



Florence Court

RUTLAND CRESCENT, TROWBRIDGE



20 two bedroom Extra Care apartments for sale under shared ownership.



comfort support **quality** secure **freedom**

About Florence Court, Trowbridge



Florence Court, is a brand new development located in a quiet residential setting in Rutland Crescent, close to the town centre of Trowbridge. There are 20 two bedroom Extra Care apartments for sale under Shared Ownership; and 20 available to rent. These apartments are available to the over-55s* with a local connection and whom require care.

This Extra Care Housing scheme has been part funded by the Department of Health and supported by Wiltshire County Council.

The attractive well-designed building offers:

- **Comfort** – Luxury apartments designed for easy living
- **Quality** – Serviced communal areas
- **Care** – Emergency Care available 24/7 from experienced on-site staff
- **Support** – Carelink – emergency call facility
- **Control** – Flexible tailored care plan to suit your needs

Florence Court has been designed to provide a home for life as far as practically possible. Our spacious apartments provide an enabling environment and are designed to accommodate mobility aids, with well-equipped kitchens and wet rooms.

By choosing one of our apartments, you can continue to live independently, safe in the knowledge that specialist help is there when you need it. Our highly trained care staff work closely with GPs, nurses and Social Services, ensuring that you have access to the best possible care when you need it.

Communal facilities are designed to help you live life to the full. Whether you are looking for a satisfying meal or simply a cup of coffee and a slice of cake, our restaurant** offers a range of delicious meals and snacks. Our comfortable lounge, activity room and restaurant** are ideal places for meeting friends and family, while outside, you can enjoy the tranquil setting of the communal garden. The development has a treatment room, residents' laundry room and a separate carers launderette. You can enjoy some pampering at the hair salon and therapy room.

Florence Court offers the latest technology, including satellite† and terrestrial TV aerials. For your peace of mind, the development has the latest safety and security features, and every apartment is linked to the door entry system.

Florence Court is a joint venture between **bpha** (that develops, maintains and provides the sales service) and The Orders of St John Care Trust (OSJCT) (that manages the accommodation and care facilities).

Florence Court is perfect for those If you are looking for convenience and a worry-free lifestyle. Our Scheme Manager, care and support teams are all there to help as little or as often as you wish.

* Under exceptional circumstances we may consider under-55s

** subject to franchising arrangement

† residents will need to arrange a satellite connection with a service provider at their own cost

Support for you to live independently.



What is Extra Care?

You may be thinking of moving or having to leave your current home because of life changes or health problems. Florence Court offers Extra Care housing that enables you to live independently for as long as you possibly can. It gives you the security and privacy of a home of your own, with the added benefit of a range of on-site facilities, and the support and reassurance of 24 hour, 7 days a week emergency care. You can enjoy the security of living in your own home with a tailor-made care plan to suit your needs.

bpha - housing provider

bpha is a registered charity, one of the UK's leading providers of high quality residential and Very Sheltered (extra care) housing schemes for older people. It manages more than 16,000 properties and is registered with the Homes and Communities Agency.

Our specialist **bpha** advisor will provide you with information and assist you with the home buying process.

The Orders of St John Care Trust (OSJCT) - care provider

OSJCT is a not-for-profit charitable trust established in 1991. As one of the largest care providers in the UK, it has a wide range of experience in the provision of high quality care services for older people.

Our ethos of care means that our staff are able to combine a high level of professionalism and specialist knowledge, with genuine warmth and kindness. Working with you or your loved one, we will devise a care package that recognises your individual preferences, interests and needs.

By choosing us, you can be confident that you or your loved one will receive the highest standard of care.

“Mum’s needs are increasing steadily and to know she will be going to this development is a huge relief for her 3 daughters.”

— *Julia Blower, whose mother lives at Oxlip House, Bury St Edmunds.*





You will receive the
highest standard of care.

Care provided



The care menu below gives an insight into the type of care available at Florence Court.

- Personal care (washing, dressing etc)
- Hospital escort for appointments
- Monitoring and administering medication
- Laundry, including washing and ironing
- Housekeeping
- Shopping or escorting to the shops
- Preparing and cooking meals
- Assisting with reading mail/correspondence

What are the costs?

There are four cost elements to Extra Care shared ownership:

- the cost of buying your Extra Care home
- the service charges associated with your home, for maintenance and communal facilities
- the rent payable on the unsold equity
- your care and support costs – the amount you pay will vary depending on your situation and income. You may have to pay for all the costs, or you may be entitled to benefits to meet some or all of the costs.

What is shared ownership?

Purchase of an apartment is offered through **bpha** under the shared ownership scheme. Shared ownership allows you to buy up to 80% of the property value.

*Purchase your
new home through our
shared ownership scheme.*

Florence Court provides **care and support** in your new home.



Since 2001, **bpha** and OSJCT have been partners in providing accommodation and care. Below are statements from residents who have benefited from the high quality care and facilities that we can offer.

Promoting Independence

Miss F and Mrs D had lived in residential care, where full time care staff carried out nearly all their daily tasks. In order to encourage the greater independence of which they were capable, both ladies moved to accommodation at Isis Court in Oxford.

With the help of the Domiciliary Care staff at Isis Court, they now have the confidence to carry out more daily tasks for themselves, such as making hot drinks whenever they wish, personal hygiene, dressing, preparing snacks and some meals, dealing with utilities and post, performing general housekeeping, washing-up, laundry, cleaning and shopping etc.

All these tasks are carried out in a safe environment with a friendly atmosphere and the reassurance that emergency support is available 24 hours a day in addition to their designed care plan.

Joyce's experience

Joyce is 83 and had lived in Cowley all her life. She lived alone with 7 hours care support per week. Then, sadly, her flat was flooded due to a burst pipe. She had to be rescued by the fire brigade and lost all her possessions. Shocked and exhausted by the flood she was admitted to Isis Care Home for respite care. From there, she moved into her own flat in next door Isis Court.

When asked what's best about her new home, she says:-

"Being able to choose my flat was important – I like my ground floor view. I would have a job to think of anywhere better to live. The staff here are wonderful. It was difficult to move on at my time of life, but being able to stay in the area where I grew up made a difficult time much easier.

If the Council was thinking about building more of these schemes I would say, don't hesitate – go out and order the bricks today!"

Florence Court site plan

- Type A**
2 bedroom apartment
- Type B**
2 bedroom apartment
- Type A1**
2 bedroom apartment
- Type C**
2 bedroom apartment
- Type D**
2 bedroom apartment



Ground Floor

ENTRANCE

Communal facilities are designed to help you **live life to the full.**

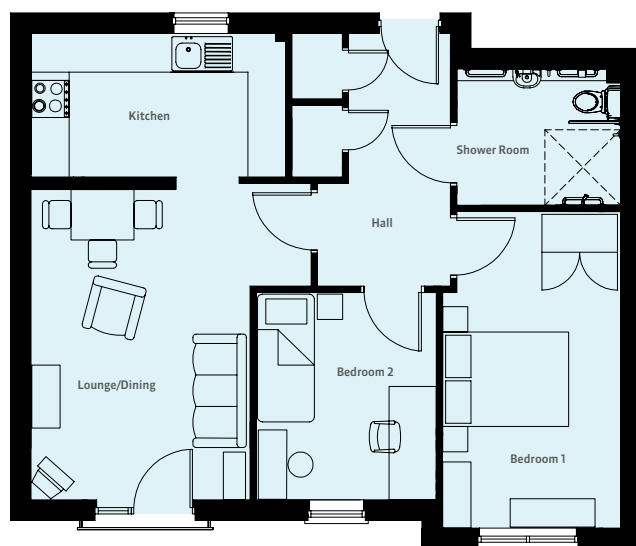


First Floor



Second Floor

Examples of two types of floor plans



Kitchen
2.27m x 4.40m

Lounge/Dining Room
4.92m x 3.47m

Bedroom 1
2.82m x 5.23m

Bedroom 2
2.85m x 3.28m

example of two bedroom apartment



Kitchen
3.43m x 2.60m

Lounge/Dining Room
5.51m x 3.59m

Bedroom 1
3.43m x 3.96m

Bedroom 2
3.22m x 2.66m

example of two bedroom apartment

Apartment specification

Individual apartments:

- 4 different interior designs
- Double glazing
- Gas central heating
- Thermostat control
- Fully fitted kitchen including oven and hob
- Wet room
- Non slip flooring
- Carpet provided
- Emergency call facility
- Door entry system
- Satellite and digital TV aerials
- Utilities operated centrally

*So much more than
just a **home.***

What's new for bpha Extra Care developments



Oxlip House – Very Sheltered Extra Care Scheme in Bury St Edmunds with 52 one and two bedroom apartments. 39 are available to purchase on shared ownership and 13 to rent. **bpha** is working in partnership with Suffolk County Council, St Edmundsbury Borough Council and OSJCT. Oxlip House was completed in October 2010.



Cowley, Oxfordshire – 40 one and two bedroom Extra Care apartments, 18 for sale under shared ownership. **bpha** is working in partnership with Oxfordshire County Council and OSJCT. This development is due to be completed in Autumn 2012.



Artist's impressions are for illustrative purposes only.

Orchard Fields – Extra Care scheme in Banbury has 20 two bedroom apartments. Of these, 20 are available to purchase on shared ownership and 19 to rent. **bpha** is working in partnership with Oxfordshire County Council and OSJCT. This development was completed in May 2011.



Artist's impression is for illustrative purposes and is only representative of final furnishings and finish.

Bicester – Extra Care has 20 one and two bedroom apartments. 10 of these are available to purchase on shared ownership, and 10 to rent. **bpha** is working in partnership with Oxfordshire County Council, Cherwell District Council and OSJCT. This development is due to be completed in March 2012.

Further information

For further information about Florence Court, please contact our **specialist sales advisor** on **07949 234381** or contact **bpha's** Keyhomes East team on **0845 456 6757**. Visit our website: www.keyhomes-east.org.uk



Frequently Asked Questions

Q1 What percentage of share can I purchase in the apartment?

A You can purchase 50% or 75% of the apartment.

Q2 What happens to the remaining share?

A The remaining share remains with the landlord, **bpha**.

Q3 Why can I not buy the property outright?

A **bpha** is a registered provider and is governed by the Housing Act 1996 with charitable status. This means that our housing schemes are sold or have rent charged that is deemed to be affordable, at a rate that is below market rents or values for the area where the property is.

Q4 Can I buy shares in between 50 or 80%?

A No, you can only purchase either 50 or 80%.

Q5 What happens when I want to sell the apartment?

A The property can be sold on the open market, subject to the potential buyer meeting the criteria for allocation, and provided that the panel approve the buyer. Alternatively **bpha** can be approached to see if they have any approved buyers on their waiting list.

Q6 Who is on the panel?

A The panel will have a representative from **bpha**, OSJCT, Social Services and the local authority.

Q7 Do any of these organisations require a share of the sale proceeds from my apartment when I sell?

A No, we do not take a percentage of your sales proceeds.

Q8 What is the criteria for purchasing an apartment?

A All prospective buyers should be over 55, live in the area or have a local connection, and need to have a minimum care requirement.

Q9 What does local connection mean?

A To have or have had relatives living in the area or have lived here previously for a long period of time. Alternatively, to have or have had a business in the area or family with a business in the area.

Q10 Do the required minimum care hours only involve personal care?

A No, it can be personal and domiciliary care. Please look at insert number 2 in the Welcome Pack for a list of examples of domiciliary care provided.

Q11 Once I have spoken to the sales team what is the next step?

A You will need to complete an application and financial assessment form. Once you have completed and returned this to the sales advisor, the care assessor from OSJCT will contact you to make arrangements to discuss with you your care requirements. Once this assessment has been completed, your application, the care assessment and the financial form will go to the allocation panel for them to make a decision.

Q12 Why must I complete a financial assessment form?

A This is to assess whether you have sufficient means to meet the ongoing costs at this development and to ascertain whether you may require support from Social Services in the future. In some cases, you may be required to undergo an assessment by Social Services before we can accept your application. This is to try and help prevent unnecessary stress from financial difficulties in the future.

Q13 Will my personal information on the application form be kept confidential?

A Yes we take this very seriously and the information is only shared with the organisations mentioned in the disclosure part of the application form.

Q14 How often do the allocation panel meet?

A The Panel will meet on a regular basis - at least once per week/ fortnight - to consider applications for both rented and shared ownership accommodation until all the properties are allocated.

Q15 If my purchase of an apartment is dependent on the sale of my home, how long have I got to sell my property and purchase at the development?

A Once the sales memorandum has been sent to all legal parties involved and yourself, you have 6 weeks to exchange on your apartment at this development. We have the right at **bpha** to remarket the property after this period of time.

Q16 Are the service charges reviewable?

A Yes, they are reviewable at the start of every financial year.

Q17 How is the service charge paid?

A The service charge is paid monthly by Direct Debit. For further details please contact OSJCT Lincolnshire County Office on 01522 300760.

Q18 Can I move my belongings into the apartment between exchange and completion?

A No. You can only move your belongings in once you have completed your purchase.

Q19 Can I make changes to the apartment?

A You cannot make any structural changes to the apartment.

Q20 Am I allowed pets?

A No pets are allowed, however it is subject to the landlord's discretion. The terms of occupation of an apartment with a pet are subject to the landlord's written agreement.

Questions relating to Care Charges

Q1 Why do I have to pay for night care when I do not need it?

A Everyone in the development contributes to night care. In the event of an emergency in the night you will have the reassurance of knowing we have care staff available who are also aware of who you are and your medical history.

Q2 Are the care charges reviewable?

A Yes, they are reviewable annually at the start of every financial year.

Q3 How are these charges paid?

A The charges are paid every four weeks by Direct Debit. For further details please contact OSJCT Lincolnshire County Office on 01522 300760.





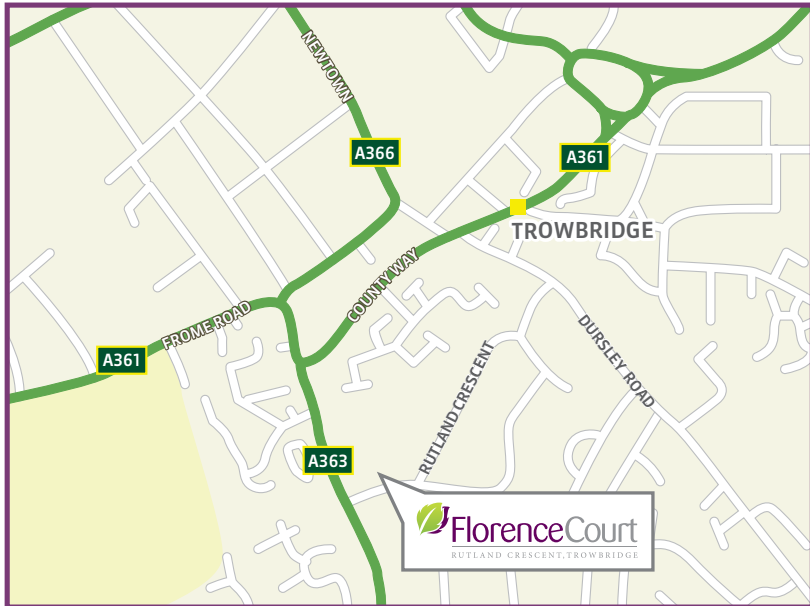
Your **security** is our **priority**.

Local information

Trowbridge is the county town of Wiltshire, England, situated on the River Biss in the west of the county, approximately 12 miles from Bath, Somerset. 'Trowbridge' derives from an Anglo-Saxon word meaning 'tree and bridge'. Archaeological remains suggest that a hamlet was constructed some time in the late Saxon period. In the 12th Century a castle was constructed and fashioned a centre, where local tradesmen brought their goods to market. In 1200 Tuesdays became the town's weekly market day and remains so today. The only tangible evidence of this castle at present, is the curve of Fore Street which once followed the conduit of the castles ditch. Trowbridge Farmers Market is held on the 4th Friday of every month in Fore Street from 9.00am-1.00pm.

Rutland Crescent is 0.9 miles, 16 mins walk to The Shires Shopping Centre. There is also an Aldi on Bradley Road.

Location — Postcode: BA14 0FH



Directions from A361 South Bar Street

At the roundabout take the 2nd exit onto the A361 – Signposted M40, All other routes

B4100

At the crossroads turn left onto Warwick Road – B4100 – Signposted Warmington

At the roundabout take the 2nd exit onto Warwick Road – B4100 – Signposted Wrocton

A422

At the roundabout take the 1st exit onto the A422

At the roundabout take the 2nd exit onto the A422 Signposted Wrocton

Turn left onto Cromwell Road

Turn right onto The Link

Turn left onto The Fairway

Turn right onto Prescott Avenue

Turn left onto Prescott Close

Arrive on Prescott Close – Florence Court development is ahead of you

Further information

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Visit our website: www.keyhomes-east.org.uk



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