



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

Offer of a one week free trial stay at a care home – Terms and Conditions

Purpose

We are offering retirement housing customers the opportunity to enjoy a one week trial stay, at one of Anchor's care homes. With this offer you can stay as our guest free of charge and get a real feel for life at an Anchor care home.

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

Terms and conditions

1. One week free trial stay

If you are eligible, you will be entitled to a seven night trial stay at a care home of your choice free of charge.

2. Period of offer

This offer will be available from the 13 June 2012 and will run indefinitely 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 our existing rental, leasehold and extra care retirement housing customers who are moving directly to one of our homes, subject to the eligibility criteria set out later in this document.

This offer 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:

- **Waiver of the usual 1 month notice period** to terminate a tenancy
- **First week of care free** for retirement housing customers choosing to move directly to one of Anchor's care homes
- **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 the following criteria are met:

- You meet the minimum age requirement of your chosen care home, which is usually 65 years and over
- 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.
- This is the first time you are registering for a trial stay at an Anchor care home.
- 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.
- As a leasehold customer there are no service charge arrears.

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

7. Planning your trial stay

Your trial stay:

- Is subject to the availability of a room, at the care home of your choice and at the time you wish to take up this offer.
- The trial stay must be taken in a single visit. If you decide to stay for less than seven nights we can accommodate this, however you will not be entitled to take the balance of nights at a later date.
- The trial stay would normally be seven nights from Monday to Sunday subject to availability. It may be possible to arrive and depart on other days of the week by arrangement with the home.

8. Services available to you as part of your free trial stay

We will provide you the same high quality service that is received by all our existing care home customers.

This includes 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.

Please note that activities take place at different times throughout a week or month and may not necessarily be available at the time of your visit.

9. 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.

10. 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.

11. 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.

12. Anchor Trust Company information

Registered Charity No. 1052183

Company No. 3147851

Registered office: 25 Bedford Street, London, WC2E 9ES

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

Customer Centre
Milestone Place
100 Bolton Road
Bradford
BD1 4DH
Tel. 0845 140 2020

First week of care free offer – Terms and Conditions

Purpose

We are offering retirement housing customers the opportunity to receive your first week of care free of charge, if you are transferring to an Anchor care home.

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

Terms and conditions

1. First free week offer

If eligible, when registered as permanent resident you will receive your first week of care and occupation at the home free of charge.

2. Period of offer

The offer will be available from 13 June 2012, 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 are moving directly to one of Anchor's homes, subject to the eligibility criteria set out later 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:

- **Free one week trial stay** at an Anchor care home of your choice
- **Waiver of the usual 1 month notice period** to terminate a tenancy
- **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:

- You meet the minimum age requirement of the participating care home. This is typically 65 years and over.
- 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.
- 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.
- 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

Your first monthly charge at the care home will be adjusted to exclude one week's charge.

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.

10. Anchor Trust Company information

Registered Charity No. 1052183

Company No. 3147851

Registered office: 25 Bedford Street, London, WC2E 9ES

If you require further information relating to our First Week Free offer please contact us:

Customer Centre,
Milestone Place,
100 Bolton Road,
Bradford,
BD1 4DH.

Tel. 0845 140 2020

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

13. 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.

14. 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.

15. 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.

16. 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

17. Other offers or discounts

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

- **Free one week trial stay** at a care home of the customer's choice
- **First week of care free** for retirement housing customers choosing to move directly to one of Anchor's care homes

18. Eligibility of 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 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.
- There are no leasehold 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 estate and their residents.

19. Anchor Trust Company information

Registered Charity No. 1052183

Company No. 3147851

Registered office: 25 Bedford Street, London, WC2E 9ES

If you require further information relating to our Deferral of service charge offer please contact us:

Customer Centre
Milestone Place
100 Bolton Road
Bradford
BD1 4DH
Tel. 0845 140 2020

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

20. 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

21. 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.

22. 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.

23. 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

24. Other offers or discounts

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

- **Free one week trial stay** at a care home of the customer's choice
- **First week of care free** for retirement housing customers choosing to move directly to one of Anchor's care homes

25. Eligibility of 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 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.
- There are no rent arrears outstanding on your account
- 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.

26. Anchor Trust Company information

Registered Charity No. 1052183

Company No. 3147851

Registered office: 25 Bedford Street, London, WC2E 9ES

If you require further information relating to our Waiver of Notice Period offer please contact us:

Customer Centre
Milestone Place
100 Bolton Road
Bradford
BD1 4DH
Tel. 0845 140 2020