

Belong Limited

KEY FACTS – RENTAL 2024/25

**Sandstone Apartments
At Belong Chester**

36 City Road
Chester
CH1 3BG



BELONG

CHESTER

1. Property details	
Sandstone Apartments	Belong Chester, 36 City Road, Chester CH1 3AD
Operator	Sandstone is operated by Belong Limited, a not-for-profit provider of care villages. They were opened in 2022.
Property type	23 apartments located in one four-storey building. In total, there are 16 one-bed apartments and 7 two-bed apartments. These are distributed so there are a mix of one and two-bed apartments across all floors. Apartments are available to rent or buy, or via our shared ownership scheme, and have been pre-owned/pre-rented.
Apartment specification	<ul style="list-style-type: none"> • Kitchen - fully fitted contemporary units tiled from above work tops to underside of wall units, integrated/built-in oven, hob and cooker hood. • Heating - heating and hot water is provided from a central plant room. • Bathrooms - white sanitary ware with chrome taps, part-tiled walls. Walk-in shower with shower seats in all apartments. • Electrical - graphite plastic sockets and switches to most areas. Wiring for TV aerial and satellite TV sockets to lounge and bedroom; compatible with Freeview, Freesat+, Sky+ and FM/DAB radio. Telephone sockets to lounge and bedroom.
Building code	Not available.
Status of unit	Previously occupied.
Occupancy	1-2 people in a one-bed, 1-3 people in a two-bed. All apartments are subject to an additional person rate wherever there are two people in a one-bed or three people in a two-bed.
Tenure	Rented.
Nomination arrangements	None; contact the operator (Belong).
Care provider	Care packages can be arranged through the Chester branch of Belong's registered home care service, Belong at Home. Care is offered by Belong at Home but apartment tenants are free to choose other providers.
2. Cost of moving into the property	
Reservation fee/deposit	Belong does not apply a reservation fee or deposit.
Apartment rent	See ongoing charges (section 4) below.

3. Charges when leaving the property	
Transfer fee	Subject to reasonable deductions for any repairs, arrears and legal costs.
Administration fees	Belong do not charge a re-rental administration fee.
Ongoing charges	Rent and community fee charges are due until the property is vacated.
Repairs or redecoration costs	Apartments are checked on moving in and moving out; any costs involved in repairing damage to the apartment may be charged to the customer on moving out.
4. Ongoing charges payable to Belong Ltd	
Apartment rent	<p>Pricing depends on size and location in the building, as well as any features such as balconies, and the range is shown in the table below.</p> <p>1-bed rent from £930 to £1,367 per month</p> <p>2 bed rent is £1,339 to £2,085 per month</p> <p>A member of the Belong team will confirm the cost for available apartments at the time of your enquiry.</p> <ul style="list-style-type: none"> • Rents increase annually, with any increase applied on 1st April. • All charges are payable monthly in advance by direct debit. • Charges stated are correct at the date shown but may change annually or at other intervals over the period of residence. <p>Charges are subject to an additional monthly community fee and additional person rate (where applicable).</p>
Community fee	<p>There is an ongoing monthly community fee of:</p> <ul style="list-style-type: none"> • £603 per month for a one-bed apartment • £684 per month for a two-bed apartment <p>The community fee is payable monthly, until the property is vacated – see below for what is included.</p>
Additional person fee	An additional person fee of £56 per month is payable if there are two people in a one-bedroom apartment, or three people in a two-bedroom apartment.
Utility bills	Gas, electricity and water bills to the apartments are included in the community fee (tenants will not need to pay utility companies separately for these).
Response service	A 24-hour emergency response service is included in the community fee.
Daily check	A daily checking service is available on request, covered within the community fee.
Building insurance	Building insurance is included within the community fee.

Building maintenance	External fittings and finishes are maintained by Belong out of the community fee.
Cleaning	Cleaning and maintenance of communal areas is managed by Belong under the community fee; tenants are responsible for internal cleaning and maintenance of their apartment.
WiFi	Free wireless broadband - wireless 'hotspot' facilities are available throughout the village.
Phone connection and bills / Broadband connection	Phone and broadband is provided by Belong, based on a fair usage policy; calls exclude international and premium numbers.
Reserve fund	The community fee includes a contribution to the reserve fund for future major repairs.
Management costs	A contribution to Belong's management costs is taken from the community fee.
Bin collection	External rubbish collections are included in the community fee.
Additional information about the community fee	Please see Annex to the Key Facts at the end of this document with further details in relation to the community fee.
5. Additional discretionary charges payable to third parties	
Support packages	<p>Care packages for personal living support can be arranged through Belong at Home Chester or from alternative providers (discretionary charges apply).</p> <p>Where Belong at Home provides this service, the minimum visit is 30 minutes and current rates are:</p> <ul style="list-style-type: none"> • £23.50 – 30 minutes • £29.25 – 45 minutes • £35.00 – 60 minutes <p>Rates are charged double on bank holidays and £1 per hour premium at weekends.</p> <p>Charges are subject to a needs assessment and confirmed in writing.</p> <p>Fee levels are reviewed annually and any changes applied from 1st April, with 28 days' written notice of any change.</p>
Charges for Nursing care	Nursing care is not provided to apartment tenants by Belong or Belong at Home.
6. Charges payable to Belong for additional discretionary services	
Activities / day care	Apartment customers who need more support to join in with activities can do so by taking advantage of our Experience Days service, which is a facilitated programme for small groups, typically taking place from 10am – 4pm. The cost of this service is £86.50 per day.

Exercise service	Additional charges apply for this service; details are available from the village's exercise specialist.
Therapy treatments	Additional charges apply for this service; details are available from reception.
Internal cleaning	Additional charges apply for this service; details are available from reception.
Hair salon	Discretionary charges apply. Apartment customers are eligible for a 15% discount.
The Bistro	Discretionary charges apply. Apartment customers are eligible for a 15% discount.
Handyman service	Additional charges apply for this service; details are available from reception.
Laundry service	Additional charges apply for this service; details are available from reception.
7. Additional discretionary charges payable to third parties	
Council tax	Council tax is payable to Chester West and Chester Borough Council. One-bed apartments are Band C and two- bed apartments fall under Band D.
TV Licence	See www.tvlicensing.co.uk
8. Insurance arrangements	
Responsibility of the operator	Buildings insurance and Public Liability insurance is included in the monthly community fee.
Responsibility of the owner/tenant	Home contents insurance: tenants are encouraged to arrange their own home contents insurance. This is not covered by the Community Fee.
9. Reserve Fund	
Reserve Fund	The balance of the Reserve Fund at 31 March 2023 was £32,965. Please see Annex to the Key Facts at the end of this document in relation to the Reserve Fund.
10. Restrictions on renting the property	
Restrictions on renting	Residents must satisfy age/health criteria.
11. Other information	
Charges	Charges stated are correct at the date shown but may change annually or at other intervals over the period of residence.
Further advice	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.

Fixtures and fittings	All Belong apartments are unfurnished and exclude white goods.
Date	Last updated April 2024.

Annex to Key Facts – Community Fee	
What service does the Community Fee cover?	The charge covers Building maintenance, Building insurance, Cleaning and maintenance of communal areas, Water, Gas, Electricity, 24-hour emergency response service, Contribution to the reserve fund for future major repairs, Bin collection, Daily check (on request), a contribution to Belong's management costs.
Is the charge 'fixed' or 'variable'?	The charge is 'variable' in that it changes every year according to changes in actual costs only. Any increase in the Community Fee is capped at 3% above the Retail Price Index figure for November.
When does the Community Fee change and with how much notice?	The Community Fee changes on 1 April every year. Tenants receive at least 28 days' written notice of the new charge.
What happens if Belong is unable to provide a service covered by the Community Fee?	We would manage any significant failure to provide a service to minimise disruption to tenants (e.g. by making alternative arrangements).
Is any of the Community Fee payable before moving in?	The Community Fee is payable monthly in advance.
Is any part of the Community Fee held in trust?	The Community Fee fund is held on behalf of the tenants; Belong does not use it for any other purpose.
When are tenants informed about the Community Fee budget and accounts?	Tenants receive the Community Fee Accounts for the previous financial year in September. In March, tenants receive a draft Budget for the financial year starting in the following April.
Can tenants influence the Community Fee and the services offered?	We hold regular tenants meetings which provide an opportunity for tenants to provide feedback and ideas in relation to services and raise questions in relation to the community fee. However, the setting of the community fee is cost-driven to ensure sustainability of Belong services and is part of the budget-setting of the organisation.
How do we manage any annual surplus or deficit on the Community Fee account?	Any deficit on the account ('underpayment') may be recharged to tenants. Any surplus ('overpayment') is not refunded to tenants but applied to the Reserve Fund to contribute towards future repairs at the village.
Are the latest itemised charge budget and accounts available?	Copies of the current annual budget and the latest available annual accounts are available on request.

Annex to Key Facts – The Reserve Fund

What is the Reserve Fund?	The Reserve Fund is a contingency or reserve fund used to offset the cost of major repairs or replacements in the future, such as lifts, roofs, windows, doors, driveways, paths, heating systems, and fencing. Contributions to the costs of major repairs, replacements and improvements within the community are collected through the Community Fee payable by tenants.
What processes are in place to assess future capital expenditure needs?	Professional surveyors carry out regular site inspections for Belong to determine future capital investment needs. A rolling capital investment programme is in place to ensure that the properties are always safe and maintained in good condition.
Will tenants be liable for further charges if the Fund is unable to cover the full costs of major capital works?	If there is any unforeseen need for capital investment and it cannot be met from the Reserve Fund, Belong would cover the costs and seek to recover these through future increases in the Community Fee.