



Terms and Conditions for the customer benefits available to Anchor housing customers moving into an Anchor care home

25% discount off a trial stay offer – Terms and Conditions

Purpose

We are offering retirement housing customers the opportunity to receive 25% off a trial stay in an Anchor care home.

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

Terms and conditions

1. 25% discount off a trial stay offer

If eligible, you are entitled to receive 25% off a trial stay at one of our participating care homes.

- a. A minimum length of stay may apply at the discretion of the care home manager which depends on present occupancy at the home and your particular care needs.
- b. There is no maximum length of stay. However, the total saving from the 25% discount cannot exceed the cost of one week of care at the selected care home.
- c. The 25% discount can only be used for one booking. Should you wish to return to the care home after a break, any additional bookings will be subject to normal charges.
- d. Your trial stay can be taken as a consecutive stay only.

2. Period of offer

The offer will be available from January 2018, for an indefinite period of time subject to availability and demand.

We reserve the right to withdraw the 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 open to all our retirement housing customers who book a trial stay with one of Anchor's homes, subject to the eligibility criteria set out in this document.

This offer is only available for one use per person

5. **Other offers or discounts**

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

- a. **Waiver of the usual 1 month notice period** to terminate a tenancy
- b. **Deferment of the leasehold service charge for three months** whilst a property is being sold

6. **Eligibility of offer**

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

- a. You meet the minimum age requirement of the participating care home. This is typically 65 years and over.
- b. We are able to meet any specific care needs that you may have. Our care home representative will discuss with you the support that you may need and whether or not we can provide this to you at this care home.
- c. As a rented or extra care housing customer your rent account is up to date and the property is in a reasonable state of decoration and repair.
- d. As a leasehold customer there are no service charge arrears.

We reserve the right to withdraw this offer in circumstances where we feel it is reasonable to do so in the interests of the care home and its residents.

7. **Payment Method**

Payment is required in advance of your stay commencing. For further information on the price of your stay contact the care home directly.

Our preferred payment method is by cheque/cash/card payment.

8. **Services available to you as part of your offer**

You will be provided the same high quality service made available to all permanent customers at the care home. Services include a 24-hour plan designed to meet your care needs, all meals and snacks prepared by our on-site chef and access to all activities. Typical activities would include movement to music, arts and crafts, events, coffee mornings, entertainment and individual time spent socially engaging with a member of staff such as reading, nail painting and games.

9. **Additional services which will have a charge**

There are services available at our care homes which incur an additional charge. These may include, for example, a chiropodist and a hairdresser. If you wish to use these services in your first free week of residency you will incur

the additional charge. For full details of these charges you should discuss this directly with the care home.

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

Purpose

To help with moving from your current home into one of our care homes, leasehold 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 leasehold team based at the Customer Centre, as part of the money due to us from the proceeds of the sale of the your dwelling.

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

Terms and conditions

1. Three month deferral of leasehold 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 formally accepted a care home place.

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 13 June 2012 and will run for an indefinite period of time 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 of 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 leasehold 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 leasehold retirement housing customers:

- a. **25% discount off a trial stay offer**
- b. **Waiver of the usual 1 month notice period** to terminate a tenancy

6. Eligibility of offer

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

- a. You meet the minimum age requirement of your chosen care home, which is usually 65 years and over
- b. We are able to meet any specific care needs that you may have. Our care home representative will discuss with you the support that you may need and whether or not we can provide this to you at this care home.
- c. There are no leasehold service charge arrears outstanding on your account
- d. 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 estate and their residents.

7. Services available to you as part of your offer

You will be provided the same high quality service made available to all permanent customers at the care home. Services include a 24-hour plan designed to meet your care needs, all meals and snacks prepared by our on-site chef and access to all activities. Typical activities would include movement to music, arts and crafts, events, coffee mornings, entertainment and individual time spent socially engaging with a member of staff such as reading, nail painting and games.

8. Additional services which will have a charge

There are services available at our care homes which incur an additional charge. These may include, for example, a chiropodist and a hairdresser. If you wish to use these services in your first free week of residency you will incur the additional charge. For full details of these charges you should discuss this directly with the care home.

Waiver of notice to terminate a tenancy for customers transferring to an Anchor care home – Terms and Conditions

Purpose

To help with moving from your current home into one of our care homes, we will waive the usual requirement that one calendar month notice be given to end your tenancy.

This arrangement will allow you to move as quickly as is practically possible and means that rent will only be due up to the date the property is vacated and the keys are handed in.

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

Terms and conditions

1. Waiver of notice to terminate a tenancy :

If you are eligible; we will waive our right to ask that notice of one calendar month be given to terminate your tenancy

2. Period of offer

This offer will be available from 13 June 2012 and will run for an indefinite period of time, 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 of 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 open to all our retirement housing for rent customers who are moving directly to one of Anchor's homes, subject to the eligibility criteria set out later in this document.

This offer 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 rental housing customers:

- a. **25% discount off a trial stay offer**
- b. **Deferment of the leasehold service charge for three months** whilst a property is being sold

6. Eligibility of offer

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

- c. You meet the minimum age requirement of your chosen care home, which is usually 65 years and over
- d. We are able to meet any specific care needs that you may have. Our care home representative will discuss with you the support that you may need and whether or not we can provide this to you at this care home.
- e. There are no rent arrears outstanding on your account
- f. The property you occupy is in a reasonable state of decoration and repair

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.

7. Additional services which will have a charge

There are services available at our care homes which incur a charge. These might include for example a chiropodist and a hairdresser. For full details of these charges you should discuss this directly with the care home. **Transport :**

We do not offer a customer pick-up or drop-off service. You will need to arrange your own transport to and from the care home. We may be able to provide you advice on local transport services. If you would like further information discuss this with the care home directly.

Standards of behaviour

We expect that all customers treat each other and our employees with dignity and respect at all times during their stay at the care home. Where behaviour falls below acceptable standard then we reserve the right to end a trial stay immediately and ask that person to leave the care home.

Anchor Trust Company information

Registered Charity No. 1052183

Company No. 3147851

Registered office: The Heal's Building, Suites A&B, Third Floor, 22-24 Torrington Place, London, WC1E 7HJ

If you require further information relating to our One Week Free Trial Stay offer please contact us:

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