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## Deferral of service charge for homeowners transferring to an Anchor care home – Terms and Conditions

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### Purpose

To help with moving from your current home into one of our care homes, homeowning housing customers have the option to defer payment of your service charges for a period of up to three months.

The amount of service charge deferred will be recovered by the Home Ownership team based at the Customer Centre, as part of the money due to us from the proceeds of the sale of your dwelling.

The following information provides full details of the terms and conditions of this offer:

### Terms and conditions

#### 1. Three-month deferral of service charges:

If you are eligible for this offer, the deferral of service charges will apply from the beginning of the month following the date you move into your chosen care home.

The service charges, which are due for the next three months, will be deferred pending the sale of your home and will be recovered by us from the proceeds of the sale, once your property is sold.

#### 2. Period of offer

This offer will be available from 20 March 2020 and will run for an indefinite period subject to availability and demand.

We reserve the right to withdraw this offer at any time.

#### 3. Participating care homes

The offer is available nationally at all our care homes, but we reserve the right to withdraw individual care homes from participation in the scheme.

#### 4. Validity of offer

The offer is available to our homeowner customers who are moving directly to one of Anchor's care homes, subject to the eligibility criteria set out later in this document.

This offer is only available for one use per household.

## 5. Other offers or discounts

This offer can be used in conjunction with the following offers, which are also available to homeowner housing customers:

- **One-week free trial stay** for retirement housing customers choosing to move directly to one of Anchor's care homes, subject to the Terms and Conditions of the one-week free trial stay offer.

## 6. Eligibility for offer

You will be eligible to receive this offer if you meet the following requirements:

- You meet the minimum age requirement of your chosen care home, which is usually 65 years and over.
- We can meet any specific care needs that you may have. We will need to undertake a pre-admission assessment, where the care home will discuss with you the support that you may need and whether or not we can provide this to you at your chosen care home.
- The Resident Contract must be signed and returned prior to your admission.
- You will need to confirm to us eligibility for funding from the respective Local Authority if you are not a self-funding customer.
- There is a suitable available room at your chosen care home.
- There are no service charge arrears outstanding on your account.
- The property you occupy is being actively marketed for sale.

We reserve the right to withhold this offer, in circumstances where we feel it is reasonable to do so and is in the interests of the care home or the retirement housing scheme and their residents.

If you require further information relating to our:

Customer Centre  
2 Godwin Street  
Bradford  
BD1 2ST

Tel. 0800 731 2020