



# St. George's Court

🏠 Owners' Handbook - 2020/21



*Independence within a supportive community*





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## The Concept

*Our aim has always been to facilitate the independence and well being of the people who live in the "Courts"*

Retirement Security was founded in 1983, pioneering the concept of ownership of **Very** Sheltered Housing in the UK.

Owning an apartment at one of our Courts means you have a share in the Owners' Company so you maintain control of where you live. RSL's unique model gives you a real voice in the management of your Court. A Board of Directors, elected by you and your fellow owners, controls budgets and staffing on your behalf so you can be sure that your surroundings are beautifully maintained and your capital is protected.

You can simply relax and enjoy the benefits of the extensive services and support provided by a friendly and dedicated team of people, including:

The Court Manager - responsible for the smooth running of the day-to-day tasks at the Court such as maintenance, re-sales and most importantly, the wellbeing of owners and staff.

The Services Manager for your Court acts as Company Secretary for the Owners' Company and is the principal link with Retirement Security. Your Services Manager is also there to support the Court Manager with the operational activities of the Court.

Additionally there is a team of Duty Managers on rotation, providing 24-hour support and giving you peace of mind that someone you know is always at hand.

A team of Housekeeping Assistants provides one and a half hours of domestic help each week to the owners of every apartment, as well as keeping the communal areas clean and tidy.

Each RSL development has been carefully considered to provide the very best of comfort and practicality; with features discreetly designed to meet your requirements and make a real difference to daily living.

*Expertly designed properties and a range of services in our Courts mean that our Owners know their changing needs will always be met.*

With the maintenance and housekeeping taken care of, you can do the things you want to do; whether that's catching up with neighbours over a coffee in the Lounge, enjoying a freshly prepared meal in the dining room or discovering new hobbies.

Live the way you choose in a place designed with independent living in mind.

Bob Bessell  
Chairman



# St. George's Court (Sutton Coldfield) Ltd.

St. George's Court (Sutton Coldfield) Ltd. is a, welcoming and friendly 'very sheltered' development comprising of thirty five apartments and 14 bungalows. We are situated in a quiet cul-de-sac in Four Oaks which is located in the Royal town of Sutton Coldfield. The Court overlooks both the Four Oaks cricket club and Hill Hook nature reserve.

St Georges Court is known for the excellent food served in our restaurant every day, as well as during evening events. We host many social events and activities which all Owners and their friends and family are welcome to enjoy.

St Georges Court is a small community with a family feel where there is a familiar and friendly face at hand; 24 hours a day and Owners can maintain their independence in a safe and secure environment.

## **Court Manager – Miss Rachel Duffy**

Miss Rachel Duffy is responsible for the day-to-day running of St George's Court; she is available Monday to Friday and other times by appointment.

## **Services Manager**

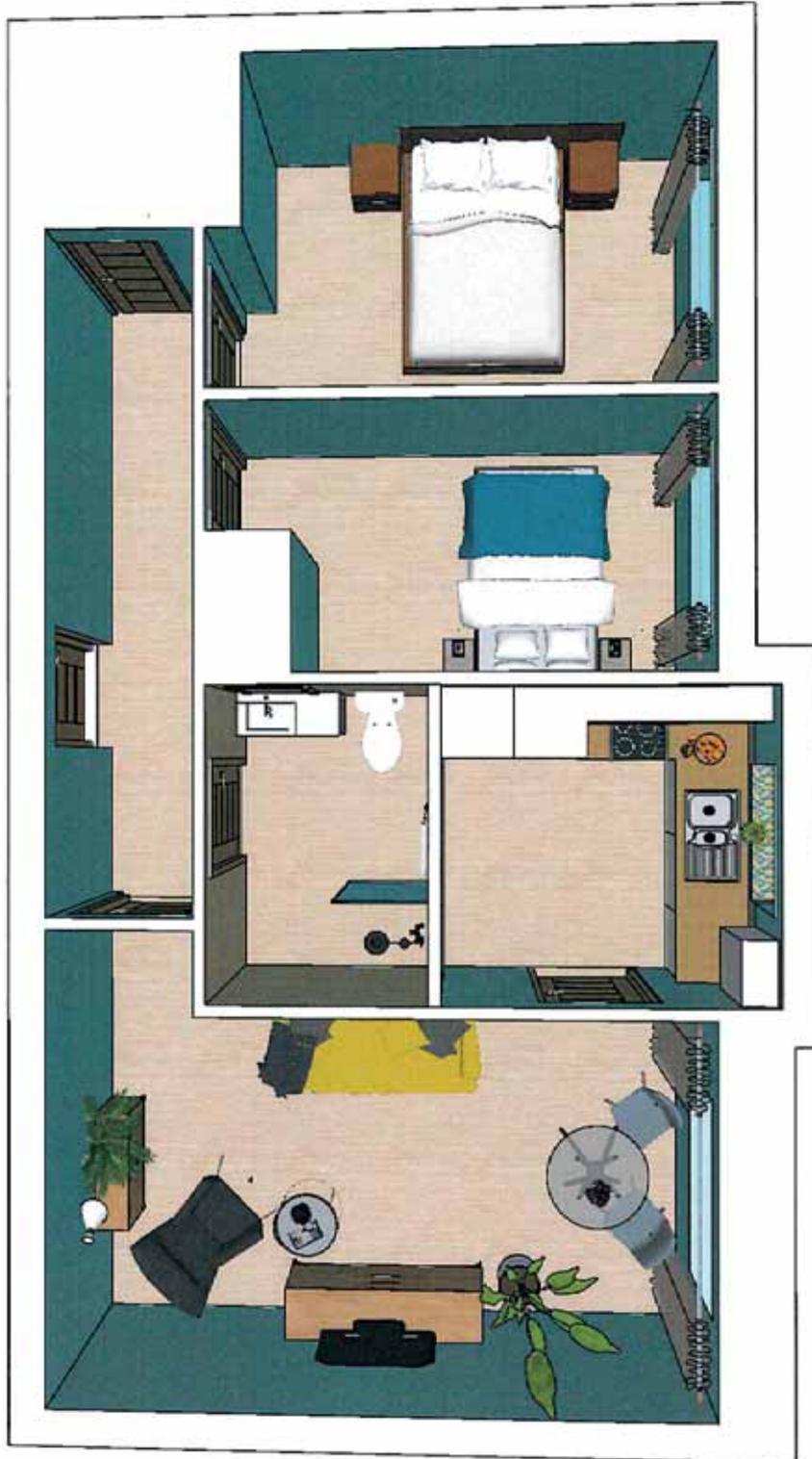
As well as serving the Board of Directors, as their Secretary, the Services Manager also has responsibility for advising individual owners, on a confidential basis, about their entitlement to welfare benefits.

An owner who wishes to see the Services Manager about any matter should leave a message at the St George's court office, or telephone Retirement Security Ltd on 0800 389 9384.





# A typical property at St. George's Court





# Rates and Charges

## Rates & Charges for the Financial Year 1st April 2020 – 31st March 2021

| The Service Charge             | £      |
|--------------------------------|--------|
| Per day                        | 16.10  |
| Per week                       | 112.70 |
| Per month (for standing order) | 489.71 |

### Guest Suite (per night)

|           |       |
|-----------|-------|
| Single    | 40.00 |
| Double    | 55.00 |
| Extra Bed | 7.00  |

### Meals

|               |                    |      |
|---------------|--------------------|------|
| Owners' Lunch | Monday to Saturday |      |
| 2 courses     |                    | 6.55 |
| 3 courses     |                    | 7.20 |
|               | Sunday             |      |
| 3 courses     |                    | 8.10 |

|              |      |
|--------------|------|
| Tea/Coffee   | £    |
|              | 0.40 |
| Tray service | 1.00 |

### Laundry

|      |      |
|------|------|
| Wash | 1.30 |
| Dry  | 1.30 |

### Additional Housekeeping Assistance

|                             |       |
|-----------------------------|-------|
| 8.00am to 6.00pm (per hour) | 11.75 |
| 6.00pm to 8.00am (per hour) | 12.77 |

### Non Emergency Call-Out Of Duty Manager

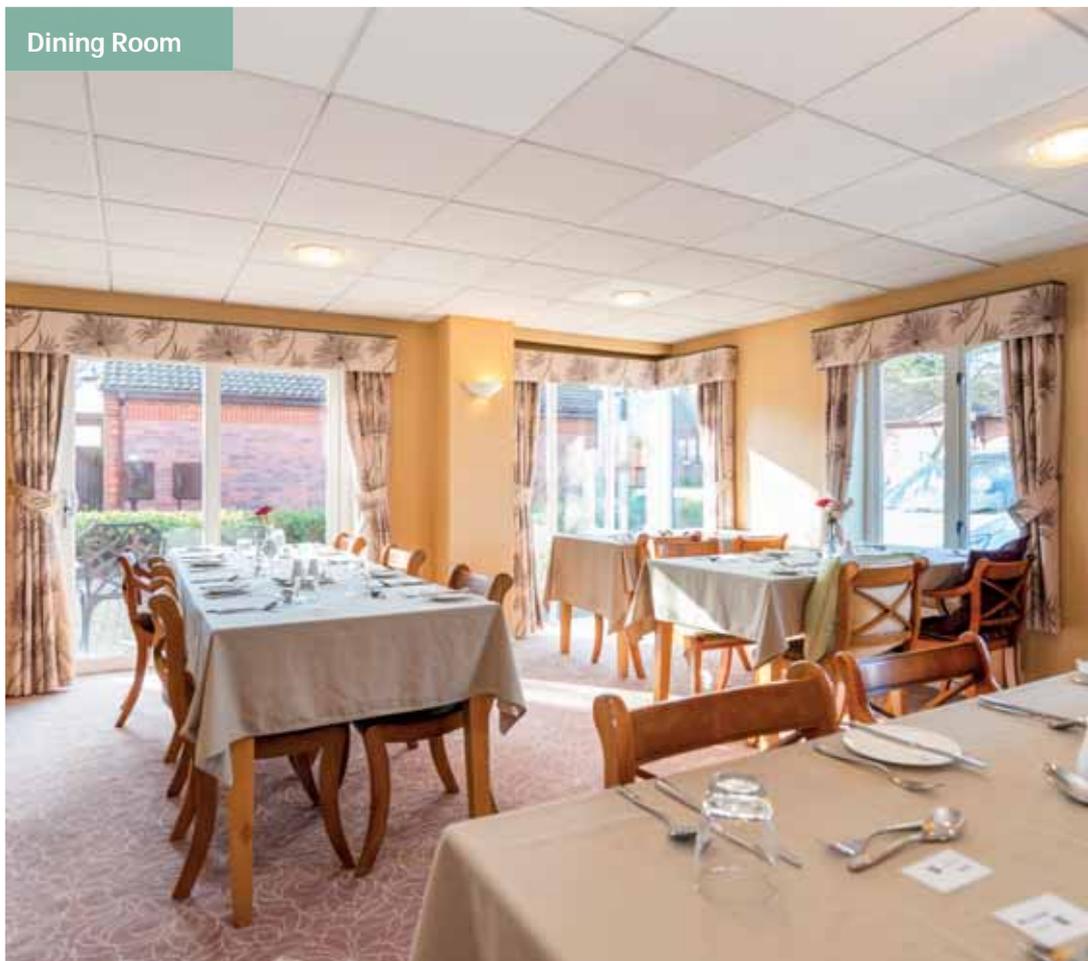
|                             |       |
|-----------------------------|-------|
| 10.00pm - 8.00am (per hour) | 15.01 |
|-----------------------------|-------|

|                        |      |
|------------------------|------|
| Photocopies (per page) | 0.05 |
| Telephone/Fax          | 0.20 |

Guest Suite



## Dining Room



Our beautifully designed dining room is a place to enjoy a menu of freshly prepared food, using local produce.

## Lounge



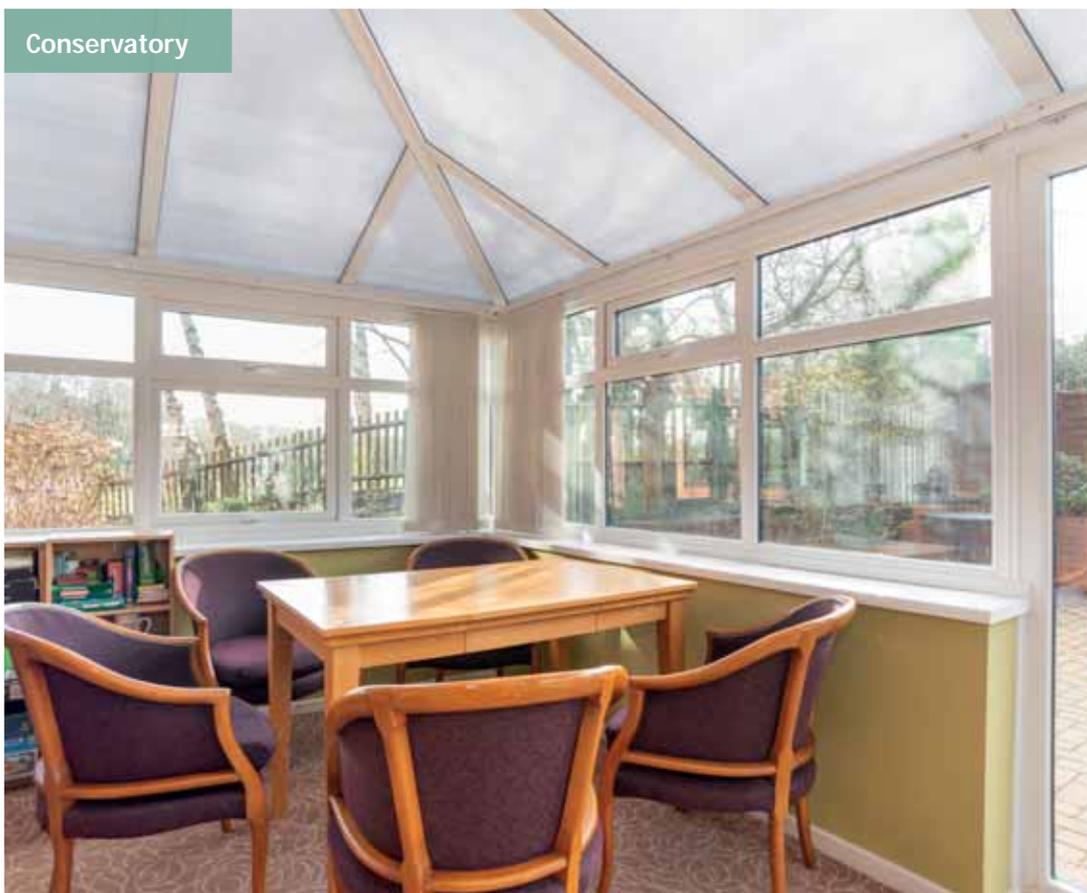
Relax and enjoy a cosy chat with fellow Owners over a cup of coffee and biscuits or catch up with friends and family.

## Garden

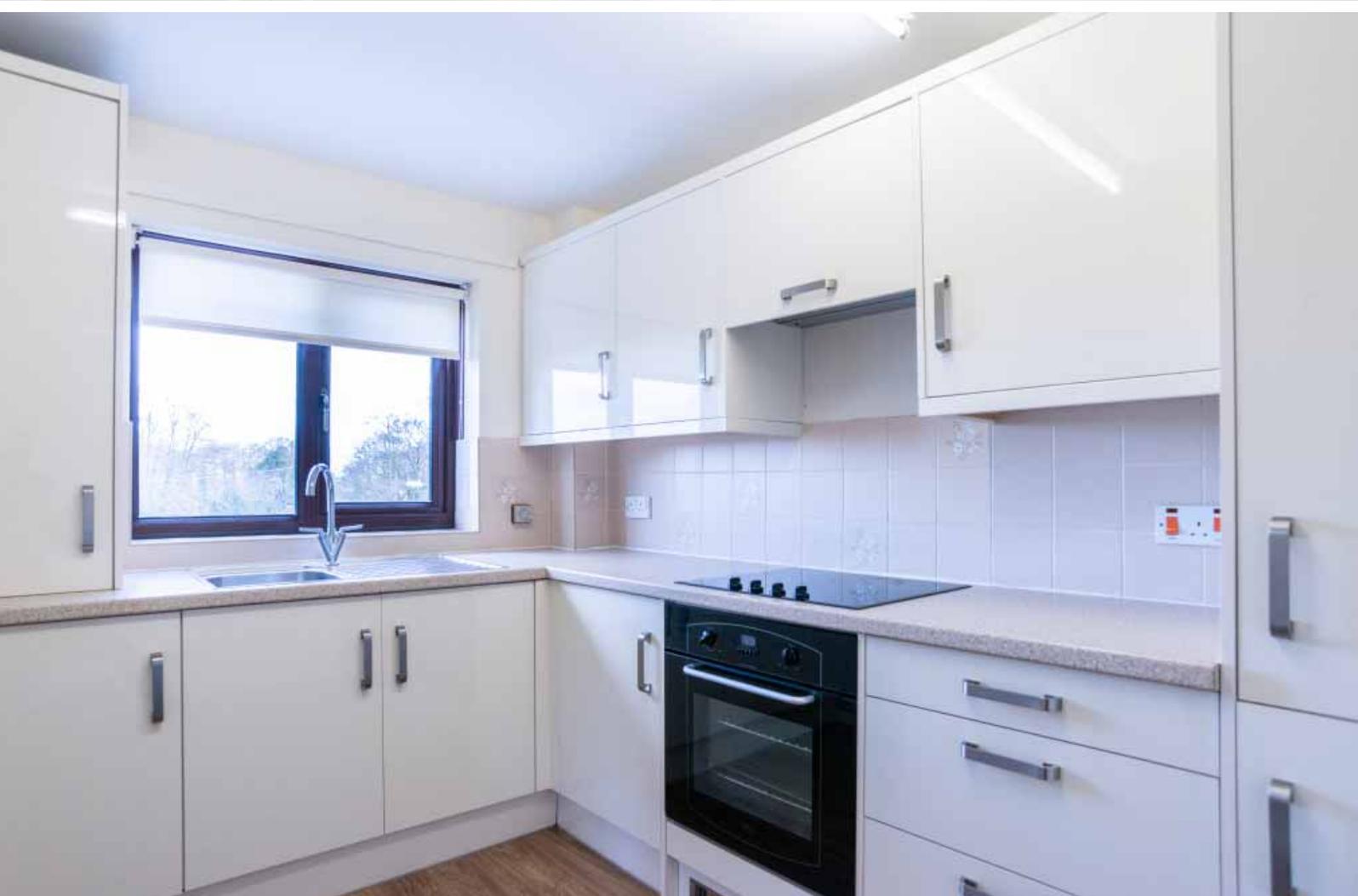


Our beautifully kept private gardens are the perfect place for a leisurely stroll to while away a warm afternoon with friends.

## Conservatory



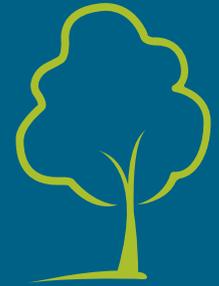
A great place for social gatherings such as playing cards, or games. Alternatively relax and take in the views of the garden and surrounding area.



Can't find what you're looking for?  
Contact reception at St George's Court on:

0121 352 0023

# Services



|                             |           |  |           |
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# Service Arrangements

## SAFETY AND WELFARE

### Alarm Call System

An alarm call system is fitted in each dwelling and its maintenance is included in the Service Charge. There are orange pull-cords in every room of the whole development and an orange pull cord is located in the hallway of each dwelling, enabling Owners to speak to the Duty Manager at any time, day or night. Owners are asked to restrict calls to emergencies only between 10.00pm and 8.00am.

### Daily Checks

It is the policy of the Court to check on a daily basis that each Owner is safe and well. This is done by placing a courtesy call sometime after 4.00pm each day to any Owner who has not been seen by, or had contact with, staff during the earlier part of the day. If any Owner does not wish to receive this courtesy call in the event that no-one has been seen or heard from them, they are requested to sign a disclaimer, certifying that this is their wish. All disclaimers will be reviewed at minimum on a 6 monthly basis and the Owner requested to sign a new disclaimer if it remains their wish not to be contacted. Please note that this disclaimer does not exclude the Owner from receiving a response in the event of using the emergency call system, or exclude the Owner from receiving contact if the Duty Manager has reason to be concerned about their safety or welfare. In these eventualities, the Duty Manager is bound to ensure the Owner's welfare regardless of any disclaimer having been signed. In case of an emergency it is necessary for the Duty Manager to know whether a dwelling is inhabited during the night. Owners should notify the Duty Manager when they are to be absent for one night or more.

### Door Chains and Locks

The door chain currently fitted is specifically designed to allow staff to gain entry using a key. Such approved door chains available via the office may be fitted, but additional door security chains and locks may not be added or locks changed to an Owner's dwelling since this would prevent access by the emergency services and staff in case of an emergency and could make the Owner liable for the cost of any resulting damage such as from a fire or a flood. Carer key boxes may be fitted and the associated key codes held securely in the office.

### Keys

Each Owner's front door key will also open the door to the main building, which is kept locked from dusk until morning. Duplicate keys can be ordered from the office at the cost of the Owner. Visitors should operate the call switch at the front door to be admitted by the Duty Manager on duty. Duplicate keys must only be obtained from the Manager.

### Security

At dusk and until 8.00am, the main entrance doors are generally kept locked and Owners have keys to these, but visitors will need to contact the Duty Manager for admission by operating the switch on the wall between the inner and outer doors. All visitors, including Owners' friends, relatives carers, tradesmen etc. are asked to sign the visitors book, both on arrival and departure. The Duty Manager will ensure that all doors are locked at dusk each evening, but Owners are asked to ensure that their own dwellings are secure every time they leave them.



Owners who detect anything suspicious should contact the Duty Manager by pulling the alarm cord in their dwelling. Owners going away on holiday, even for just an overnight stay, should let the Duty Manager know.

### Reception Doors

For ease of opening the front doors are operated by push pads, this service is suspended at dusk.

### Staff Cover

The premises are never left unattended. There is a Duty Manager on site and on call day and night. Between 10.00pm - 8.00am, it is expected that the Duty Manager will only be called in case of emergency. This cost will be met by the Court. Any non emergency call outs between these hours will prompt a consultation with the Owner or their representative and subsequent non-emergency call outs may be charged to the individual Owner.

## REPAIRS

### Alterations

Owners may not make any alteration, replacement, adjustment or renewal to their dwelling without the consent of the freeholder, Retirement Security Limited. Consent will not be unreasonably withheld.

Any Owner who wishes to undertake any alteration, replacement, adjustment or renewal to their dwelling should in the first instance discuss it with the Manager. Safety and the welfare of the Owners will be a major consideration in reaching a decision. For example, to avoid falls by Owners, loft ladders may not be installed and Retirement Security Limited has a policy of only allowing the installation of level access showers.

If the alteration, replacement, adjustment or renewal would impact upon other Owners, the views of the Owners' Company will be taken into account by the freeholder when making the decision about the proposal. This is particularly relevant to the removal of the bath to install a shower, about which there is abundant evidence to show that "level access" showers are much more user-friendly and safer than showers which incorporate a step and would have insurance implications if Retirement Security Limited authorises a shower which subsequently is the cause of an accident. Accordingly, Retirement Security Limited, as Freeholder will not give permission for the installation of a shower which incorporates a step.

It is understood that this may cause difficulty as many plumbers are still not familiar with the range of "Walk-in Showers" which are available and so Retirement Security Limited offers a free consultancy service on building alterations.

There is a form of application to be completed by the Owner which is available from the Manager. This form should be completed, and freeholder approval obtained, prior to any addition, alteration, replacement, adjustment or renewal within Owners' dwellings and communal areas. This would apply to any part or element other than personal or moveable chattels. Replacement would not include minor items such as light bulbs.

Owners considering an alteration to their dwelling should refer to Retirement Security Limited's guidance booklet available from the Court Manager, prior to contacting their chosen contractors. If in doubt, advice can be obtained from the Court Manager or the Services Manager.



### Fund for Future Maintenance

A proportion of the Service Charge is set aside for future repairs and refurbishment, as prescribed by the lease. It forms part of the funds of the Owners' company and is shown in the accounts. It is invested on behalf of and can only be spent for the benefit of the Court. This fund is for future repairs and it is in the interest of current Owners to ensure it is maintained at the level recommended by the Court Surveyor, since the resale value of individual dwellings is adversely affected if there are insufficient funds available to carry out future repairs as they arise. Fund for Future Maintenance value at year ended 31st March 2019 was £234,162. Future liabilities are assessed regularly by the Court Surveyor. If the fund is insufficient to cover any costs they will be recovered from owners through the Service Charge.

### Handyman

A Handyman is engaged to carry out everyday repairs in the communal areas and he will also do work for Owners at a price to be agreed with the Manager for each job, payable by Owners through the accounts of the Court. Contact with the Handyman may be made through the Duty Manager who also has information about a plumber and an electrician.

### Maintenance and Repairs

The Owners' company is responsible (under the terms of the lease) for the maintenance, repair and upkeep of all parts of the development other than the internal parts of the individual Owners' dwellings. This responsibility extends not only to the structural parts (main walls, roofs, foundations, timbers etc.) of all buildings (including the Owners' dwelling) but also to the internal parts of all common and communal areas within those buildings and all external hard and

soft landscaped areas. All the Owners share these costs through the Service Charge.

Owners are responsible for the maintenance and repair of the internal parts of their own dwelling and the fixtures and fittings situated within it.

Owners are also responsible for ensuring that their own dwelling is maintained in good decorative order and that it is decorated at least once every five years in accordance with the lease.

Under the terms of the lease, responsibility for day-to-day maintenance, repair and (where necessary) replacement of the sealed double glazing units to the windows rests with the individual Owners.

The following are the responsibility of the Owners' company.

- The redecoration and re-furnishing of the communal areas
- Maintenance contracts and equipment in communal areas
- All items of building maintenance, except the window frames and glass in the Private dwelling.

### Court Surveyor

The Court Surveyor is employed by the Owners' Management Company for the provision of expert and impartial advice on all aspects of land, property and construction matters. The Court Surveyor can provide a range of services including design, specification and supervision through to delivery of maintenance works.



The role of the Court Surveyor is to assist in the property management and maintenance obligations of the Owners' Management Company including a detailed review every five years of the life cycle costs likely to be incurred on maintenance and repairs throughout the life of the Court. This exercise informs the annual sum to be set aside to build up the Court's Fund for Future Maintenance. This is reviewed annually by the Court surveyor together with a review and identification of works and on-going servicing and testing necessary to ensure the Court remains in good repair.

The Chairman of Retirement Security Limited, or a member of Retirement Security's staff appointed by the Chairman is the freeholder's representative on all aspects of land, property and construction matters including health and safety and acts as a consultant to the Court Surveyor. A member of Retirement Security's staff and the Court Surveyor will often work in liaison on major projects and major reviews.

### **Court Design Services**

Retirement Security Limited employs a professional designer who is available to provide advice and support to the Owners' Company on all aspects of interior design work in respect to the communal areas of the Court. Courts are free to employ their own designer if they wish but the services of the Retirement Security designer will normally be available at no charge.

In the event of a major refurbishment project Retirement Security Limited may advise that additional professional support is required but any such appointment would only be made in consultation with the Owners' company.

### **Section 20 Consultation**

A proportion of the Owners' Service Charge is paid into a Fund for Future Maintenance to cover the cost of future repairs and refurbishment, as prescribed by the Lease. Owners will be consulted from time to time under the provisions of Section 20 of the Landlord and Tenant Act 1985 (as amended) (the 1985 Act) when the cost of proposed repairs or refurbishment - to be paid using the Fund for Future Maintenance - equates to more than £250 per leaseholder.

'Qualifying works' are defined by Section 20ZA of the 1985 Act as 'works on a building or any other premises' - that is, works of repair, maintenance or improvement

Section 20 consultation is also required for long term agreements of more than 12 months and amounts of more than £100 per annum for any one leaseholder.



## GOVERNANCE

### Board of Directors

A Board of Directors is elected by the Shareholders of the Owners' company. There are a maximum 5 Directors and a minimum of 4. Boards with four Directors must all be leaseholders and Boards with five Directors can include one non-leaseholder. One third of the Directors retire each year but may stand for re-election at the AGM. In the event that a vacancy occurs between AGMs, the remaining Directors may hold an Advisory Election or co-opt without an election until the next AGM. The duties of a Director are established by the various Companies Acts and the Memorandum and Articles of Association of the Owners' Company. Nothing in this handbook is intended to contradict or limit anything set out in those legal documents, which are binding. Individual Directors will also find that they are expected by other Owners to have a representational role which they can discharge either by speaking to the Manager informally or by having an item included on the agenda of the Board Meeting, but it would be inappropriate for an individual Director to give instructions to another member of the staff. A more detailed document regarding the role of the Directors can be obtained from the Court Manager, or from Retirement Security Limited. Retirement Security Limited are happy to advise current Directors, or Owners considering standing for election as a Director, about the role and duties involved.

### Director Training

RSL arranges training for all new Directors.

### VAT Relief for disabled people

A person who has a physical or mental impairment which has a substantial effect on their ability to carry out everyday tasks and a person who has a chronic illness (e.g. Diabetes) or a person who is terminally ill can claim VAT relief on the following

goods and services. Relief is not automatically available to a person who is elderly and/or frail.

In the event of difficulty or advice about claiming VAT relief, advice can be obtained from the Manager or the Services Manager.

#### What kind of goods can be relieved of VAT?

- i) Specially designed footwear, clothing and wigs
- ii) Artificial limbs and joints
- iii) Wheelchairs and walking frames and certain types of mobility scooters
- iv) Adjustable beds designed specifically for invalids
- v) Commode chairs, stools and frames designed for sitting over or rising from sanitary appliances
- vi) Chair or stair lifts
- vii) Hoists or lifters designed for use by invalids (this only applies where fitted within private dwellings)
- viii) Specially adapted or designed motor vehicles
- ix) Incontinence products
- x) TENS machines
- xi) Low vision aids and certain equipment to aid the hard of hearing (not spectacles or contact lenses or standard hearing aids)

#### What kind of services can be relieved of VAT?

- i) The lease of specially adapted or designed motor vehicles or any vehicle under the Motability scheme
- ii) Installation of relieved goods
- iii) Repair or maintenance of relieved goods
- iv) The construction of ramps and the widening of doorways or passages (including widening rooms)



- v) Providing, extending or adapting a bathroom, washroom or lavatory

**How does the supplier know to charge a VAT free price?**

A written declaration of eligibility is usually required by suppliers in advance of making the sale. Most suppliers of eligible goods will have the pre-printed declarations.

**FACILITIES**

**Car Parking**

Free car parking is provided in the blocked paved areas. Several dwellings are sold with garages. The use of the paved areas is non-exclusive under the terms of the lease.

**CCTV**

Surveillance of the main access areas at the Court is provided by closed circuit television.

**Common Rooms**

The use, furnishing, heating, decoration and cleaning of all the communal areas is covered in the Service Charge. The communal rooms may also be available for hire. For information, please contact the Manager.

**Gardens**

Apartments - The communal gardens are maintained as part of the services included in the Service Charge. The priority is to keep the gardens looking presentable and ensure the buildings are kept dry. Owners with gardens containing plants requiring specific care should make additional arrangements. Individual Owners must obtain permission from the Owner's Company before altering the planting scheme. A consultative gardening committee will be set up if sufficient are willing to contribute to its work.

Bungalows - The service charge also covers the maintenance of the Bungalow Gardens which involves cutting the lawn, trimming the hedges and cutting bushes and trees. Any plant specific care is the Owners responsibility. Some of the gardens have been adapted over time and unfortunately, the Court does not cover the maintenance of the extra requirements of these plants and structures and should you need to, external help can be sourced.

**Guest Suite**

There is a twin bedded guest room with an ensuite shower room. Owners may book this for their guests. The charge is set out on page 7. A light breakfast is also provided. The Duty Manager makes bookings, subject to availability. The Owner making the booking will be responsible for any consequential costs. Pets are not allowed in the guest suite. Arrangements can also be made for Owners to stay in the guest suite at the other Courts. Please consult the Manager or the Duty Manager.

**Heating**

Heating in the communal areas and servicing of communal gas appliances is included in the Service Charge. In individual dwellings a gas boiler provides heat and hot water. Owners are responsible for the gas boiler in their own dwellings and must ensure that it is serviced annually by a gas fitter, registered under the Gas Safety Register. Details of maintenance contracts can be obtained from the Manager. The servicing of the boiler can be arranged through the Manager. In the event of a mains power failure, a generator provides heat and light to the communal areas.



### Laundry

There is a laundry room equipped with token-operated washing and drying machines, the proceeds of which belong to the Owners' funds. There are also irons and ironing boards.

### Meals

Meals are not included in the Service Charge. However, a substantial meal is available to be purchased every day, usually at lunchtime, in the dining room. Guests are always welcome and any special dietary requirements will be catered for. A meal will be taken to anyone who is unwell.

Owners are asked to book meals at least twenty four hours before they are required, but every effort will be made to accommodate late requests. If Owners have special dietary needs, please discuss requirements with the Duty Manager. An alternative for any course on the menu is available if booked 24 hours in advance. Bookings for Sunday meals would be appreciated on Fridays. Coffee and Tea are available in the lounge on request to the Duty Manager at 4.00pm.

### Meters

Electricity Meters are situated remotely from the dwellings. Most gas meters are in a cupboard under the sink in the kitchen of each dwelling, but some are outside. Water meters, if fitted, are accessed outside the dwelling. All bungalows have external meters.

### Post Box

A post box is situated in the reception area and is emptied as a courtesy gesture at approximately 2.45pm daily.

### Social Groups and Activities

Owners can enjoy the company of staff and fellow Owners by getting involved with the social activities that each Court offers. Contact the Court Manager for details of what's on the social calendar.

### Telephone

There is a telephone connection point in the lounge and main bedroom of each private dwelling, to enable Owners to have a private telephone installed at normal telephone company rates.

### Television

Each private dwelling has an aerial point in both the lounge and main bedroom, connected to a communal aerial, except the bungalows which have individual aerials. Owners are responsible for their own television licences and any pay channels. Anyone over 75 years and receiving Pension Credit **is** entitled to a free television licence. Owners are requested to consider their neighbours when adjusting the volume on their radio and television equipment. Some dwellings have a connection to a satellite aerial and others can be connected to it at the cost of the Owner. Owners of bungalows may wish to ask for permission to erect their own mini satellite dish at their own expense.

### Window Cleaning

The inside of the windows of the private dwellings are cleaned by the Housekeeping Assistants as part of the ordinary service arrangements. Other arrangements are made to clean the inside of the windows in the communal areas and all of the outside windows. This cost is included in the Service Charge.

## COURT PROCEDURES

### Council Tax and Utilities

The Service Charge covers water rates for the communal areas. Owners are responsible for the



Council Tax, water charges, gas and electricity for their own dwelling. The Services Manager will advise and assist with claims for financial assistance.

### Dustbins

There is a bin area, which is available to the Owners. For everyday use, most Owners use a domestic pedal bin with plastic liners. Owners are asked to place all rubbish in the communal bin store in the relevant recycling bin or request a housekeeping assistant to collect. They are asked to notify the office if larger items need to be removed, such as packaging and boxes. Bungalows have their own dustbins.

If on moving in or out of a property there are a number of black bags of rubbish to dispose of, please take the excess to the tip and have the courtesy of leaving space in the bins for Owners normal rubbish. Moving contractors should be asked to take away boxes and packing.

### Electric Buggies/Electric Wheelchairs

There are Health and Safety considerations and restrictions regarding the storage and charging of electric buggies at the Court. Owners are advised to obtain a copy of the guidance notes and discuss these with the Manager prior to purchasing an electric buggy. It is requested that buggies are reversed into lifts to ensure the safety of others when exiting the lift. Buggies which are used outside should not be brought into the building. For information about the insurance of Electric Buggies, please see the section on insurance page 20.

Owners considering the use of a wheelchair should first discuss their mobility requirements with the Manager. Outside type buggies are unsuitable for negotiating around the corridors

and other communal areas. More internally friendly, powered models are available. Owners of buggies use the power supply in their own dwelling.

### Insurance

Owners often ask questions about the details of insurance and the following is a brief resume of insurance cover prepared in consultation with the insurance brokers used by Retirement Security Limited.

- **Buildings Insurance**

The Service Charge includes comprehensive insurance cover for all the business activities of the Owners' Company, such as Public and Employers' liability, money and frozen food belonging to the Owners' Company, engineering and directors' liability as well as the contents of the communal areas and the structural parts of all the buildings at the development (including the Owners' dwellings). The buildings insurance covers all the usual risks, including accidental damage, but Owners should be clear that these do not include damage arising simply through wear and tear. In-built fixtures (known as landlord's fixtures and fittings) such as sanitary ware, kitchen units and fitted wardrobes as well as internal decorations within all dwellings are also covered under the buildings insurance maintained by the Owners' Company. All insurance claims are subject to a £250 excess.

- **Contents Insurance for Owners**

Owners are responsible for obtaining their own policy for contents insurance, which should cover all of their personal possessions including furniture, carpets and curtains. (Summary definition – anything the Owner



would take away with them if they sold the dwelling). It is important to remember that some possessions of a valuable nature will need to be declared and specified separately for the insurance company.

Even if an Owner does not feel that the value of their contents justifies the expenditure, it is strongly recommended that a contents insurance policy is taken out as it is usual that a contents only policy will also include a liability extension which will indemnify the Owner against any miscellaneous claims brought against them by third parties for damages they may cause whether in their own home or outside. However, it is the responsibility of individual Owners to check this liability extension is included in their policy.

- **Owners' Buggies/Electric Wheelchairs**

Owners are advised that the Court insurance does not cover them for any accidents, loss or damage arising from the ownership and/or use of buggies and electric wheelchairs. It is strongly recommended that Owners take out insurance cover on the buggy/wheelchair that includes liability cover for the use of it by the Owner or anyone else who has permission to do so.

This cover can usually be obtained as an extension to the Owners' contents insurance but needs to be specifically requested. If the Owners' insurance company cannot provide cover the Manager can advise on companies that specialise in this cover.

Owners use the recharging facilities for their buggies and electric wheelchairs at their own risk. The Court insurance does not offer cover and the Court accepts no responsibility for any loss or damage to buggies/wheelchairs that may arise. The charging of batteries overnight should be avoided. It is strongly recommended that buggies and

electric wheelchairs are regularly serviced in line with the manufacturer's guidelines.

Retirement Security Limited has been advised that for the purposes of this statement, buggies and electric wheelchairs are mobility equipment with a maximum speed of 8mph and a value not exceeding £5,000. More substantial vehicles will need to be separately insured.

Buggies, Wheelchairs and Walking Aids are not to be stored in corridors or in any areas that the Owners' Company designates as unsuitable.

- **Additional Points**

Owners must ensure that their contents insurance covers their personal possessions for water damage through burst pipes and accidental damage. Owners are responsible for the maintenance of all items within the walls of their dwelling as defined in the lease. (The Manager has a copy of the specimen lease available in the office). If an insurance claim arises from an incident that involves an item Owners are responsible for maintaining, the cost of repair to that item will not be met. However, the insurance will cover the cost of all other damage to the building or other furniture and equipment in the communal areas, resulting from the incident that led to the claim. All Owners must contact the Manager immediately if they believe they have an individual claim on the insurance of the Owners' Company. Owners should make their own arrangement for contents insurance. Several providers offer specialist cover for retirement properties.

### **Health and Safety**

#### **FIRE INSTRUCTIONS**

A STAY PUT policy is in operation at the Court. The basis of this policy is that Owners should stay put in their dwellings if they hear a fire alarm and



assuming that the cause of the alarm is not their dwelling. In the event of a fire, further instructions will be given by Court Management on advice from the local Fire Service.

Should the local Fire Service decide that an evacuation is necessary the evacuation will be managed by them and they will guide and instruct as necessary.

Other instructions will be in place if an Owner hears the alarm and they are within the Court's communal areas. These instructions will refer to a safe place and will require Owners, visitors and staff not to use the lifts or stairs.

Specific instructions and relevant procedural notes are reviewed on a regular basis. Owners are referred to information which is distributed by Court Management by the following means: by hand to Owners and visitors, displayed on notice boards and posted around the Court where necessary.

All instructions and relevant procedural notes cover the following scenarios:

- Owners in a private dwelling who are alerted to a fire elsewhere in the building, or if the fire alarm activates.
- Owners who are within the building but not in a private dwelling (i.e. communal areas), and the fire alarm activates or they discover a fire.

The same instructions would apply to all visitors and staff. All of the above are available on request to the Court Manager. In addition to the above each Court will have a Court Fire Policy and a set of Court Fire Procedures.

### **Pets**

The lease states that Owners may keep 'domestic animals', pets, providing they are not a nuisance.

Dogs must be kept on a lead and they must not be taken into communal areas. Owners must take full responsibility for the care and exercise of their pets, and dogs and cats must not foul the Court gardens or walkways. Any fouling must be cleaned up.

### **Service Charge**

The Service Charge is agreed by the Board of Directors prior to the beginning of each financial year. If there were any reason to propose a greater percentage increase in the Service Charge than the annual percentage increase in the State Retirement Pension, this would only be adopted if there was an affirmative vote at an Extraordinary General Meeting of the Shareholders.

Approximately two-thirds of the income from the Service Charge goes to pay the salaries of the Manager, Duty Managers and Housekeeping Assistants, who are able to provide an extensive service to Owners. The Service Charge covers the cost of the weekly one and a half hours housekeeping assistance provided to each dwelling, as well as the equivalent of one hour per dwelling to service the communal areas. The costs of employing a Gardener, a Handyman, and all ancillary services such as external window cleaning etc. are met by the Service Charge.

The Service Charge also covers comprehensive insurance of the buildings and Public and Employers Liability, general routine maintenance of the buildings, equipment and grounds, electricity, gas and water charges for the communal areas and general office administration expenses, including audit and accountancy fees.

The Service Charge does not include the internal decoration, maintenance and repair of the private apartments, nor the Owners' electricity, gas and water charges. All of these and other costs associated with living in your own home, such as telephone, are the responsibility of the Owners.



The Service Charge also contributes a significant amount each year to a Fund for Future Maintenance, which covers the cost of all major maintenance work and periodic refurbishment of the communal areas.

See page 7 for rates.

The Service Charge includes:

- All items of building maintenance (except page 14 - maintenance and repairs)
- The redecoration and re-furnishing of the communal areas
- Maintenance contracts and equipment
- Regular cleaning of external windows and the internal windows of the communal areas
- A management fee to cover the management services provided by Retirement Security Limited.

Under the terms of the lease, Retirement Security Limited has the responsibility for ensuring that the Service Charge is sufficient to meet the full cost of the services.

Any surplus or deficit in the Service Charge Budget at the end of each financial year is taken into account in setting the Service Charge Budget for the following year. The lease enables the Owners' Company to transfer any surplus to the Fund for Future Maintenance and to require owners to make payment to cover any deficit.

Where there is any significant failure to provide a service covered by the Service Charge, alternative arrangements will be made and/or underspend will be taken into account in setting the Service Charge budget for the following year

The Service Charge is still payable under the terms of the lease if the property becomes vacant prior to sale.

Quarterly accounts of the Owners' company are presented to the Board of Directors of the Owners' company and the annual accounts have to be approved at the Annual General Meeting held every autumn at which every shareholder has the right to be present and vote.

A draft Service Charge Budget is prepared for consideration, discussion and approval at a meeting of all owners early in the New Year. Owners are formally notified of the Service Charge for the next financial year well in advance of 1st April each year.

In addition Retirement Security Limited takes no commission from companies with whom it organises contracts for the Courts. Furthermore no ground rent is charged.

### **Smoking**

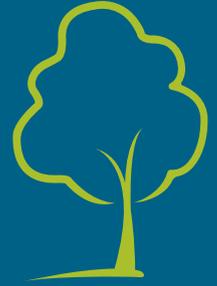
Smoking is not allowed in communal areas of the building or grounds. The smoke-free rule does not apply to the private apartment, but in the event that an Owner smokes, a Health & Safety risk assessment will need to be undertaken and an agreement reached with the Owner about how best to minimise the risk to staff coming into the property to carry out a service clean or other duties.



Can't find what you're looking for?  
Contact reception at St George's Court on:

0121 352 0023

# Staffing



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# Managers

## Manager

The day-to-day management of the Court is the responsibility of the Court Manager. A Services Manager from Retirement Security Limited supports the Manager in consultation with the Board of Directors. The Services Manager and the Manager report to the Board of Directors about performance and other Court matters.

The principal duties of the Manager are:

- **Finance**  
To ensure that the finances of the Owners' company are in good order, in accordance with agreed decisions.
- **Staffing**  
To supervise the staff of the Owners' company and contractors. To ensure that all of the personnel documentation is in good order and in conjunction with the Directors of the company and Retirement Security Limited to appoint staff in accordance with the authorised establishment.
- **Maintenance**  
To ensure that the buildings and grounds are maintained in good order.
- **Re-sales**  
To assist in the re-sale of vacant dwellings. The cost of this is met by Retirement Security Limited.
- **Welfare of Owners**  
To promote the welfare of Owners, making appropriate arrangements to assist their social activities in the Court and to ensure they are informed of benefits they may be entitled to.

## Duty Managers

There is a team of Duty Managers on rotation. The Duty Managers work closely with the Manager to ensure the smooth running of all aspects of the Court and are given individual responsibilities for specialist activities under the direction of the Manager.

The Duty Managers are responsible for the day-to-day supervision of the Housekeeping Assistants, Cooks, Gardener and Handyman.

## Housekeeping Assistants

The Duty Manager in consultation with the Owners establishes the exact duties of the Housekeeping Assistants. Their responsibilities are:

- To undertake those domestic duties which the individual Owner requests, for up to 1½ hours per week, as part of the basic service arrangement, to maintain the dwelling in good order. Service Cleans are not provided on Christmas Day, Boxing Day or New Year's Day.
- To undertake additional housekeeping assistance, as required by the Owners and agreed with the Manager and Duty Managers.
- To ensure the vacant dwellings for resale are maintained in good order.

Any matter regarding a Housekeeping Assistant should be referred by the Owner to the Duty Manager.



In addition, the basic Service Charge includes an allowance of 49 hours a week of domestic assistance, to be at the disposal of the Duty Managers for services in the communal areas.

### **Additional Housekeeping Assistance**

If an Owner needs more help than is provided for in the basic Service Charge, this can be supplied by arrangement with the Manager. This is subject to availability of staff and discussion with the Manager. The charges are listed on page 7.

Because the hours of the staff have to be extended; it is necessary to give four weeks notice of cancellation and Owners requiring the service are asked to sign a written contract.

If there is any difficulty in paying for additional housekeeping assistance, the Manager is usually able to advise. In case of emergency, every effort will be made to provide an immediate service.

Any matter regarding a Housekeeping Assistant should be referred by the Owner to the Duty Manager.





## Trading With Staff and Contractors

---

To protect Owners (and staff) from any danger of exploitation, all members of staff and contractors employed by the Owners' company are explicitly forbidden to trade direct with Owners.

If, therefore, an Owner wishes to engage in a transaction with a member of staff or a contractor employed by the Owners' company, the Manager, on behalf of the Owners' company, will issue an Invoice to the Owner and the full proceeds, apart from any taxes, will be given to the member of staff, or contractor.

Owners are particularly asked to comply with this arrangement as it is for the protection of more frail Owners.



## Gratuities to Staff

---

In order to protect the Owners against any suggestion that they are expected to give gratuities to individual members of staff and to avoid misunderstandings, the Contract of Employment of each member of staff expressly forbids them to accept personal presents from the Owners, either in cash or in kind, including legacies, or to engage in paid employment for an Owner except as an employee of the Owners' company.

As it is embarrassing to have to refuse a gift, the Owners are asked not to offer individual gifts or money to members of staff.

The only exception is at Christmas when Owners may contribute to a staff collection. It is advisable for the collection to be made by a group of Owners acting in their personal capacity in which case the full value of the collection will be distributed to the staff. Alternatively, if a collection is made by anyone acting on behalf of the Management Company, then payments must be made via the Court payroll system in order to ensure that national insurance and taxation are properly accounted for.



## Documents

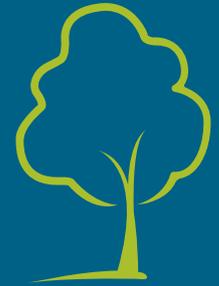
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Staff are not allowed to sign or witness any document or letters on behalf of or at the request of an Owner or relative of an Owner.

Can't find what you're looking for?  
Contact reception at St George's Court on:

0121 352 0023

# Management



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# The Management Services Provided by Retirement Security Limited



## Management Fee

The management fee paid by the Court to Retirement Security covers the following services:

### Company Secretary Work

- All business of the Board of Directors
- Preparation of the Board Papers
- Preparation of the Minutes
- Implementation of Board decisions
- Election of the Directors and Returns to Companies House.
- Maintenance of the Shareholders Register for the Owners Company.

### Owners Handbooks

- Preparation, in co-ordination with the Owners' Companies, production and payment for the Owners' Handbooks.

### Staffing Matters

- Retirement Security acts in an advisory capacity to the Board of Directors regarding:
  - Recruitment of Court staff
  - Training and development
  - Performance management
  - Providing advisory HR services using a specialist HR organisation paid for by Retirement Security
- Responsible to the Board of Directors for all performance management matters

## Management Accounts

- Liaison with the Court Accountant in the provision of the quarterly management accounts, the statutory accounts and any difficulties with the monthly payroll. This ensures that the payment to the Court Accountant is kept to a minimum.
- Formulation of the Service Charge Budget, in consultation with the Owners Company Board of Directors.

## Welfare Benefits For Existing Owners

- Monitoring the entitlement of existing Owners to welfare benefits to both non-means tested benefits such as Attendance Allowance and means tested benefits such as Pension Credit and Council Tax Benefit.
- In the case of Attendance Allowance, this means assistance with completing the application form and, if necessary assisting with an appeal. In the case of Pension Credit, this involves an annual application to the Pension Service for over 150 leaseholders and assistance with appeals up to High Court level

## Building Matters

- Liaison with Court Surveyor, particularly with regard to life-time costings and quinquennial and annual reviews. This ensures that the Court Surveyor costs are kept to a minimum.
- Liaison with Court Surveyor in obtaining Estimates for remedial work and the supervision of that work.



### Arranging Insurance For The Owners Company

- No commission charged either for arranging the Policy or assistance in administering claims.

It is not possible to attribute a separate cost to each item, because the pattern of work changes constantly.

The legal basis for the management fee is in the management agreement between the Owners' Company and Retirement Security Ltd.

The only official indicator for the management fee sum is the figure for Housing Associations, published by the Homes and Community Agency (HCA), which authorised a management charge inclusive of VAT, which equates to £529.00 in 2020/21. However, Housing Associations also make other administrative and management charges, whereas RSL make no additional charges.





## Re-Sales

There are no restrictions on who dwellings may be sold to although some local authorities impose an age threshold as part of their planning system. However, Retirement Security Limited as Freeholder has to consent to the assignment of the lease, although that consent may not be unreasonably withheld. If the Court Manager or the Services Manager believe a potential Owner would not be able to manage safely in very sheltered accommodation of this type then that consent will be withheld.

Retirement Security Limited requires that any dwelling shall be fully cleared and redecorated, repaired and/or reinstated as necessary, so that it is left in pristine condition before re-sale.

## Transfer Premium

A proportion of the gross proceeds of the sale of the dwelling is payable to Retirement Security Limited each time an Owner sells on or transfers ownership of his/her dwelling. This is the Transfer Premium. The calculation of the Transfer Premium is based on when the transfer takes place as follows:

- Up to 6 months from purchase = 0% of the gross proceeds of sale
- Between 6 months and 1 year from purchase = 1% of the gross proceeds of sale
- Between 1 year and 2 years from purchase = 2% of the gross proceeds of sale
- 2 years or more from purchase = 3% of the gross proceeds of sale
- Maximum 3% after the property has been owned for over 2 years

For example, the table below shows the Transfer Premium payments for a property with a sale price of £150,000.

| Period             | Charge Rate | Transfer Premium | Net Proceeds for a sale price of £150,000 |
|--------------------|-------------|------------------|---|
| Less than 6 months | 0%          | 0                | £150,000                                  |
| 6 months to 1 year | 1%          | £1,500           | £148,500                                  |
| 1 to 2 years       | 2%          | £3,000           | £147,000                                  |
| 2 years or more    | 3%          | £4,500           | £145,500                                  |

If you would like an illustration for any other sale price, please ask the Court Manager.

The services provided for the transfer premiums are as follows:

## Re-sales

- RSL has a yearly budget to cover advertising
- Financial support for re-sales events
- Furnishing a Show Flat where necessary
- Provision of 7 free meals per household (excluding on major public holidays) and additional housekeeping assistance and handyman time for all new Owners

## Ground Rents

- No Ground Rents

## No Supervision Fees in Respect Of

- Freeholder inspections
- Freeholder approval for alterations

Transfer Premium are only charged when there is a sale by a Leaseholder to a new Owner.

## No Transfer Premium Charged

When there is a legal change of Ownership within the family or an Owner moves from one Court to another.



# How We Make Our Concept Work

There are three major legal documents involved in buying a dwelling at the Court and copies of these are sent to each purchaser's solicitor. Copies are available for reference from the Manager and also from Retirement Security Limited. These documents relate to each other and have to be considered as a whole but they can be described briefly as set out below:

## Lease

This document grants the original purchaser a leasehold interest in the private dwelling for 99 years from 1989 and a share in the communal facilities, but it also contains an obligation to pay a share of the cost of the services. The lease may be sold on at the discretion of the leaseholder. The consent of Retirement Security Limited is also required, but this may not be unreasonably withheld. The lease sets out the rights and obligations of the individual Leaseholders (Owners) the Owners Management Company, St George's Court Ltd and the freeholder and Managing Agent, Retirement Security Ltd. The Lease may be terminated if any sums payable by leaseholders remain unpaid 21 days after becoming due or any covenant is breached. Leases cannot be terminated summarily (a court order is required) and Retirement Security Limited will always act reasonably before initiating the termination process (e.g. first seeking through dialogue to resolve any payment problems or breaches of covenants).

For the avoidance of doubt, the liability provisions of the Lease do not seek to exclude liability for death or injury caused to owners by the negligence of the Landlord or Management Company.

## Owners' Company

### - Memorandum and Articles of Association

A separate company, (St George's Court Limited), is established to provide the services at the Court. The only shareholders are the Owners of the private dwellings. Each dwelling is allocated one share. All the Service Charges are paid to this Company. Retirement Security Limited is appointed as Company Secretary to the Owners' company and undertakes the secretarial work, but has to account both to the Board of Directors of the Owners' company and the Annual General Meeting of shareholders.

### Management Agreement

This document is the agreement between the Owners' company and Retirement Security Limited who manage, in consultation with the Board of Directors, the affairs of the Owners' company to ensure that appropriate services are provided at the Court. The agreement can be terminated by 12 months' notice on either side. In return, the Owners' company pays Retirement Security Limited a management fee and this increases in line with the increase in the State Retirement Pension each year.

In effect the Management Agreement delegates the responsibility for the day to day management of the affairs of the Owners' company to Retirement Security Limited acting in consultation with the Owners' Company. The formal role of the Directors of the Owners' Company, therefore, is almost all concentrated in the meetings of the Boards of Directors, the importance of which cannot be overstated as it is where all of the administrative strands come together.



The intention behind these arrangements is to ensure that ultimate decision-making rests with the Owners of the dwellings and that all the services provided are for their welfare.

### Legal rights of Leaseholders

Leaseholders have a number of legal rights under the Commonhold and Leasehold Reform Act 2002. These are briefly summarised as follows:

1. As the lease requires the payment of variable service charges, the leaseholder is entitled to know how these service charges are made up and to see the accounts on which they are based.
2. The law requires that the leaseholder must be consulted before the landlord carries out works above the value of £250 per dwelling or enters into a long-term contract (one for more than 12 months) for the provision of services.
3. The legislation provides protection to leaseholders in that demands for service charges must be reasonable. In the event that a leaseholder withholds the service charge, the Board of Directors of the Owners' Company have the right to charge interest on the unpaid amounts at the rate of 4% above base rate. Leaseholders are advised not to refuse to pay the service charges if they consider them to be unreasonable, but to apply to the Leasehold Valuation Tribunal to resolve the dispute.
4. As the service charge includes contributions towards insurance, the leaseholder is entitled to ask for a written summary of the current insurance cover, including the name of the insurer.

Further details of leaseholder' legal rights can be obtained from the ARHM on 020 7463 0660 ([www.arhm.org](http://www.arhm.org)) or The Leasehold Advisory Service on 020 7832 2500 ([www.lease-advice.org](http://www.lease-advice.org)).

### Retirement Security Limited

This private limited company was established in 1984 to develop and manage Very Sheltered Housing.

The Company is registered in England and Wales (No. 01612921).

The registered office of Retirement Security Limited is: 18 Wood Street, Stratford upon Avon Warwickshire CV37 6JF

T : 01789 292952

F : 01789 297234

E : [info@retirementsecurity.co.uk](mailto:info@retirementsecurity.co.uk)

[www.retirementsecurity.co.uk](http://www.retirementsecurity.co.uk)

St George's Court Limited is registered in England and Wales (No. 2298726) at the same address above.

Retirement Security Ltd is registered with the Housing Ombudsman Service (HOS):

T : 0300 111 3000

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Retirement Security Ltd subscribes to Association of Retirement Housing Managers (ARHM)

T : 020 7463 0660

[www.arhm.org](http://www.arhm.org)

Retirement Security Ltd subscribes to the Associated Retirement Community Operators (ARCO) and aims to comply at all times with their consumer code.

T : 020 3697 1204

[www.arcouk.org](http://www.arcouk.org)

# Compliments, Comments and Complaints Policy

The intention is that Owners should receive the best possible service, and their compliments, complaints, comments and suggestions are always welcome.

If an Owner or their relative is unhappy with something that has been done or failed to be done, this will be investigated and any reasonable criticism will be addressed. We will not treat anyone who makes a complaint any differently because they have done so.

In most cases the problem or complaint can be resolved directly with the member of staff providing the service. If the Owner is not satisfied the matter has been resolved, he or she can take things further by using the Complaints Procedure.

The procedure, which is managed by Retirement Security Limited's Company Secretary at the address given on page 33, is a requirement of law.

If Retirement Security Limited is unable to resolve a complaint relating to housing or other noncare matter to your satisfaction you may refer the matter to the Housing Ombudsman. Similarly, owners can refer any unresolved complaints about the care services from their care provider to the Local Government (Social Care) Ombudsman.

A full copy of the complaints procedure is available from the Court or from Retirement Security Limited (address on page 33).

The procedure is also available on the website at [www.retirementsecurity.co.uk](http://www.retirementsecurity.co.uk)





# List of Courts

|                                       |               |                                       |               |
|---------------------------------------|---------------|---------------------------------------|---------------|
| Ashby Court, Hinckley                 | 01455 250 469 | Greyfriars Court, Lewes               | 01273 472201  |
| Blake Court, Winchmore Hill           | 020 8360 2622 | Kennet Court, Wokingham               | 0118 977 1501 |
| Blundellsands Classic, near Liverpool | 0151 932 9824 | King Richard Court, Northampton       | 01604 708 014 |
| Boat Lane Court, Manchester           | 0161 945 7064 | Margaret Court, Stratford-upon-Avon   | 01789 412900  |
| Bowling Green Court, Chester          | 01244 348757  | Marlborough Court, Eastbourne         | 01323 749924  |
| Burcot Court, Sutton Coldfield        | 0121 323 4546 | Melton Court, Poole                   | 01202 766556  |
| Bushmead Court, Luton                 | 01582 481455  | Minster Court, Lincoln                | 01522 521212  |
| Carrs Court, Wilmslow                 | 01625 522988  | Oaktree Court, Milton Keynes          | 01908 608619  |
| Cathedral Green Court, Peterborough   | 01733 201400  | Osborne Court, Port Sunlight, Wirral  | 0151 643 8602 |
| Deerhurst Court, Solihull             | 0121 709 0782 | Pinner Court, Harborne, Birmingham    | 0121 426 4554 |
| Dovehouse Court, Solihull             | 0121 709 2339 | Plymouth Court, Redditch              | 01527 404446  |
| Elizabeth Court, Salisbury            | 01722 336451  | Priory Court, Huyton                  | 0151 481 0440 |
| Emmbrook Court, Reading               | 0118 975 3919 | St. George's Court, Sutton Coldfield  | 0121 352 0023 |
| Forum Court, Southport                | 01704 533882  | Saxon Court, Hove                     | 01273 430761  |
| Fullerton Court, Richmond-on-Thames   | 020 8943 4844 | Tannery Court, Abergele, Wales        | 01745 823182  |
| Gorselands Court, Liverpool           | 0151 726 1771 | Tiddington Court, Stratford-upon-Avon | 01789 204200  |



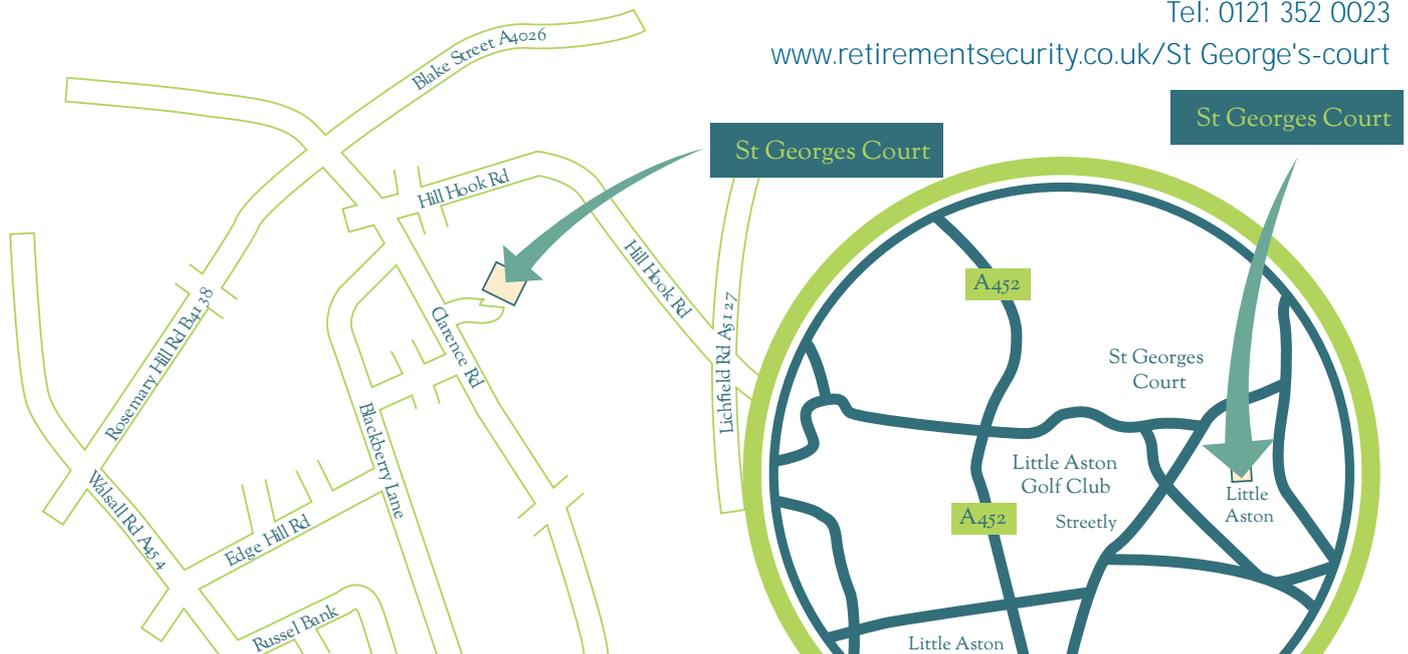
# Location Map

Clarence Road, Four Oak,  
Sutton Coldfield,  
West Midlands B74 4LL

**Manager**

Tel: 0121 352 0023

[www.retirementsecurity.co.uk/St-George's-court](http://www.retirementsecurity.co.uk/St-George's-court)



# Location of Retirement Security Developments



Please call free on:  
**0800 389 9384**