Tenure options

What are the tenure options available to me?

322 homes are available. Homes will be available for outright purchase and social rent, with a number of shared ownership options. (Shared Ownership is where you buy a proportion of your home, then pay rent on the unpurchased portion).

Are purchase and shared ownership homes leasehold or freehold?

Purchase and shared ownership homes are offered on a 120 year leasehold basis from July 2016.

Eligibility to live at the Village

What are the main eligibility criteria for living in the Village?

Our priority is to support residents over the age of 55 who are living in Coventry. We will also consider applications from outside the City if you have a strong local connection and wish to purchase outright or buy a shared ownership option at Earlsdon Park.

The majority of rental properties at Earlsdon Park will only be available for individuals with an assessed care need.

4 Costs associated with living in the village

What type of charges will we have to pay in the village?

Each home is subject to the following costs:

**Service Charge**: Costs associated with maintaining communal areas, such as: fire alarms, entry phone system and emergency lighting repair; communal area cleaning; rubbish collection, disposal and pest control; maintenance and replacement of equipment such as lifts; insurances; staff time for organising these services.

**Amenity Charge**: All heat, light and power to your home; all water and sewage services associated with each apartment and throughout the village.

**Maintenance of White Goods**: Costs associated with maintenance and replacement of integrated appliances (e.g. washer/dryer, fridge/freezer, oven, hob and extractor). You will be responsible for the maintenance of these after their respective warranties expire.

**Mobility Scooter**: Costs associated with maintaining your mobility scooter (if you own one) and have gained permission to use one, prior to moving to the Village. Please note class 1 & 2 mobility scooters are only permitted in the building and can be stored and charged in apartments or designated areas.

**Car Insurance**: If you drive a car, the cost of your insurance could change as you are moving to a different area. Please speak to your own insurance provider about how this could affect you.

**Community Charge**: A contribution towards the running of the Well-being Service, activity costs including staffing, a contribution towards the bistro, a contribution towards welfare benefits advice, 24-hour access to staff support in an emergency, and costs associated with running the communal areas. Full details will be given to you when you make your application.

**Car insurance**: If you drive a car, the cost of your insurance could change as you are moving to a different area. Please speak to your own insurance provider about how this could affect you.

Are the communal facilities free to use if you are a resident?

The village has a wealth of health and leisure facilities. Upkeep and general use of the facilities are covered as part of each resident’s service charge.

Meals and entertainment in the village facilities are set at an affordable cost on a pay-as-you-go basis.

Use of the gym will also be subject to an affordable charge.

Do we have to pay for activities in the village?

Yes. Whilst access to facilities in the village is covered by the residents’ service charge, membership of village activity clubs, participation in village entertainment and social outings need to be paid for so that costs can be covered.

Typical charges for classes such as arts and crafts range from approximately £1 - £5.

Many of the facilities rely on the support of resident and community volunteers. Providing the volunteer contribution is maintained, costs can be kept to a minimum.

What happens when I leave the Village or pass away?

If you leave your purchased or shared ownership home, it will be bought back by The ExtraCare Charitable Trust, which operates a waiting list of potential residents. The original purchase price of your home is guaranteed to be returned to you or your estate, minus a village refurbishments charge, an administration fee and any outstanding weekly charges. The village refurbishments charge applies only to homes that are shared ownership or outright purchased. This charge is built up over time and enables the Charity to pay for major repairs, replacements and improvements within the Village.

Please contact a member of the sales team to find out more information about this process.

Could I leave my home to a relative in the area who fits the age criteria and could they move straight in?

Yes. Whilst access to facilities in the village is covered by the residents’ service charge, membership of village activity clubs, participation in village entertainment and social outings need to be paid for so that costs can be covered.

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Please contact a member of the sales team to find out more information about this process.
5 Affordability

What happens if I am concerned about the cost of moving to the Village?
Our experience has been that some people worry that they will not be able to afford to move to the Village.

For many this concern is unfounded and ExtraCare will make every effort to ensure that the Village is affordable for you to move in, as follows:

- We offer a number of flexible shared ownership and rental options designed to meet your financial circumstances.
- Some village activities and costs are supported by the Charity and set at an affordable level for all.

The following costs associated with your Village residency may, subject to your circumstances, be eligible for support through appropriate housing and care benefits:

- Support with the rental and shared ownership costs of your village home (tenants and shared owners).
- Support with meeting weekly charges (all residents).
- Support with care costs (residents who are receiving care which has been assessed and agreed with ExtraCare and Coventry City Council).

When you apply for a place in the Village you may be invited to attend a meeting with our benefits advisor as part of your application process. Our specialist advisor can help you to access or update any benefits entitlements, guiding you through the process in complete confidence.

If you are concerned about costs, we want to help you. You can talk to ExtraCare’s own benefits team at the Village by phoning T: 02477 718000.

6 Village Homes

What does each village home consist of?
Each home has its own front door, kitchen, living room and one or two bedrooms. All homes have a spacious shower room with basin and toilet. A significant number of homes have their own balcony or patio.

Village homes have been carefully designed, combining traditional style with modern technology. The technology is designed to support your independence, safety and mobility in your own home without being obtrusive.

Key features in all homes include:
- Traditional front door with letter box.
- A front door which closes on its own in the event of a fire alarm warning.
- A spacious entrance hallway.
- Extra-wide swing doors to aid mobility for wheelchair users.
- Easy access kitchens with fitted electric hob and oven.
- Water taps controlled by levers for easy use.
- Electric power sockets and light switches mounted at a convenient height.
- Energy-efficient lighting.
- Standby electric lighting in case of power failure.
- Emergency call systems in rooms (linked to the staff team alarm system).
- Central heating and full double-glazing.
- Radiators which are protected to avoid scalding.
- CCTV connection to the Village entrance to enable guest entry.
- Connection points for satellite and terrestrial TV, radio and phone.
- A BT socket to enable broadband internet connection.
- Secure Proximity Key Card access to each home and public areas of the Village.

Key additional features in all outright purchase and shared ownership homes include:
- An enhanced kitchen specification to include an integrated washer/dryer, fridge/freezer, extractor fan and plumbing for a dishwasher.
- An enhanced tiling and décor specification in the kitchen and shower room.
- Under cupboard down-lighting in the kitchen.
- Chrome finish light switches.
- Chrome electrical fittings.
- Chrome internal door handles.

Can I enhance my home?

Yes, you are welcome to do this, at your own cost, and as long as you do not interfere with the structure of the building. You need to tell us of your plans in writing before carrying out any enhancements. Certain jobs will have to be carried out by qualified tradespeople and we will advise you on this matter. You, or your estate, may be asked to return the apartment back to its original condition upon leaving the village.

Do the apartments use gas or electricity?

Hobs and ovens in the homes run on electricity. Heating and water are run from a central village boiler which runs on gas. (You will be able to control the heating temperature in your home, personally).

Is there an emergency alarm in each home and is it linked to the Village Support Team office?

Yes. Each home has a two-way speech fob which will connect directly to the care team once activated. This is for use in an emergency only.

Can we access satellite TV?

Yes, a central satellite dish has been installed for the whole village. Residents can then pay a provider to access a satellite TV service if they wish (e.g. Sky).

7 Village Life

Will there be staff on duty in the village?

Yes. The ExtraCare Charitable Trust has a staff team in the village. In the case of an emergency only, the staff team will be available on site 24 hours per day. Qualified staff can provide care to those people who need additional support.

What communal facilities will be available in the village?
The full list of health and leisure facilities in the Village Centre includes:
- A reception area and main street with communal seating areas
- Village Hall
- Shop
- Library and I.T. Suite
- Café Bar and Bistro
- Well-being Suite
- Hair Salon
- Beauty Salon
- Hobby Room
- Art & Crafts Room
- Fitness Suite
- Games Room
- Assisted Bathroom
- Enriched Opportunities Suite (to support residents with dementia)
- Fully Accessible Toilet Facilities
Earlsdon Park Village

Can I have a pet?
Yes, you can have a pet, provided that you are able to manage the pet’s requirements and that you are able to make full arrangements for the pet to be cared for if you are unwell or away. You will need approval from the Village Manager if you wish to replace your pet.

Can my family and friends stay with me in my apartment?
Yes, as long as the person staying with you has their own residence outside of the Village i.e. their own home and address.

Is there a guest suite for friends/family to stay in?
There is a guest suite and visiting families and friends are welcome to use it. There is a reasonable charge for its use.

Are all the village facilities staffed or can I volunteer?
You are welcome to volunteer. Many of the facilities will depend on the involvement of residents and external volunteers, supported by ExtraCare’s own staff team. This keeps costs down and supports community participation in the running of the Village.

Essential services will be maintained by qualified ExtraCare staff.

Please note, some non-essential services or activities may only be available subject to demand or the availability of staff or volunteer resources. For example, this might influence the duration of the shop, restaurant, bar and well-being service opening hours, or the availability of some resident activities or specialist/luxury treatments.

Do you have a place of worship?
No. However, our villages welcome all faiths. Normally faith services are held in the Village Hall or communal meeting rooms as appropriate to residents’ wishes.

Will there be waste and recycling facilities?
Yes. Waste is collected from appropriate collection points in the village (e.g. from disposal chutes). Recycling facilities are also available.

Care and Well-being

Can I receive care in the village?
Yes, ExtraCare has a dedicated QCF (NVQ) qualified staff team on site. If you need care your needs will be assessed by ExtraCare and Coventry City Council (if assistance is needed to fund the care you require) and agreed with you. You can then access care through our staff as appropriate to your individual needs.

Care might range from a little help with everyday tasks up to extensive care during the day and night time.

For those residents who need significant care, we will work closely with healthcare providers and specialists to support the delivery of nursing and palliative care during the day and night time. The service can be arranged as part of your personal care plan and also needs to be agreed with Coventry City Council and the local Health Authority.

If I have dementia or a complex mental health condition can I still move in?
If you have dementia or a complex mental health condition we will still consider your application, subject to a full assessment to determine if we are able to meet your individual needs.

The village operates our Enriched Opportunities Programme®, a service specifically designed to support residents with dementia and other mental health conditions.

How many residents will be receiving care?
Up to a third of the community will be in receipt of care, ranging from a little help with everyday tasks up to extensive care during the day and night time.

Are there costs associated with the care I receive?
Yes. Your care provision will be assessed and agreed between yourself, ExtraCare and Coventry City Council (if assistance is needed to fund the care you require). We will then be able to advise you of the costs involved so that you can choose the care service you require to meet your assessed needs.

Our benefits advisors will also be able to advise you on how attendance allowance and disability living allowance can assist affordability. See section 5, page 4.

What is the Well-being Service?
ExtraCare has a multi-award winning Well-being Service which is run from the Village Well-being Centre. An ExtraCare Well-being Advisor is a qualified nurse who works from the Village and offers residents regular health checks which may include blood pressure checks, cholesterol and weight checks. Advice on diet and exercise can also be given individually. In addition, the Well-being Advisor will run regular well-being sessions covering advice on how to prevent falls, or information on how to cope with conditions such as asthma, diabetes or high blood pressure.

Our benefits advisors will also be able to advise you on how attendance allowance and disability living allowance can assist affordability. See section 5, page 4.

Who is The ExtraCare Charitable Trust?

Founded in 1988, The ExtraCare Charitable Trust is a registered charity. The Charity helps older people, particularly those who are frail or isolated, live fulfilling and independent lives in secure, affordable and high-quality homes as part of a network of inspirational communities.

The charity operates 14 retirement villages and 5 smaller housing developments around our Midlands base and further south.

Our vision is better lives for older people and our mission is creating sustainable communities that provide homes older people want, lifestyles they can enjoy and care if it’s needed.

At ExtraCare we have an Equality and Diversity Charter that we ask everybody to follow. This reinforces our commitment to treat everyone with dignity and respect.

To find out more about the charity and our villages, please visit www.extracare.org.uk

Did you know?
ExtraCare is a not-for-profit charity governed by a board of Trustees — experienced advisors in housing, care, business and finance who give their time and expertise voluntarily.

The charity’s surpluses are re-invested in helping to provide new ExtraCare retirement communities, upgrading our existing locations or supporting innovation and improvement in the services we provide.

ExtraCare is a member of Associated Retirement Community Operators (ARCO), a trade body representing more than 400 retirement communities across the UK.

info@arcouk.org
Joining in - Community, Volunteering, Friends and Jobs

How can I volunteer?
We have an active network of over 2,000 volunteers – their contribution is highly valued and is at the heart of our inspirational communities.

A number of the village facilities will depend on the support of volunteers, and joining in can be sociable, fun and deeply rewarding. Opportunities include helping to run facilities such as the café bar or gym, or supporting clubs and classes (for example, well-being sessions, choir training or IT classes).

Before the village opens we encourage people to be involved through volunteering, either to support our communal facilities or to help out in one or to help out in one of ExtraCare’s Charity Shops.

Volunteers (like all ExtraCare staff) may be subject to a police check that will be arranged and paid for by ExtraCare. This is a standard requirement and usually nothing to be concerned about.

To find out about volunteering at the village.
Please phone 0247 771 8040,
email earlsdon@extracare.org.uk

Contacting Us

Compliments and Complaints: Your feedback is important to us because our aim is to provide the best quality service possible. So if you have a complaint we’ll take it seriously and respond appropriately. If we’ve done something you like, please tell us. You can contact the Team on 0247 650 6011 or in writing at The ExtraCare Charitable Trust, 7 Harry Weston Road, Binley Business Park, Binley, Coventry, CV3 2SN.

Should you be unsatisfied with the way in which your complaint has been dealt with locally, you can write to us or email us at the address below:
Richard Keeley, Housing and Customer Engagement Manager, The ExtraCare Charitable Trust, 7 Harry Weston Road, Binley Business Park, Binley, Coventry CV3 2SN
betterlives@extracare.org.uk

This document can be provided in other languages, large print or audio on request.