

Customer Guidance

This form highlights any anticipated costs that customers may be liable for during the first 10 years of ownership of their new home. This does not include such areas as mortgage payments, utility bills or home insurance, but covers potential anticipated costs of running and maintaining a home. These are projected costs and figures are correct as of current time. This document doesn't consider yearly inflation and could be subject to change.

In addition to the items noted below, Customers should follow the manufacturers guidelines and warranty requirements in order to maintain any appliances or fixtures within their new home.

Furthermore, whilst running in a new home, it is important to maintain good levels of ventilation whilst the structure is drying out. This could include the use of extractor fans in bathrooms and keeping trickle vents open on windows.

For further information, please refer to the Customer Service team.

Customer Information

Customer Name(s)	<input type="text"/>
Development	<input type="text"/>
Plot Number	<input type="text"/>
Flat / House Type	<input type="text"/>

The projected costs referred to overleaf are only estimates, are not intended to reflect all possible costs that a customer may incur and are provided for guidance only. Actual costs incurred may be higher or lower than specified and we accept no liability should actual costs incurred differ from those set out overleaf.

Please see overleaf

Indicative Anticipated Costs

Type of Cost	Nature of costs (e.g. replacement, servicing or maintenance)	Anticipated costs		
		for year 1	during years 2-5	during years 5-10
Ground Rent				

Other costs related to the tenure (e.g. landscaping, unadopted highways, etc)

Management service fees				
Event fees				
Other charges				

Charges related to integral plant and equipment (where not included in management service fees)

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Ground Rent - Ground rent specifically refers to regular payments made by a holder of a leasehold property to the freeholder or a superior leaseholder, as required under a lease.

Management Service Fee - This is part of the service charge payable to the management company in return for managing the leasehold property.

*Please refer to the summary of management agent information sheet in the reservation pack for further information

Event Fee - An Event Fee is a fee payable under a term of or relating to a residential lease of a Retirement Property on certain events such as resale or sub-letting. An Event Fee is sometimes referred to as an exit fee or transfer fee.

Estimated costs for maintaining the property

Type of Cost	Nature of costs (e.g. replacement, servicing or maintenance)	Anticipated costs		
		for year 1	during years 2-5	during years 5-10
Heating				
<input type="checkbox"/> Electric				
<input type="checkbox"/> Gas				
<input type="checkbox"/> Radiators				
<input type="checkbox"/> Heat Pump				
<input type="checkbox"/> Private				
<input type="checkbox"/> Communal				
Appliances				
<input type="checkbox"/> Oven				
<input type="checkbox"/> Hob				
<input type="checkbox"/> Extractor				
<input type="checkbox"/> Fridge/Freezer				
<input type="checkbox"/> Washing Machine				
<input type="checkbox"/> Tumble Dryer				
<input type="checkbox"/> Wine Cooler				
<input type="checkbox"/> Other				

Type of Cost	Nature of costs (e.g. replacement, servicing or maintenance)	Anticipated costs		
		for year 1	during years 2-5	during years 5-10
Internal				
<input type="checkbox"/> Floor Covering				
<input type="checkbox"/> Bathroom Sealant				
<input type="checkbox"/> Kitchen Sealant				
<input type="checkbox"/> Other				
Garden / Boundary				
<input type="checkbox"/> Stone/Brick facade				
<input type="checkbox"/> Timber Fencing				
<input type="checkbox"/> Timber Bin Store				
<input type="checkbox"/> Hedging				
<input type="checkbox"/> Balcony decking				
<input type="checkbox"/> Roof decking				
<input type="checkbox"/> Roof				
<input type="checkbox"/> Other				
<input type="checkbox"/> Other				

Type of Cost	Nature of costs (e.g. replacement, servicing or maintenance)	Anticipated costs		
		for year 1	during years 2-5	during years 5-10
External Structure				
<input type="checkbox"/> Render				
<input type="checkbox"/> Brick				
<input type="checkbox"/> Stone				
<input type="checkbox"/> Other				
Additional Fixtures				
<input type="checkbox"/> PV Panels				
<input type="checkbox"/> EV Charger				
<input type="checkbox"/> Other				
<input type="checkbox"/> Other				