement would be of most benefit. Prices for these services range from £21.05 to £28.45 per hour.

How is care at home arranged?

You will need to request a care plan from the village manager, who will organise for an assessment to be carried out. The care plan will then be discussed with you (and anyone else you would like to be involved).

The cost of your care plan will also need to be agreed before a programme is delivered.

What other services are there apart from the care and support team?

The porters provide a security service. They also drive the minibus to the supermarket, collect laundry and provide a security patrol and emergency call throughout the night.

Is there any CCTV on the site?

Yes. There are cameras around the site to provide additional security to that which is provided by the porters.

Will I have to change my GP?

Not necessarily. You may stay with your own GP, provided they are happy to continue with you as a patient when you are living in this area.

Prescriptions

Lloyds and Boots pharmacies can arrange to collect your prescription from the GP and deliver to your door.

How is my mail delivered?

You will need to inform the Royal Mail of your change of address. Each flat has a letter or post box and the post is delivered to your door by Royal Mail.

What fixtures and fittings are included in the flats?

Carpets and kitchen/bathroom floor coverings are included, but residents may choose to bring their own if they prefer. These will be replaced where necessary before a new resident takes up occupation. In most of the flats there are fitted wardrobes and other cupboards for storage. Residents will bring their own furniture.

What is included in the kitchen?

Each kitchen has an oven, a hob and space for a fridge/freezer. None of the flats have dishwashers or washing machines, but a communal washing machine is available.

What is included in the bathroom?

Most of our bathrooms have a level access shower, and, although a few flats have baths, these are generally removed when a flat becomes vacant.

What facilities are there for guests?

Guests can either be accommodated in your own flat, or you can book one of the guest suites on the site.

Are there any garages?

No. There are no garages.

Should I wish to transfer from a flat to a care home in the future, is this possible?

Wherever possible, we aim to accommodate this kind of changing need at St Monica Trust and we prioritise those individuals that wish to move to the care home subject to a care assessment. We are committed to supporting individuals within their own home whenever this is appropriate.

Are pets allowed?

Yes. Subject to the agreement of the village manager. The Trust is pet friendly on all its sites, because pets often play an important role in the well-being of residents.

Are the flats accessible for wheelchairs?

Except for two of the flats, the others are all fully wheelchair accessible and have been built for full movement in the rooms, corridors, bathrooms and doorways. All the upper floors can be accessed by lift.

Will there be any resident input into the running of the estate?

Yes. We value the input of residents and there are various residents' committees that allow residents to communicate with staff and management on a regular basis.

Termination of the Licence Agreement

Section 7.3 of the Licence Agreement sets out in legal terms how the St Monica Trust may seek to terminate the Agreement. The Trust will always act reasonably before initiating the termination process. Such actions could include seeking through dialogue to resolve other than by termination any failure to pay the Licence Fees (7.3.1), behaviour of the type described (7.3.2), or other breaches of the Agreement (7.3.4). In relation to section 7.3.3, such reasonable actions will include consulting the resident, authorised family members, and appropriate health and social care professionals

More information

Documents that provide further information include:

- Cote Lane Key Facts, Private Rental Properties
- Terms and Conditions for Residents at Westfield House and St Monica Court and Licence Agreement to Occupy Accommodation.

If you have any further queries, or if you would like to be kept informed about flats as they become available, please contact us.

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We encourage you to discuss your housing options with your family and friends and to seek independent advice, support and representation as appropriate, in connection with a move to Cote Lane.

Please note: charges stated are correct at the date shown but may change annually or at other intervals over the period of residence.

This document was updated in March
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