

DOVEHOUSE COURT LIMITED

April 2022 – March 2023

OWNERS' HANDBOOK



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1. INTRODUCTION

The idea of very sheltered housing is to enable retired people to retain their independence for as long as possible. This is achieved by careful attention to the design of the buildings which, amongst other things, makes all the communal facilities and all of the rooms in the private apartments easily accessible to everyone including those confined to a wheelchair.

The services are much greater than is usual in sheltered housing. There is a team of Duty Managers one of whom is always present on site, day and night, although none of them lives permanently on the premises.

In addition, domestic assistance is provided by a team of Housekeeping Assistants. Every Owner pays for two and a half hours domestic assistance each week, included in the Service Charge. Of this, one and a half hours is provided in the Owner's apartment and the other hour is at the disposal of the Duty Managers for communal purposes. This amount of domestic assistance can be increased (subject to staff availability) and paid for in addition to the basic Service Charge.

Dovehouse Court is a development providing accommodation for Owners in sixty one (one and two bedroom) self-contained apartments with communal dining room facilities, very well appointed communal areas and an active community of Owners.

Dovehouse Court is neither a Residential Care Home nor a Nursing Home.

Dovehouse Court Ltd

- Is a private company limited by shares; only the Owners are shareholders
- Has an elected board of non-executive directors supported by advisory committees of Owners
- employs executive officers and local staff for the day-to-day management of the Company

2. GUIDANCE NOTES

These guidance notes seek to state the aims of Dovehouse Court and give clarity to not only what Dovehouse Court can offer to new Owners but what new Owners may be able to offer Dovehouse Court.

DOVEHOUSE COURT

**** Allows retired people to**

- retain their independence for longer
- devote time to their personal interests without the burden of running a household
- enjoy and extend an active life

**** Offers**

- security
- a building designed to give Owners easy access in their apartments and the communal areas
- the presence of a Duty Manager on site day and night
- 1½ hours domestic assistance weekly for each apartment
- a daily three course meal if desired
- laundry service if required
- possible additional domestic help if required on repayment
- ready access to local shops and services

**** Strives to**

- have and keep a balanced community of persons having a wide variety of interests, from diverse backgrounds and of different ages
- ensure an Owner has a fulfilled life with the necessary support from health care and social services professionals and wider family and friends

**** Expects**

- those Owners already serving the Company to be relieved gradually by newer Owners prepared to give some years of service in their turn

3. LEGAL ARRANGEMENTS

There are two major legal documents involved in buying a property at Dovehouse Court and copies of these are sent to each Purchasers Solicitor. Copies can be viewed in the Dovehouse Court main office. These documents relate to each other and have to be considered as a whole but they can briefly be described as follows: -

- 3.1. LEASE.** The original lease granted the original purchaser a leasehold interest in the private dwelling for 99 years and a share in the communal facilities, but it also contained obligations to pay a share of the cost of the services. Some leaseholders have extended their lease beyond the initial 99-year term.

The lease may be sold on, at the discretion of the leaseholder, save only that the occupant of the dwelling has to be over 60 years of age. The consent of the freeholder, Retirement Security Ltd, is also required, but this may not be unreasonably withheld.

The freeholder's address and contact numbers are: -

Retirement Security Ltd
18 Wood Street
Stratford upon Avon
Warwickshire
CV37 6JF

Tel: 01789 292 952
Fax: 01789 297 234

- 3.2. OWNER'S COMPANY MEMORANDUM AND ARTICLES OF ASSOCIATION.** A separate Company, Dovehouse Court Ltd (the Owner's Company) is established to manage, administer and maintain Dovehouse Court. Each apartment is allocated one share. All of the Service Charges are paid to this company.

The intention behind these arrangements is to ensure that the ultimate decision making rests with the Owners of the properties and that all of the services are for their welfare.

4. SERVICE ARRANGEMENTS.

- 4.1. ACCESS - VEHICULAR** Entry to the site is from Grange Road. For the main car parking area and entry to the main building follow the signs to RECEPTION. To leave the site follow EXIT signs into Warwick Grange. Turn left for the Warwick Road.
- 4.2. ACCESS – PEDESTRIAN.** There are two pedestrian gates. One is adjacent to the main vehicular entrance in Grange Road. This gate is always unlocked. The other gate is straight ahead as you walk up from the Court and gives direct access to the Warwick Road (opposite the shops). During the day this gate opens automatically on approach. At night it can be opened with your apartment key. The lock to gain entry from the Warwick Road is mounted on the railings on your right, a few yards ahead of the gate. To leave the premises the lock is on your right before reaching the gate.
- 4.3. ADDITIONAL CHARGEABLE COURT SERVICES.** Additional housekeeping assistance, such as ironing, shopping from local shops or grocery internet shopping, breakfast and supper preparation can be arranged. Please discuss your requirements with the Duty Manager. A handyman is available 2 days a week. Please book in the office.
- 4.4. ALARM CALL SYSTEM.** An alarm call system (known as the CASS system) is fitted in each property and its maintenance is included in the service charge. There are red pull cords in every room of the whole development and a red button in the hallway of each apartment which enables Owners to speak to the Duty Manager at any time, day or night. Owners may also purchase a pendant which can be worn on the wrist or around the neck. Owners are asked to restrict calls to the sleeping –in Duty Manager to emergencies only between 10pm and 8am.
- 4.5. CAR PARKING AND GARAGES.** Free car parking is provided. There are a few garages which usually only become available when there is a re-sale of a lease.
- 4.6. COMMON ROOMS.** The use, furnishing, heating, decoration and cleaning of all the communal areas is covered in the Service Charge. The Hobbies Room is also available for hire for private functions.
- 4.7. COUNCIL TAX AND WATER RATES.** The Service Charge covers water rates for the communal areas. Owners are responsible for the Council Tax and water charge on their own private apartment.
- 4.8. DOMESTIC WASTE COLLECTION.** Domestic waste is collected by Court staff from outside your apartment on Mondays, Wednesdays and Fridays. Please leave your waste in tied bags outside your apartment by 10am on collection days. Please separate waste paper, glass and tins

so that they can be recycled. Alternatively, there is a large bin store on site, facing the Warwick Road (turn right after the garages, the store has louvered doors). The bin store may be locked but your apartment key will open it.

4.9. DOOR CHAINS AND LOCKS. The door chain currently fitted is specifically designed to allow staff to gain entry using a key. Under the terms of the Lease, additional door security chains and locks may not be added to an Owner's property since this would prevent access by the emergency services and staff in case of an emergency.

4.10.FUND FOR FUTURE MAINTENANCE. A proportion of the Service Charge is set aside for future repairs and refurbishment. It forms part of the funds of the Owners' Company and is shown in the accounts. It is invested on behalf of, and can only be spent for the benefit of, Dovehouse Court.

However, items requiring regular servicing and maintenance usually for safety and security are separately accounted for in the Service Charge. They are:-

- Alarm Call System
- Fire Alarm Systems
- Lifts
- Minor Building Repairs
- Servicing and minor repairs of equipment
- Outside window cleaning

The internal maintenance and interior decoration of each apartment is the responsibility of the Owner.

4.11.GARDENS. The communal gardens, including all shrubs and plants belong to all of the Owners. Ground maintenance is carried out weekly on a contract basis by the gardener. The Garden Committee takes responsibility for the planning out and maintenance of the garden areas. Owners may plant out and maintain troughs, pots etc. adjacent to their apartment. Garden waste may be deposited in the green bins and designated garden waste areas.

4.12.GUEST SUITE. There is a double guest room with en-suite bathroom. This may be booked by the Owners for their guests at a charge, the amount of which is set out by the Owners' Company. Continental breakfast is also provided.

4.13.HANDYMAN. A handyman works at the Court twice a week. He is available to undertake minor works in Owners' apartments. Such work will be charged to individual Owners. If he is unable to undertake the work the Office has details of contractors who may be able to help.

4.14.HEATING. Heating in the communal areas and servicing of communal gas appliances is included in the Service Charge. Owners are responsible for the central heating in their own apartments and are strongly recommended to arrange for an annual safety inspection by an authorised gas engineer. The Court has arranged an annual bulk maintenance cover with British Gas on behalf of the owners. Details are available from the office.

4.15.INSURANCE. Owners often ask questions about the details of insurance and the following is a brief resume of insurance cover prepared in consultation with the insurance brokers:

1) BUSINESS AND EMPLOYER'S INSURANCES

The Service Charge includes comprehensive cover for all the business activities of the Court, such as Public and Employers liability, money and stock belonging to the Court, Lift Inspection, Professional Indemnity and Directors and Officers liability as well as the contents of the communal areas and the structure of the building.

2) BUILDINGS INSURANCE

The buildings insurance covers the whole of the structure of the building including Owners' apartments for accidental damage only, but not wear and tear and is inclusive of in-built fixtures such as kitchen units and fitted wardrobes. Decorations such as wallpaper and paint are also covered if damaged.

3) CONTENTS INSURANCE FOR OWNERS

Owners are responsible for obtaining their own policy for contents insurance which should cover all of their personal possessions including furniture, carpets and curtains. (Summary definition – anything that the Owner would take away with them if they sold the apartment). It is important to remember that some possessions of a valuable nature will need to be declared and specified separately for the insurance company.

It is usual that a contents only policy will also include a liability extension which will indemnify the Owner against any miscellaneous claims brought against them by third parties for damages they may cause whether in their own home or outside. However, it is the responsibility of individual Owners to check that this is included.

4) OWNERS' BUGGIES AND WHEELCHAIRS

Owners are advised that the Court insurance does not cover them for any accidents or damage either within the building or the grounds of the Court. Owners are strongly recommended to take out insurance cover that includes liability cover for the use of the buggy or electric wheelchair by the Owner or anyone else who has permission to do so. This cover can

usually be obtained as an extension to each Owner's contents insurance but needs to be specifically requested.

Owners' buggies and electric wheelchairs left in corridors and recharging areas are entirely at the Owners' risk. The Court insurance does not offer cover. We have been advised that for the purposes of this statement, buggies and electric wheelchairs are mobility equipment with a maximum speed of 8mph and a value not exceeding £5,000. More substantial vehicles will need to be separately insured.

5) ADDITIONAL POINTS

Owners must ensure that their contents insurance covers their personal possessions for water damage through burst pipes and accidental damage.

Owners are responsible for the maintenance of all items within the walls of their apartment as defined in the lease. If an insurance claim arises from an incident that involves an item you are responsible for maintaining, the cost of the repair to that item will not be met by the Court's insurance. However, the insurance will cover the cost of all other damage to the building or Court's property resulting from the incident that led to the claim.

Please contact the Manager immediately if you believe you have an individual claim on the insurance of the Owners' Company. Owners should make their own arrangements for contents insurance.

6) MAINTENANCE

Whilst any insurance claim relating to the structure of the building will be on the Court's building insurance your lease states that maintenance of your property's windows and double glazing is your responsibility.

4.16. INTERNET A computer with internet access is available for use by the Owners in the hobbies room.

4.17. KEYS AND FOBS Each Owner is provided with keys to their apartment and a door entry fob upon arrival at Dovehouse Court. Duplicates can only be made via a Duty Manager and the authorised locksmith.

The key opens and locks your apartment and certain other locked doors in the public areas e.g. the bin store and the back door by apartments 8 and 10. The fob opens the main entrance door and the external doors situated at the four corners to the Court building. Press the fob on the small pad adjacent to the door and the door will open automatically. The fob also activates the back door by the laundry. Press the fob on the small wall mounted pad adjacent to the door, you will hear a click and the door can then be pushed open.

To leave the building through the fob activated doors – hand push the large green button adjacent to the door. The automatic doors will then activate, and all others may be pushed open

4.18.LAUNDRY. There is a laundry room equipped with coin operated machines. Court staff will do your laundry if you wish. A charge is made for this service. Enquiries to Duty Manager

4.19. LIBRARY There is a small library in the lounge where books can be taken on loan with no formality or charge. Please ensure that you return all books that are borrowed.

4.20. MAINTENANCE AND REPAIRS The Owners' company is responsible (under the terms of the lease for the maintenance, repair and upkeep of all parts of the development other than the internal parts of the individual Owners' apartment. This responsibility extends not only to the structural parts (main walls, roofs, foundations, timbers etc.) of all buildings, including the Owners' apartment, but also the internal parts of all common and communal areas within those buildings and all external hard and soft landscaped areas. All the Owners, through the Service charge share these costs.

Owners are responsible for the maintenance and repair of the internal parts of their own apartment and the fixtures and fittings situated within it.

Owners are also responsible for ensuring that their own apartment is maintained in good decorative order and that it is decorated at least every five years in accordance with the lease. As freeholder, Retirement Security Ltd requires that any apartment shall be left in pristine condition before re-sale.

Under the terms of the lease, responsibility for day to day maintenance, repair, and where necessary, replacement of the windows and the window frames of the individual Owners' apartments (including sealed double glazing units) rests with the individual owner.

The following are the responsibility of the Owners' company.

- The redecoration and refurnishing of the communal areas
- Maintenance contracts and equipment
- All items of building maintenance except the window frames and glass in private apartments

4.21. MEALS. Meals are not included in the Service Charge. A three course midday meal is available in the dining room, followed by coffee. Guests are always welcome and there is an effort to meet any special dietary requirements. For anyone who is unwell or does not wish to eat in the dining room, a meal can be delivered to the apartment. Wine is available with meals and an evening meal is available upon request.

Owners are asked to book meals at least 24hrs in advance, but every effort will be made to meet late requirements. Meals not cancelled 24hrs in advance have to be paid for. All meals taken are charged to the owner on their invoice at the end of each calendar month.

Complimentary tea and coffee are always available in the lounge.

4.22.METERS. The electricity meters are situated in the corridors outside each apartment. The gas and water meters for all apartments are located outside in the ground directly beneath their respective apartments.

4.23.MOBILE SERVICES AND DELIVERIES. Hairdressers and chiropodists visit the Court. Cards giving details of some service providers are displayed on the notice board in the reception. Dairy Crest delivers milk; 'One Stop' on Dovehouse Parade deliver newspapers; the Indian and Chinese restaurants deliver takeaways and local pharmacies deliver prescriptions to your apartment. Prescriptions can be faxed to the pharmacy by the office. Further details are available from the Duty Manager.

4.24.NOTICE BOARD. The notice board in the reception area is for everyone's use. It is used for displaying menus, information on social events and notices regarding meetings etc.

4.25.PETS. The lease states that Owners may keep 'domestic animals', pets, providing that they are not a nuisance. They must not be taken into the communal areas, and dogs must be kept on a lead. Owners must take full responsibility for the care and exercise of their pets, and pets must not foul the Court gardens or walkways. Any fouling must be cleared away by the Owner.

4.26.POST. A post box is situated in the reception area and is emptied daily.

4.27. ROOM HIRE The dining room; the lounge and the hobbies room can be hired for private functions. Details are available from the office.

4.28.SECURITY. The main entrance doors are generally kept locked, and Owners have fobs to these, but visitors will have to contact the Duty Manager for admittance by pressing the button within the porch. The Duty Manager will ensure that all external doors are locked at dusk each evening, but Owners are asked to ensure that their own apartments are secure every time they go out.

Owners going away on holiday, even for just an overnight stay, should let the Duty Manager know so that an eye can be kept on their apartment.

4.29.SERVICE CHARGE. The Service Charge is payable monthly in advance by standing order – for details of charges please see Charges page.

Under the terms of the lease Dovehouse Court Ltd has the responsibility for ensuring that the Service Charge is sufficient to meet the full cost of the services.

Each year the Board of Directors of Dovehouse Court will present a Budget to the Owners for acceptance. In this Budget the Service Charge for the coming year is based on the premise that it meets the needs for the expenditure proposed after due allowance of other income without profit or loss.

Approximately two thirds of the income from the service charge goes to pay the salaries of the Manager, Duty Mangers and Housekeeping Assistants who are able to provide an extensive service to the Owners. The service charge covers the cost of the weekly one and a half hours housekeeping assistance provided to each apartment as well as the equivalent of one hour per apartment to service the communal areas. The cost of employing a gardener, handyman and all ancillary services such as external window cleaning etc. are met by the Service Charge.

The service charge also covers the comprehensive business and buildings insurances as detailed previously, general routine maintenance of the buildings equipment and grounds, electricity, gas and water charges for the communal areas and general office administration expenses including audit and accountancy fees.

The service charge does not include the internal decoration, maintenance and repair of the apartments, nor the Owners' electricity, gas and water charges. All of these and other costs associated with living in your own home such as telephone and council tax are the responsibility of Owners.

The Service charge also contributes a significant amount each year to a Fund for Future Maintenance, which covers the cost of all major maintenance work and periodic refurbishment of the communal areas. The Service Charge includes:

- All items of building maintenance (except those detailed in 4.20 Maintenance and Repairs)
- The redecoration and refurnishing of the communal areas
- Maintenance contracts and equipment
- Regular cleaning of external windows and the internal windows of the communal areas.

The Service Charge is still payable under the terms of the Lease if the property becomes vacant prior to sale.

Interim accounts of the Owners' Company are presented to the Board of Directors of Dovehouse Court Ltd every quarter, and the Annual Accounts have to be approved at the Annual General Meeting at which every Shareholder has the right to be present.

4.30.SMOKING Because of the dangers arising from passive smoking, smoking is not allowed in any of the communal areas or any of the staff rooms.

4.31.SOCIAL LIFE We have a very active social calendar at the Court with various talks, musical entertainment, card nights and quizzes, tea parties and coffee mornings. An ecumenical service and communion is held monthly.

4.32.STAFF COVER. The premises are never left unattended. There is a Duty Manager on site and on call day and night.

The Duty Managers are most willing to help you in any way they can. If you have any queries or problems please do not hesitate to contact them in the office. If the Duty Manager is not in the office, she may be contacted at any time via the Alarm Call system (CASS) speech unit which is on the wall opposite the office, or a note left in the internal letter box to the office. However, you are asked not to contact the Duty Managers, unless in an emergency, during their breaks which are:-

| | |
|-----------------------|----------------------------------|
| Monday to Friday | 11am to 11:30am 8pm to 8:30pm |
| Saturdays and Sundays | 9:30am to 10am 8pm to 8:30pm |

Between 12am and 6am the Duty Manager should only be called in an emergency via the CASS system.

4.33.STRUCTURAL ALTERATIONS. No Owner can make structural alterations to his or her property without the consent of the Freeholder, Retirement Security Ltd. Any Owner who wishes to undertake any alterations to their apartment should, in the first instance, consult with The Manager. Consent will not be unreasonably withheld.

4.34.TELEPHONE. There is a telephone connection point in the lounge and main bedroom of each apartment to enable Owners to have a private telephone installed at normal telephone company rates.

4.35. TELEVISION. Each property has an aerial point in the lounge and main bedroom, connected to a communal digital aerial. Owners are responsible for their own television licences. It is also possible to

connect and subscribe to Virgin Cable or Sky Satellite systems. Details are available from the Duty Manager.

4.36.UTILITIES. Owners are responsible for payment of their own utility bills. Details of connection and subscription to Virgin Cable or Sky Satellite are available from the Duty Manager

4.37.WHEELCHAIRS. A specially equipped store is provided for outdoor wheelchairs, where batteries can be re-charged.

4.38.WINDOW CLEANING. The cost of cleaning the exterior windows is included in the Service Charge.

5. STAFFING

5.1. MANAGER. The day-to-day management of Dovehouse Court is the responsibility of the Manager Lynda Griesbach. The Manager works 35 hours a week, not all of it on site. .

The Manager reports directly to the Board of Directors of Dovehouse Court Ltd. Her principal duties are:

- **Finance**

To ensure that the finances of the Owners' Company are in good order.

- **Staffing**

To supervise the staff of the Owners' Company and contractors. To ensure that all of the personnel documentation is in good order and in conjunction with the Directors of the Company, and to appoint staff in accordance with the authorised establishment.

- **Maintenance**

To ensure that the buildings and grounds are maintained in good order.

- **Re-sales**

To undertake the re-sale of vacant properties if asked to do so by the vendors. There will be a 1% Agency Fee payable to Dovehouse Court Ltd upon completion.

- **Welfare of Owners**

To promote the welfare of Owners, making whatever arrangements are required for their social life and ensuring they receive benefits to which they are entitled.

5.2. DUTY MANAGERS

There are five Duty Managers but only one is present at a time. The Manager acts as leader of the staff and works closely with the Duty Managers to ensure the smooth running of all aspects of Dovehouse Court. The five Duty Managers are given individual responsibilities for specialist activities under the direction of the Manager.

The Duty Managers are responsible for the day-to-day supervision of the Housekeeping Assistants and the Cooks.

5.3. HOUSEKEEPING ASSISTANTS.

The exact duties of the Housekeeping Assistants are established by the Duty Managers in consultation with the Owners. Their responsibilities are:

- To undertake those domestic duties which the individual Owner requests for up to 1½ hours per week as part of the basic service arrangement to maintain the apartment in good order.
- To assist in the duties in the communal areas under the direction of the Manager or Duty Manager.
- To undertake such additional domestic assistance requested by the Owners and agreed with the Manager and Duty Managers
- To ensure that vacant apartments are maintained in good order but at the Manager's discretion it may not be necessary to use the 1½ hours per week.
- The Housekeeping Assistants are not allowed to undertake any personal or clinical care or dispense medication.

In the event of any difficulty between an Owner and a Housekeeping Assistant, reference should be made to the Duty Manager in the first instance. If necessary, she will then approach the Manager.

Domestic Assistance in an Owners' apartment is not provided on Christmas Day or Boxing Day but will be rescheduled to be provided on a different day.

In addition to providing assistance in each apartment, the basic Service Charge includes an allowance of domestic assistance calculated at one hour per week for each apartment, to be at the disposal of the Duty Manager for services in the communal areas.

5.4. ADDITIONAL HOUSEKEEPING ASSISTANCE.

If an Owner needs more domestic help than is provided for in the basic Service Charge, it may be possible to offer further assistance charged to Owner's monthly account. Additional requirements should be discussed with the Duty Manager.

Long term routine assistance will be covered by a contract which is subject to four weeks' notice of cancellation.

Where Owners require the help of Housekeeping Assistants on social outings or as escorts (e.g., to hospital appointments), the hourly rate for additional help will be charged.

In an emergency every effort will be made to provide an immediate service.

6. ARRANGEMENTS FOR RE-SALES.

There is no restriction on re-sale save only that one of the occupants of an individual apartment is at least 60 years of age. This is a restriction imposed by the Lease in order to maintain the character of the development and is also a condition of the Planning Approval granted by the Local Authority. The consent of Retirement Security Limited is also required, but this may not be unreasonably withheld.

Since we do not wish to become a residential care home or a nursing home by default a person on entry should not require personal care. Any personal care required in the future should be provided by an independent care agency.

As freeholder, Retirement Security Ltd requires that any apartment shall be fully cleared and left in pristine condition before re-sale, The Manager is able to arrange assistance if required.

6.1. TRANSFER PREMIUM A transfer premium of up to 3% of the gross proceeds of the sale is payable to the freeholder, Retirement Security Ltd, each time a lease is transferred. The transfer premium is:

| | |
|----------------------|----------------------------------|
| up to 1 year | 1% of the gross proceeds of sale |
| between 1yr and 2yrs | 2% of the gross proceeds of sale |
| after 2yrs | 3% of the gross proceeds of sale |

6.2. AGENCY FEE. If asked to do so by the vendor, the Court Manager will undertake to sell the apartment on their behalf. She will source buyers (at the best possible re-sale price), offer advice to all parties, and guide the sale to completion.

There is a 1% agency fee for this service, and this fee will be paid directly to Dovehouse Court Ltd Fund for Future Maintenance. These monies will assist the Manager in maintaining a low Service Charge for the Owners.

Vendors are of course free to use the services of local Estate Agents.

7. COMPLAINTS PROCEDURE

Depending on its nature, any complaint should first be drawn to the attention of the Duty Manager,

In the event that the problem is not quickly resolved it should be referred to the Manager in writing who should reply within seven days.

If the Manager is unable to resolve the problem she will bring it to the attention of the Board who will respond within fourteen days about any proposed action.

The Manager will keep the Directors informed of any complaints from Owners which she has been unable to resolve to the satisfaction of the Owners.

The staff have their own grievance procedures and Owners who have any concern relating to staff conditions of service should consult the Manager.

8. GRATUITIES TO STAFF.

In order to protect the Owners against any suggestion that they are expected to give gratuities to individual members of staff, and to avoid misunderstandings, the Contract of Employment for each member of staff expressly forbids them to accept personal presents from Owners, either in cash or kind, including legacies.

As it is embarrassing to have to refuse a gift and could put the member of staff in a difficult position, Owners are asked not to offer individual gifts or money to members of staff without first discussing it with the Manager.

However, if the Owners wish to give all the staff, collectively, a gift say at Christmas, there is no objection.

9. TRADING WITH STAFF AND CONTRACTORS.

To protect Owners and Staff from any danger of exploitation, all members of staff are explicitly forbidden in their Contracts of Employment from trading directly with Owners, or to engage in employment for an Owner except as an employee of the Owners' Company.

Any Owner wishing to engage the services of a member of staff should do so through the Manager who, on behalf of the Owners' Company, will invoice the Owner and arrange payment of the staff member.

The Manager can make similar arrangements when the assistance is required of a Contractor employed by the Court, such as a plumber or electrician. It is in their interest and for their protection that Owners are strongly advised to use this service.

10. FIRE INSTRUCTIONS.

Owners should regularly read these fire instructions so that in an emergency they know instinctively what they should do for their safety.

If the fire is in your apartment

- Then leave immediately.
- Close door but do not lock it.
- Sound nearest fire alarm.
- Telephone 999 and ask for the fire brigade.
- Go the Owners' Lounge.

On hearing the fire alarm

- Stay in your apartment.
- Put on warm clothing.
- Do not use the warden call system (CASS).
- Await arrival of fire officer.

If you are not in your apartment

- When the alarm sounds, go to the Owners' Lounge.
- Do not use the lift.

It is in your interest to:

- Study this notice and know what to do.
- Familiarise yourself with the alarm points and exits.
- Avoid smoking in bed.
- Have electrical blankets serviced.

This advice is issued by local Fire Authority

In the event of a fire alarm being raised **Owners should stay in their apartments** (each apartment is a sealed fire box), or if in a communal area go to the Owners' Lounge.

In the event of fire lifts must not be used, and staff will immobilise them.

Every apartment is fitted with a smoke alarm and it is the Owners' responsibility to maintain it in working order.

11.

DOVEHOUSE COURT LTD

MANAGER

Mrs Lynda Griesbach

BOARD OF DIRECTORS

| | |
|------------------------|----------|
| Mr Michael Priest | Chairman |
| Mrs Glenna Hall | Director |
| Mr Timothy Perkins | Director |
| Mrs Barbara Tilford MA | Director |
| Mr Derek Tilford MBE | Director |

Any of the directors can be contacted if you have any suggestions or matters which concern you. Directors' telephone numbers are available on request from the office.

COMPANY SECRETARY

Mrs Lynda Griesbach

- Responsibility for all returns to Companies House
- Responsibility for the preparation of all papers for Board Meetings in consultation with the Chairman of the Directors
- Responsibility for ensuring that Board decisions are implemented
- Responsibility for formulating reports to the Board setting out the various options and costs involved

PERSONNEL CONSULTANTS and HEALTH and SAFETY ADVISORS

Citation

- Preparation of Job Descriptions and Job Specifications
- Drawing up of Contracts of Employment
- Disciplinary and grievance procedures representation and indemnity service for industrial tribunals
- Formulation of induction and training programmes for staff
- Advice re Health and Safety Regulations
- Performance reviews

12. PART EXCHANGE AT DOVEHOUSE COURT

Part exchange can be the quickest and most straightforward way for you to sell your home and move into an apartment at Dovehouse Court.

The Part Exchange Scheme can offer you a guaranteed sale, no chains, no fuss and a quick completion date.

Provider **The PX Partnership**
University House
Oxford Square
Newbury
Berkshire
RG14 1JQ

Telephone: 01635 37844
Fax: 01635 517592
Web: www.px-partnership.co.uk
Email: info@px-partnership.co.uk

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This document represents a quick overview of Part Exchange. Full terms and conditions are available on request.

- If you wish to consider part exchange, and your existing property is suitable, Dovehouse Court Ltd will pass your details to The PX Partnership.
- The PX Partnership will then contact you to make an appointment to visit your property to explain how the scheme works.
- The PX Partnership will then arrange for valuations from two local estate agents to be carried out.
- After the valuations are received, the PX Partnership will assess the information including comparable evidence and local market conditions.
- PX Partnership will then notify Dovehouse Court Ltd of the part exchange offer price (subject to survey). For continuity of service, Dovehouse Court Ltd will then contact you with the offer figure.
- If you accept the offer, The PX Partnership will then arrange for a survey to be carried out on the property. Providing no problems are reported the offer is confirmed.
- At this point your property is now sold! Solicitors are instructed and a proposed moving date is agreed.

13.**RATES and CHARGES**

1 April 2022 to 31 March 2023

| | | |
|--|------------|---------|
| Service Charge | | |
| Per day | | £18.58 |
| Per week | | £130.38 |
| Per month (for standing order) | | £565.00 |
| Guest Suite (per night) | | |
| Room and continental breakfast | | |
| - Single Occupancy | | £42.00 |
| - Double Occupancy | | £48.00 |
| Meals | | |
| Owner's lunch | Mon to Sat | £ 9.00 |
| | Sunday | £11.00 |
| Visitor's Lunch | Mon to Sat | £10.50 |
| | Sunday | £12.50 |
| Evening meal | One course | £5.50 |
| Tray delivery | | £1.30 |
| Wine, per glass | | £2.00 |
| Social Committee Teas | | 60p |
| Laundry | | |
| Wash | | £2.50 |
| Dry | | £2.70 |
| Powder | | 85p |
| Photocopies | | 15p |
| Staff Charge Out Rates | | |
| Duty Manager | | £15.45 |
| Housekeeping Assistant | | |
| 8.00 am to 6.00 pm (per hour) | | £14.00 |
| 6.00 pm to 8.00 am (per hour) | | £15.00 |
| Handyman – charged in 15 minute increments | | £15.50 |



14. **SAMPLE MENU**

- Monday:-** Soup of the day or fruit juice
Lamb cutlets with baked onions
Served with creamed potatoes & seasonal Vegetables
Amber Tart with Cream
- Tuesday:-** Soup of the day or fruit juice
Chicken, ham and leek pie, new potatoes, carrots and green beans
Pineapple upside down cake with custard
- Wednesday:-** Soup of the day or fruit juice
Roast pork with stuffing and apple sauce, roast potatoes, carrots and cauliflower cheese
Fruit flan with cream
- Thursday:-** Soup of the day or fruit juice
Breakfast Lunch
A traditional cooked English breakfast
Chocolate mousse
- Friday:-** Soup of the day or fruit juice
Fish and chips with peas, served with wholemeal bread and butter
Apricots with ice cream
- Saturday:-** Soup of the day or fruit juice
Toad in Hole, served with boiled potatoes, carrots and button sprouts
Fresh fruit salad and cream
- Sunday:-** Melon with ginger
Roast beef, Yorkshire pudding and Horseradish sauce, roast potatoes, broccoli, carrots and peas
Sherry trifle with fresh cream



15. SOCIAL EVENTS

| | | | |
|------------------------------|--|---------|-------|
| Sat 7th | THE FOLLIES An evening of musical entertainment Lounge | 7.00pm | £4 |
| Fri 13th | Coffee Morning Lounge Plus raffle for local Alzheimer Society | 10.30am | £1 |
| Sat 14th | Whist Evening Hobbies Room | 7.00pm | 50p |
| Tues 17th | Ecumenical Service Followed by Holy Communion | 10.45am | |
| Tues 17th | Guide Dogs for the Blind A talk about the training and work of guide dogs for the blind. | 3pm | |
| Thurs 19th | Film Night Details to follow Lounge | 7pm | £1.50 |
| Mon 23rd | Something Different Andre Rieu in Concert Come and Go as you please Lounge | 3.30pm | |
| Thurs 26th | Cribbage Hobbies Room | 7.00pm | 50p |
| Fri 27th | Quiz Night Lounge plus raffle | 7.30pm | £1 |
| Sat 28th | Saturday Night at the Court Please bring a glass | 7.30pm | £2 |

Everyone Welcome

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