



SANTHEM
RESIDENCES

*Everything
Explained*



Key facts

At Santhem Residences, we don't believe in a one-size-fits-all approach to retirement. Everyone's circumstances are different and so are your needs and requirements. That's why we offer a choice of payment options and a range of pay-as-you-go services.

PROPERTY INFORMATION

| | |
|----------------------|--|
| Village Name | Santhem Residences |
| Name of Operator | Santhem Residences (Shenfield) Ltd |
| Village Established | 2021 |
| Address | 2 Rayleigh Close, Hutton, Brentwood Essex CM13 1FD |
| Tel. No. | 01277 508999 |
| Property Type | 3 one bedroom, 42 two bedroom and 10 penthouses |
| Status of unit | New |
| Occupancy | Sole or Dual |
| Tenure | Leasehold - 999 years from 2021 |
| Subletting | Subletting is prohibited |
| Eligibility Criteria | Age from 65 |
| Care Provider | Santhem Care or owner's choice of external providers |

PURCHASE COSTS

| | |
|-----------------------------|---|
| Property | 1-bed from £515,000, 2-bed from £575,000, penthouses from £795,000 |
| Reservation Fee and Deposit | £5,000 on reservation, 10% of purchase price on exchange of contracts |
| Other Fees | As per your choice of solicitor and removers |
| Stamp Duty | Find more guidance here: https://www.gov.uk/stamp-duty-land-tax |

ONGOING COSTS PAYABLE TO SANTHEM

| | |
|---------------------|---------------------------------------|
| Management Fee | |
| Option 1 | £200 per month |
| Option 2 | £700 per month |
| Option 3 | £1,200 per month |
| Ground rent | Not applicable |
| Car park | £500 per annum for one space |
| Heating & hot water | Costs payable to Santhem as per usage |



OTHER ONGOING COSTS

| | |
|---------------------|--|
| Council Tax | To be advised by local authority |
| Telephone | Customer to decide on provider |
| Digital TV | Customer to decide on provider |
| TV Licence | See tvlicencing.co.uk |
| Water & Electricity | Customer to decide on provider |

ADDITIONAL SANTHEM SERVICES

| | |
|--------------------------------|-----------------|
| Housekeeping/Cleaning Services | £15.00 per hour |
| Handyman Services | £20.00 per hour |

SANTHEM CARE

| | |
|----------------------|---|
| Emergency Support | Included within the monthly management fee Personal (domiciliary) care is available from Santhem Care under a separate agreement |
| Santhem Care 30 mins | From £12.50 per half hour |
| Santhem Care 1 hour | From £25.00 per hour |

Nursing care is not provided but may be arranged through your GP and District nurses

INSURANCE ARRANGEMENTS

| | |
|------------------------|--|
| Santhem Responsibility | Buildings insurance, Public Liability insurances, Employer's Liability insurance |
| Owner Responsibility | Home contents insurance |

COSTS UPON LEAVING

Deferred Management Fee (DMF)

| | |
|-----------|--|
| Option 1: | 5% of the sale price, increasing every year by 5% up to a maximum of 35% - payable on the change of occupier |
| Option 2: | 4% of the sale price, increasing every year by 4% up to a maximum of 28% - payable on the change of occupier |
| Option 3: | 3% of the sale price, increasing every year by 3% up to a maximum of 21% - payable on the change of occupier |

OUTSTANDING CHARGES

Any arrears on your account will be taken from the final achieved sales price. This could include the cost of redecorating if this has not been done (as required by the lease). Note that all charges remain payable until the property is sold.

ESTATE AGENCY CHARGES

1% of the sale price.

RESTRICTION ON SELLING

Santhem has a right of pre-emption. Incoming owners must be over 65.

Please note: Charges stated are correct at the date shown but will increase annually from 1 April at the rate of either the Retail Price Index or Average Earnings Index, whichever is greater.

We advise 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.

Finances *made clear*

We know that when you're moving home there are many costs involved, which is why we are always clear and open from the start. Our financial model is built on keeping everything transparent and straightforward, so you can feel 100% in the know, in control, calm and confident as you look to the future, and be sure there will be no unexpected surprises, ever.

Our friendly team members are able to answer any questions, help you weigh up the options and give you all the information you need to decide what suits you best. So if you don't find an answer here – please don't hesitate to get in contact.

PAYMENTS EXPLAINED

At Santhem Residences, we believe finances should be flexible. So we offer a variety of ways to pay. And don't worry – you'll receive the same benefits and services no matter which option you choose.

Two types of payment

As a homeowner at Santhem Residences Shenfield, you'll pay a Monthly Management Fee and a Deferred Management Fee.

We've broken down the different payment choices for each below.

Your Monthly Management Fee

From 1st March 2021, there are three options when it comes to paying your monthly management fee:

- **Option 1: £200**
- **Option 2: £700**
- **Option 3: £1,200**

Going forward, the management fees will increase annually at the rate of the Retail Price Index, as published by the Office for National Statistics.

Your Deferred Management Fee

We offer three corresponding options for paying your Deferred Management Fee and you can choose whichever best suits your circumstances:

- **Option 1: 5% of the sale price, increasing every year by 5% up to a maximum of 35%**
- **Option 2: 4% of the sale price, increasing every year by 4% up to a maximum of 28%**
- **Option 3: 3% of the sale price, increasing every year by 3% up to a maximum of 21%**

The increases apply to part years, so a sale after 3 years and 4 months would attract the rate for a sale in year 4.

EXAMPLE

Here's how those options might look for a property with an initial value of £600,000:

OPTION 1

| Year of Sale | Property Value | Deferred Management Charge | Forecast Fee |
|--------------|----------------|----------------------------|--------------|
| Year 1 | £618,000 | 5% | £30,900 |
| Year 3 | £655,636 | 15% | £98,345 |
| Year 5 | £695,654 | 25% | £173,891 |
| Year 7 | £737,924 | 35% | £258,274 |

OPTION 2

| Year of Sale | Property Value | Deferred Management Charge | Forecast Fee |
|--------------|----------------|----------------------------|--------------|
| Year 1 | £618,000 | 4% | £24,720 |
| Year 3 | £655,636 | 12% | £78,676 |
| Year 5 | £695,654 | 20% | £139,113 |
| Year 7 | £737,924 | 28% | £206,619 |

OPTION 3

| Year of Sale | Property Value | Deferred Management Charge | Forecast Fee |
|--------------|----------------|----------------------------|--------------|
| Year 1 | £618,000 | 3% | £18,540 |
| Year 3 | £655,636 | 9% | £59,007 |
| Year 5 | £695,654 | 15% | £104,335 |
| Year 7 | £737,924 | 21% | £154,964 |

The examples assume a house value increase of 3% a year. Property prices may fall or stay the same.

WHAT'S COVERED BY YOUR FEE?

Services, amenities and benefits covered by your fee

Your monthly management fee covers a range of practical services, beautifully maintained communal spaces, professionally run amenities, and an enriching social calendar.

- Homeowners discounts on food & drink from our incredible restaurant The Fable, Coffee Lounge and Bar
- Complimentary teas, coffees and freshly baked goods served daily in the Coffee lounge
- Personal care surgery should you ever need to talk about care related issues
- Fitness and lifestyle advice from our in-house wellness coach
- Wellness Suite includes use of sauna and steam room facilities
- Discounted treatments and holistic therapies at our hairdressers and our treatment room
- Private dining available (in your apartment or in a private dining space)
- Social events and activities calendar
- Communal gardens with private gardener
- Onsite General Manager, Head of Santhem Care and Concierge available
- Santhem team available 24 hours a day, 7 days a week
- Emergency call system in each apartment with integrated video door entry system
- Weekly minibus service providing trips to and from the high street, grocery stores, doctors surgery, pharmacies and day trips
- Priority waitlist for respite or care within Hutton View Hallmark Care Home
- Building Insurance and communal utilities
- Full maintenance and refurbishment of everything outside of your apartment will always be kept to a high standard
- External maintenance and cleaning of Santhem building and grounds
- Weekly rubbish and recycling removal – right from your front door
- Regular servicing and maintenance of lifts
- External window cleaning for all apartments
- CCTV in communal areas, communal entry points and car park
- Fully integrated fire and sprinkler system throughout building, includes apartments
- A contribution to corporate HR, legal, accountancy and related costs

WHAT'S NOT COVERED BY YOUR FEE?

Just as with owning any home, you'll be responsible for your water and energy bills as well as your council tax, TV license and home contents insurance. Beyond this, we offer a variety of competitively priced additional services you can book as often as you'd like.

Services and extras not covered by your fee

- Housekeeping
- Handyman
- A shared Club Car, which you can hire out at a low rate
- Domiciliary Care via our onsite Santhem Care team
- Guest suites, available at reduced nightly rates



RESELLING MADE SIMPLE

When the time comes to resell, you'll have the option of using the Santhem Residences sales team or arranging your own choice of estate agency. We aim to make reselling as easy as possible for you and your family.

Here are just a few ways Santhem helps to simplify the process:

- Our team are perfectly placed to remarket your home, as well as the unique Santhem homeowner lifestyle
- With our sales team, the fees are just 1% of the sale price
- We'll take care of the listing of your property to the open market
- We'll respond to all enquiries, as well as arranging and conducting all viewings
- Our dedicated Move in Team will help with the progression of your sale right up to - and including - moving day
- We have everything in place to ensure a swift, respectful and efficient resale of your property



Get in touch

If you have any questions that haven't been answered or you would like to find out more, please give us a call on 01277 508999 or email us at santhemresidences.co.uk today.

*Say Yes! to a retirement
unlike any other
Enquire now*

01277 508999
santhemresidences.co.uk

We look forward to hearing from you.



SANTHEM
RESIDENCES

Santhem Residences (Shenfield) Ltd
Registered office: Kingfisher House, 2 Woodbrook
Crescent, Billericay, CM12 0EQ
Registered in England & Wales: 10091064

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