

Margaret Court

Services: charges and fees



All owners contribute to the costs of all services.

After moving here, owners are often surprised by how low their household running costs are and how affordable their service charge is.

How it works

Margaret Court benefits from a higher level of services than is typical for sheltered housing. Sensible budgets are set by, and agreed amongst, the apartment owners.

A draft Service Charge Budget is prepared for consideration, discussion and approval at a meeting of all owners early in the New Year. Owners are formally notified of the Service Charge for the next financial year well in advance of 1st April each year.

Financial Year 1st April 2021 – 31st March 2022

Per day	£22.87
Per week	£160.09
Per month (for standing order)	£695.63

The annual Service Charge accounts are considered and approved by the Annual General Meeting of the Owners' Company which is held in the autumn.

What is included

- ✓ Duty Manager on site 24 hours a day
- ✓ Daily checks that you are safe and well
- ✓ Apartment cleaning 1½ hours weekly
- ✓ Window cleaning
- ✓ Laundry room for owners to use*
- ✓ Cleaning of all communal areas
- ✓ Gardening costs
- ✓ Building maintenance
- ✓ Buildings insurance
- ✓ Redecoration/re-furnishing communals
- ✓ Managing agent's fees**
- ✓ Fund for Future Maintenance

* Owners' washing can be done for a small extra charge, if done outside the weekly 1½ hours service clean.

** These cover the management services provided by Retirement Security Ltd.

*** The charges set out in the Services: Charges and Fees leaflet are correct at the date shown but may change annually or at other intervals.



Independence within a
supportive community

retirementsecurity.co.uk



Retirement Security Ltd is a member of the Associated Retirement Community Operators (ARCO). As an Approved Operator we aim to comply with the ARCO Consumer Code at all times. The Code promotes high standards and sets a benchmark for good practice for retirement communities.

To comply with recent changes in the ARCO Consumer Code, we are required to disclose the following additional information alongside our Services: Charges and Fees leaflets.

Under the terms of the lease, Retirement Security Limited has the responsibility for ensuring that the service charge is sufficient to meet the full cost of the services.

What is the service charge used for?

The service charge pays for the salaries of the Court Manager, Duty Managers and Housekeeping Assistants and pays for employing a gardener and a handyman. It covers the cost of 1½ hours per week of housekeeping assistance to all apartments, as well as the equivalent of one hour per apartment to service the communal areas.

It covers building and equipment maintenance such as alarm call systems, fire alarm systems, the grounds and sundry repairs, utility costs in communal areas and general office administration expenses, including audit and accountancy fees. It also covers comprehensive insurance for the buildings and public & employer liability.

How is it split?

59% Employment costs for all court employees

15% Fund for Future Maintenance

13% Administration and insurance

10% Grounds maintenance, alarms, cleaning etc.

3% Utility costs in communal areas

The Service Charge is a variable charge, in the sense that it changes from year to year depending on the actual costs of providing the services. The Service Charge, paid monthly in advance, is held in trust for owners, in accordance with the Landlord & Tenant Act 1987.

Guest Suite (per night)		Meals			Additional Assistance (per hour)	
Single	£40.00	Owners' Lunch	Mon to Sat	£10.20	Housekeeping	
Double	£45.00		Sunday	£12.30	8.00am to 6.00pm	£12.35
Extra bed	£10.00				6.00pm to 8.00am	£13.38
		Visitors' Lunch	Mon to Sat	£11.80	Laundry	
			Sunday	£14.35	Wash	£3.50
Duty Managers Disturbed Night Call Charge		Individual Courses	Starters	£2.30	Dry	£3.50
(per hour)		weekdays only	Main course	£5.45	Handyman	
10.00pm and 7.00am	£17.62		Sweet	£3.05	Before 6.00pm (per hour)	£12.13
		Soup & Sandwiches		£5.25	After 6.00pm (per hour)	£12.97
		Tea and Coffee		Free	No charge for less than 15 minutes	

What isn't included in the service charge?

The service charge does not include the internal decoration, maintenance and repair of the private apartments and bungalows, nor the owners' electricity, gas and water charges. All of these and other costs associated with living in your own home, such as telephone, are the responsibility of the owners. Owners are also responsible for paying any council tax and will need to take out contents insurance.

Meals are not included in the service charge; however, a substantial meal, charged at cost is available to be purchased every lunchtime. Guests are always welcome and any special dietary requirements will be catered for. With prior arrangement a meal can be taken to the apartment of anyone who is unwell, for which there is a small charge.

The service charge is still payable if the property becomes vacant prior to sale. Retirement Security Limited takes no commission from companies with whom it organises contracts for the courts. Retirement Security Limited is the freeholder but no ground rent is charged.

Fund for Future Maintenance

Any surplus or deficit in the service charge budget at the end of the financial year is taken into account in setting the budget for the following year.

Where there is any significant failure to provide a service covered by the service charge, alternative arrangements will be made and/or any underspend will be taken into account in setting the service charge budget for the following year.

The Fund for Future Maintenance is held in trust for owners, in accordance with the Landlord & Tenant Act 1987.

What does the FFM cover and what is the value?

It covers the costs of regular internal and external redecoration and refurbishment of communal areas. It also meets the costs of repairing or replacing major items such as the emergency call system, lifts, and major items of building maintenance and repair.

Future liabilities are assessed regularly by the court surveyor. If the fund is insufficient to cover any costs they will be recovered from owners through the service charge.

The value of the Fund for Future Maintenance:

31st March 2020 £393,646

Transfer Premium

The table shows the impact of Transfer Premium payments at different lengths of ownership for a property with a sale price of £150,000.

Period	Charge rate	Transfer Premium	Net proceeds for a sale price of £150,000
Up to 1 year	1%	£1,500	£148,500
1 to 2 years	2%	£3,000	£147,000
2 years or more	3%	£4,500	£145,500

The Transfer Premium, payable to Retirement Security Ltd as the landlord, funds the estate agency services provided by Retirement Security Ltd. It does not contribute to the Fund for Future Maintenance and is not held in trust.

If you would like an illustration for any other sale price, please call the Court Manager, on **01789 412 900**.

Try out our Savings Calculator to compare your living costs:

Service	Service Charge	Your current property
Buildings insurance	Included	£
Building maintenance	Included	£
Internal cleaning	Included	£
Garden maintenance	Included	£

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 a retirement community.

Section	Sub-section	Details	References
Property details	Operators	Owners' Management Company: Margaret Court Ltd. Freeholder and Managing Agent: Retirement Security Ltd.	Owners' Handbook retirement security.co.uk
	Name of development	Margaret Court, Main Street, Tiddington, Stratford-upon-Avon, Warwickshire, CV37 7AY	
	Property type	44 apartments on three floors: 2 one-bed and 42 two-bed and 6 bungalows: 5 two-bed and 1 three-bed.	
	Status of unit	Pre-owned.	
	Occupancy	For one or two people.	
	Tenure	Leasehold – 125 years from 2009.	
	Care provider	Margaret Court Ltd (or external contractors or agencies).	Registered with CQC
Charges when leaving, selling the property	Transfer Premium ('Event Fee')	The proportion of the gross proceeds of the sale payable by the vendor to Retirement Security Ltd, based on the length of ownership is: 1% (up to 1 year); 2% (1-2 years); 3% (maximum) (2 or more years).	Lease, Owners' Handbook, Resales Information
	Administration fee for sale	None.	
	Other costs	EPC, any arrears of charges, and the costs of redecorating, repairing and reinstating the property prior to resale.	
	Subletting charges	Subletting is not permitted.	
Cost of moving into the property	Asking price	Set by the vendor.	Property details, websites
	Other costs	Stamp Duty, the costs of extra keys, the purchaser's removal costs and solicitor's fees.	
Ongoing charges payable to the operator Care costs	Service charge	£695.63 per calendar month in 2021-22..	Owners' Handbook, Service Charge Budget
	Overnight 'on call' charge	Emergency calls included within the service charge. Non-emergency support £17.62 per hour.	
	Ground rent	None.	
	Personal care	Payable to the Court or an external provider. The Court charges £12.35 per hour (day) and £13.38 per hour (night).	Service User Guide to Domiciliary Care Services
	Nursing Care	Margaret Court Ltd does not provide nursing care. This can be arranged through external providers.	
Ongoing fees payable to third parties	Utility bills	Payable direct to utility companies (water, gas, electricity).	Owners' Handbook
	Council tax	Please ask about current bands and amounts payable. You may be eligible for a single person or disability discount, subject to approval by the local council.	
	Other bills	Telephone, internet, TV Licence, satellite/cable TV.	
Insurance arrangements	Responsibility of the operator	Buildings, Public Liability, Employers' Liability insurance. Included in the service charge.	
	Responsibility of the owner	Home contents insurance.	
Restrictions on selling the property		Purchasers must be at least 65 or, if younger, need care.	Resales Information