



Management services

An introduction to housing support and services

Our services

“We truly believe that providing these core services is key to offering customers a sense of security and well being.”

A key benefit to living in Integrated Care and Housing (ICH) is the level of support and the services that are available to make life that bit more relaxed. The core housing support and services are consistent for all residents, and are paid for via the monthly rent and service charge.

Service charge

The service charge is collected each calendar month, and is reviewed annually in consultation with the residents. This charge is to provide the services that typically include:

- Dedicated staff who provide
 - 24-hour emergency monitoring and response
 - Resident support as required
 - Resident access to on-site services (e.g. care)
 - Facilitation of social activities /events
- Garden and grounds maintenance for communal areas
- Heating, lighting and maintenance of all communal areas, including lifts
- External cleaning of windows (and internal cleaning to communal areas)

- Door entry control systems to certain areas
 - Emergency call units to all properties, providing the emergency, burglar and smoke alarms
 - Buildings insurance
 - Laundry facilities and maintenance
 - A contribution to the management overheads.
- Your Scheme Manager will provide details on the service charge. This charge relates to services that are delivered during any one 12 month accounting period, and vary from one-off payments (e.g. buildings insurance premiums) to on-going periodic payments (e.g. window cleaning).

Rent

All the properties in Anchor ICH have been designed to a very high standard, offering residents flexible accommodation that requires a low level of maintenance. However, some cyclical works, reactive repairs, technical inspections etc are required annually. The costs of maintaining your property are paid from the rent.

Managing the finances

Anchor ICH is part of Anchor Trust – the largest not for profit provider of housing, support and care services to older people in England. Anchor Trust is a registered charity.

Every year we will set a budget for the cost of managing the scheme (service charge and rent) in consultation with residents. There will be an Annual General Meeting to discuss and agree the budget based on services and property works. This ensures that residents are only purchasing services that are valued. Full details on the services and management of your scheme are available in the Tenants Guide to Services document. This is available for perusal in your scheme.

Summary of costs

The table opposite summarises the cost of living in Anchor ICH. Please note that care services are also available, payable on an hourly rate. (See ‘An introduction to individual care services’).

Property/service	What you receive	Frequency of purchase	Price
Tenancy (assured shorthold)	<ul style="list-style-type: none"> • Property of your choice (from our range of studio, 1 and 2 bedroom bungalows and apartments) • Cyclical works (e.g. external re-decorations), reactive repairs and technical inspections (e.g. gas boiler servicing). • Major property related repairs, replacements, renewals and improvements. Includes all works to roofs, windows, buildings structure, gas boiler etc 	Payable per calendar month.	Rents are based on a social housing market valuation to ensure affordability. This is referred to as ‘target rents’.
Service charge	<ul style="list-style-type: none"> • 24-hour on-site emergency support • Housing support to help maintain your tenancy (including access to welfare benefits advice). • Maintenance of grounds and communal facilities • Laundry facilities • Window cleaning • Monitored emergency, burglar and smoke alarm • Buildings insurance 	Payable per calendar month.	Budgeted annually in consultation with residents.

Note: Individual support and personal assistance is set out separately in the brochure ‘An introduction to care services’.



**This document can be ordered in large print, audiocassette,
braille or in other languages on request.**

1st Floor, 408 Strand
London WC2R 0NE
Tel: 020 7759 9100
Fax: 020 7759 9101

