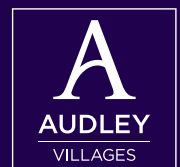




Renting at Audley Villages

It can only be Audley.





Welcome to Audley



The Audley Way

Our idea of retirement is different. At Audley you're in charge, which means you can live the life you love and keep your highly valued independence. Because when you've worked hard to become the person you are today, we believe you shouldn't have to change the lifestyle you're used to when you retire.

The highest levels of service

Audley is one of the fastest growing retirement village developers, with a wide-ranging portfolio of properties across the country. We pride ourselves on being the experts in building and operating luxury retirement villages in the United Kingdom.

Our aim is to ensure that every Audley owner receives the best service possible.

Years of expertise in designing, building and running our villages has enabled us to provide our customers with high quality apartments, cottages, houses and bungalows, yet we never stop learning.

Throughout the years, we have continuously improved our service by listening carefully to our customers' expectations and needs.

You are at the core of our business. You play the most important part in our development and strategy and we always ensure to use your feedback and comments constructively to make our villages the best places to live.






The Audley Club – Live Well, Stay Well

At Audley, living well and staying well is our number one priority, which is why when you move to one of our retirement villages, you automatically become a member of the Audley Club.

You will be looked after by our highly trained Audley Club team who have been chosen for their exceptional personal qualities and provide nothing less than a 'concierge' level of service – ensuring you get the most out of your Club membership.

We have also identified eight aspects of mental health and wellness, including emotional, social and intellectual, and have developed a comprehensive programme to support them.

These include:

-  Nutritional advice
-  Financial advice services
-  Nature/Outdoor walking
-  Creative workshops
-  Yoga/Pilates

What facilities are included in my rental agreement?

Extensive use of our facilities;

- Gym
- Sauna
- Steam room
- Swimming pool
- Bistro and restaurant (15% discount)
- Village activities and events
- Hairdresser*
- Guest Suite*
- Landscaped gardens

Plus the added peace of mind of:

- General Manager
- 24 hour staff presence
- On site CCTV Security
- 24 hour emergency call system

**additional charges apply*

The Audley customer charter

Audley seeks at all times to comply with the Associated Retirement Community Operators (ARCO) Consumer Code, which sets high standards for the Integrated Retirement Community sector. In addition, Audley has its own commitments to you:

Independent lifestyle

We will do everything we can to ensure that you live an independent lifestyle with the dignity and respect you deserve.

Stress-free living

We will make your life as easy and as straightforward as possible.

Keeping you informed

We will provide you with reliable and relevant information whenever needed.

High standards of service

We provide regular training to our village and care teams to ensure you get the highest possible quality of service.

Listening and feedback

We will ensure to always listen and take your comments into account and to exceed your expectations.

Clarity and honesty

We will always make sure to present you with clear and accurate information.



Breathing new life into neglected sites



Within Audley's ever-increasing portfolio of luxury retirement villages, we have a wide range of building styles, designed to blend harmoniously with the surrounding architecture.

In some cases, buildings are entirely new. In others, there is a mixture of converted historical buildings, and newly constructed properties that are mindfully designed to complement the older properties they surround.

Many of Audley's properties have listed status and generally tend to be located within conservation areas.

For some developers this would be a problem, but Audley embraces the historical and environmental constraints with huge aplomb and creatively restores a host of exceptional properties to provide owners with a genuinely superior selection of penthouses, apartments and cottages.

By identifying glorious, historic and listed buildings in need of renovation, Audley begins to create something very special. Preserving a piece of heritage and breathing new life into a building has forever been a passion for Audley, along with the desire to restore properties, presenting them with a new sense of purpose within a community.

KEY FACTS

Audley Cooper's Hill Rental



PROPERTY INFORMATION

Landlord	Audley Cooper's Hill Limited
Management Company	Audley Cooper's Hill Management Limited
Address	Cooper's Hill Lane, Englefield Green, Surrey TW20 0LJ
Tel. No.	01784 557 545
Property types	Two bedroom
Occupancy	All occupants must be permitted occupants
Tenure	Rental : 12 month minimum term
Eligibility criteria	Age from 55
Subletting	Subletting is not permitted
Care Provider	Audley Care Ltd

COST OF MOVING IN

Holding deposit	Equal to one week's rent. This reserves the property. Refundable minus any costs incurred
Tenancy Deposit	On satisfactory completion of references, we will require four weeks' rent in advance.

ONGOING COSTS PAYABLE TO AUDLEY

Rent	As per price list. Rent is collected monthly in advance.
Monthly management fee	Included in the rental price
Ground rent	Not applicable
Parking fee	£628.06 per annum

ADDITIONAL COSTS

Council tax	To be advised by local authority.
Contents insurance	Paid direct to the chosen provider.
Telephone	Customer to decide on provider.
Broadband	Customer to decide on provider.
Digital TV	Customer to decide on provider.
TV Licence	See www.tvlicensing.co.uk
Utilities	Cost dependent on usage.

KEY FACTS

Audley Cooper's Hill Rental



INSURANCE ARRANGEMENTS

Audley responsibility	Buildings insurance, Public Liability insurance, Employers' Liability insurance
Owner responsibility	Home contents insurance

CARE COSTS

Emergency call support	Included in the rent
Welfare visit	£17.38
Homecare 30 mins	£22.10
Homecare 45 mins	£24.83
Homecare 1 hour+	£31.50
Housekeeping 1 hour minimum	£20.79
Village companionship 1 hour minimum	£30.61
Sleep nights 10pm - 7am	£189.00
Live in care 24 hours up to 7 nights	Available through a care partner, details available on request

Additional charges apply for care services provided at night, at weekends and on bank holidays.
References: Audley Care Price list - Prices as of April 2024

COSTS UPON LEAVING

Ongoing charges	The owner or estate is liable for rent and parking fees for the fixed term period and notice period this includes when an owner passes away.
Repairs or redecoration costs	The owner should keep the interior of the property in good decorative condition. At the end of the tenancy it should be painted and decorated in accordance with best practice, and as outlined in the tenancy agreement. If this is not adhered to Audley has the right to deduct the cost of such works from the rental deposit.

Termination Notice One month's notice, following the original 12 month fixed term.

Audley Court Ltd,
Registered in
England and Wales

Company number
05160167

65 High Street, Egham,
Surrey TW20 9EY

www.audleyvillages.co.uk

Please note:
Fees stated are correct at
the date shown. The key facts
provide a summary only and
the referenced documents
should be reviewed in full.

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 Audley Villages.

Audley has the right to re-enter the property and terminate the Lease without affecting any rights which have accrued to it under the Lease, should any of the rents reserved by the Lease remain unpaid for 21 days (whether formally demanded or not) or the owner fails to comply with any of the customer obligations in the Lease. In these cases, Audley will act reasonably before seeking a court order to terminate the Lease. Audley Court Ltd February 2024. Last updated May 2024.



Step 3

Tenancy agreements

- Pay refundable tenancy deposit equal to four weeks' rent
- Sign your tenancy agreement
- Viewing of the property so you can sign your inventory and schedule of condition
- You will be provided with copies of paperwork for your records

Step 4

Welcome to Audley

- Once we have received confirmation references have been passed and your health assessment has been received, your tenancy start date will be confirmed
- The team will compile your tenancy documents for your approval and signature on day of move in and you will receive your keys
- The village management team will arrange a handover of your new home



Renting your property – a step by step guide

Step 1

Your first visit

- It begins when you book an appointment with the Audley team at your chosen village
- At the meeting your Audley consultant will ask you about your current circumstances and requirements
- You will receive a private village tour, or a virtual tour or indeed, a home visit if you're unable to visit in person
- You will be shown the village facilities including the restaurant and Audley Club, fully built properties, printed floor plans and a show apartment (village dependent)
- You will be taken through our fees
- You will be taken through our Key Facts document, which is included in this brochure and will be yours to take away

Step 2

Reserving your property

- To proceed with your reservation, you will be asked to pay a refundable holding deposit equal to one week's rent and sign a hold agreement form
- Complete reference and credit checks with our third party partner
- A mandatory health assessment will need to be completed. You will receive this by email shortly after your property is reserved. Please ask if you require this by post
- Agree a proposed tenancy start date. Please note this must be a minimum of seven days to allow for referencing and care assessment to be approved/returned
- Go through tenancy agreement with the Audley team and ask any questions





Building Your Property

Standards

Audley employs specialist architects, mechanical engineers, project managers, structural engineers and other specialists to ensure that each one of our developments is individually designed to meet your needs and to fit into its local surroundings. Each Audley village has a character of its own, yet they all have an exceptionally high standard of quality construction and finish in common, as well as beautifully designed grounds and landscaped gardens.

Every care is taken to build apartments and cottages to suit our customers' needs, from the design of the layout to the high specification of the kitchens and bathrooms. We want you to enjoy living within the development and for it to suit all your requirements.

We continually strive to improve your experience and we listen to what our owners tell us, which is why the design and the specification of our apartments and communal areas are constantly evolving.

Local impact

During construction we consider the wellbeing of all those that could be affected and try to minimise the impact of the construction process on our customers and the local community.

Our hoardings are clearly identified and are always properly maintained; our deliveries are made at reasonable hours and consider the local traffic, and we have a strong emphasis on Health & Safety.

During development we make every effort to use environmentally friendly materials and local sub-contractors. We also keep on-site waste to a minimum and segregate as much waste for recycling as is feasible.



Environmentally Sustainable Development

During the first concept design of an Audley village, the design team look for opportunities to incorporate sustainable, low energy and innovative design solutions in order to create communities which surpass carbon targets by a substantial margin.

Audley always proposes that combined heat and power units are used for the communal buildings and that ground source heat pumps are used in the accommodation blocks.

Together with levels of insulation that exceed building regulation requirements, we aim to exceed carbon emission targets by 46% in properties and 17% in the communal buildings. In order to achieve this, Audley is currently using a range of renewable and low carbon technologies across many of its villages.

These include:

- Solar Photovoltaic (PV) technologies
- Infrastructure for future electric car charging points
- Renewable air source heat pumps
- Ground source heat pumps
- Water conservation
- Combined heat and power
- Low energy lighting
- Embedded technologies
- Solar Thermal technologies
- Audley's policy on reduction of waste and pollution
- Sustainable urban drainage strategy



Frequently asked questions

Will rental customers be treated any differently to Audley owners?

In short, the answer is no. Simply customers will either choose to purchase a property or rent a property.

How will Audley address rental customers?

Customers who take a tenancy at Audley will be called Owners and customers who have purchased will continue to be known as Owners. It is very important there isn't a differentiation – all customers must be treated with the same service, standards and professionalism.

What fees are involved in rental?

We require the equivalent of one week's rent to reserve the property while we carry out referencing checks and complete the documentation. Should the rental not proceed, this reservation charge will be refunded minus administration costs. On satisfactory completion of references, we will require four weeks' rent in advance.

How much is the reservation deposit?

A £1,000 holding deposit is payable which is refundable minus any costs incurred should the tenancy agreement not be completed for any reason. You will pay a refundable tenancy deposit, equal to four weeks' rent. Rent is collected monthly in advance.

How quickly can I move in after I've paid my deposit?

Subject to a minimum of seven days to be agreed between you and the Audley team, to allow time for referencing and preparation of your tenancy agreement and inventory.

What's the minimum stay?

12 month minimum term on an assured tenancy agreement.

What do I need to pay before I move in?

Your first months' rent and your tenancy deposit are paid in advance.

Can I choose to pay rental fees in advance?

All rent is paid four weeks' in advance. If you'd like to pay for a longer term in advance, please discuss this with the Audley team.

Are there any other fees?

If you would like to bring a car, then a car parking fee will apply, on an annual basis – the current rate is £628.06 per annum, renewed annually and subject to RPI increases.

What date are rental payments due?

Recurring monthly payments based on the Tenancy start date. If you wish to change the rent due date to a day different to the start date, you can pay the additional amount pro-rata – this should be discussed with the Audley Team prior to commencement of the tenancy agreement.

Will I need to bring furniture?

Yes, all our properties are unfurnished so you can make your property feel like home. Apartments are carpeted and include a washer/dryer machine and integrated kitchen appliances – fridge, freezer, oven, hob, dishwasher.

Can I make changes to the property?

Whilst you are welcome to furnish the property to your taste, we ask that you do not make any permanent changes to walls or flooring, which would need to be corrected for a future tenant. If you wish to paint the property, it must be returned to a similar, neutral colour at the end of the tenancy – this can be agreed with the Village Operations Team.

Are utilities included in my rent?

All utilities will be billed separately. You are responsible for paying your own utility bills, council tax and television licence fee as well as arranging your contents and personal belongings insurance.

Will my home be looked after if I am away?

All properties are fitted with a smoke alarm linked to the central monitoring system. Some also have an intruder alarm, plus we have closed-circuit television cameras around the village. If you wish, we can also inspect your home while you are away.

How much notice do I need to give to end my rental agreement?

One month's notice, following the original 12 month fixed term.

What happens if I pass away?

If there are two people named on the tenancy agreement then responsibility for the rent is handed to the named person. Should the tenancy agreement be in one name, it is payable by the estate until the end of the fixed term period. If this has ended, the rent is payable for the notice period or until the keys to the apartment have been returned, whichever is later.

Do I have to complete a Health & Wellbeing assessment?

Yes, this is a mandatory requirement for all permitted occupiers as we need to know that we are able to provide care and support if and when it may be required. The appropriate assessment should be completed allowing a minimum of seven days before the tenancy start date to allow for the care assessment to be reviewed. We need to make sure that our care team are able to provide the support required. If ongoing care is required, please discuss this with the Audley team who will arrange a meeting with the wellbeing team.

What care and health & wellness services are included?

Emergency care via the call system is included, any additional wellbeing appointments are chargeable as per the Key Facts referenced in previous pages.

What assistance can Audley offer with downsizing and removals?

We are able to recommend our trusted partners – Senior Move Partnership and Bishops Move which would be at a cost to you.

Can I bring my pet(s)?

Yes, all well behaved pets are welcome as long as they do not cause problems with other owners, though we do ask that you let us know before you move in. There is no fee to bring a pet.

Can I smoke in my apartment?

No you are not able to smoke in your apartment.

Who can live with me in my rented apartment?

Those who are stated on the tenancy agreement as permitted occupiers. Any visitors have a maximum stay of 30 days. Should a professional live-in carer provide 24-hour support, we would require confirmation from the agency that they are employed to provide full time care.

As an owner do I get a discount in the restaurant?

Yes, when you move into your Audley apartment you automatically join the Audley Club which entitles you to 15% off in the restaurant.

Can I use the Audley Club facilities?

You will receive a complimentary membership to our club and its facilities. You will also have access to the owners' library and owners' lounge.

Can I stay at other Audley villages?

Yes, you can book the guest suite at any Audley village, subject to availability. You will also benefit from the Audley owner rate.



RENTING AT AUDLEY VILLAGES

For more information,
please speak to the
sales team.

www.audleyvillages.co.uk

Audley Court Ltd, Registered
in England and Wales Company
Number 5160167

Registered Office: Audley
Court Ltd, 65 High Street,
Egham, Surrey TW20 9EY

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