



Looking for a property?

I want to view a retirement property — what do I do?

Please call the site you are interested in and we'll take you through your options, from exclusive tours to booking a viewing.

What does 'off-plan' mean?

It's when you agree to buy a property before the development is completed (usually around three months before). This gives you the benefit of the first choice of properties, and plenty of time to prepare. Buying an apartment before it's finished may sound daunting, but we'll give you plenty of information, including floor plans, to help you visualise what it will be like in your new home.

Do you allow pets?

We can't argue that pets aren't part of the family, and we know you'd never be able to leave them behind when moving. So, if that's holding you back from your new luxury retirement apartment, worry not for household animals are welcome at Anchor.

Are Anchor leasehold properties suitable for people with significant health issues like dementia? Anchor leasehold properties are designed for active independent living. They are not suitable for people with significant care needs like advanced dementia. We do have care homes that can cater to your needs

If that is a concern, it's important that buyers and their families understand the limit of the support Anchor can offer. If Anchor is unsure whether a would-be homeowner needs more support than we can offer, a care manager may ask to make a home visit to discuss their concerns or to speak to the customer's GP.

If a homeowner develops dementia while living on our developments, there's a lot we can do to support them. If they can no longer live safely and independently in a development, we can work with them and their family to help them move to a more specialised setting.

Are there facilities for electric car charging?

Yes, dependent on our development sites, there are electric car charging facilities. Contact the site you're interested in to find out if the development has electric charging facilities.

What do we do to assist people moving?

Investing in a new home is a big decision to make. We understand that so, when we can (and please check on each site you're interested in for variations) we can signpost you to suppliers to make this move worth every penny.

Do your apartments have underfloor heating?

Some of our developments have underfloor heating which is one of a number of sustainability features throughout our apartments that are designed to lower the cost of living and increase efficiency and insulation. Other sustainability features may include, low energy LED lighting, solar panels and internal wall insulation.

Are the apartments well sound proofed?

All internal walls are well insulated, so sound is kept to a minimum.

Are your apartments furnished?

No. Other than the fully fitted kitchens, the apartments are unfurnished ready for your own furniture.

Can I decorate/ choose the colour of my walls/carpets/general décor?

Yes. You may of course decorate your apartment how you like once you have purchased it. We can recommend retailers of, curtains and light fittings etc or you can employ your own choice of companies if you would prefer.

The walls are painted in cream or white as standard however we can also provide interior design options at an additional charge.

Do your developments offer private car parking?

On-site car parking is provided, although arrangements vary between developments so please contact the on-site Sales or Management team for more details.

Are there slip resistant floors in the kitchen and bathroom?

Yes. All apartments have slip resistant floors in the kitchen and bathroom as standard.

Do you provide white goods?

Kitchens are fully fitted with oven, hob and extractor which come with a 2-year guarantee. Washing machines are not included, but some sites have a laundry facility.

Is smoking allowed in Anchor apartment?

Yes, if you own the apartment then smoking is allowed within your apartment, but not within communal areas.

Can I make alterations to my home?

Yes, provided you obtain the landlord's written permission and use appropriately qualified and insured contractors. Your Location Manager will be able to provide further information.

I am a wheelchair user. Do the kitchen units move up and down?

No, our apartments are wheelchair accessible, however they are not adapted specifically for wheelchair users.

How long can someone stay in a development's guest suite?

Within an Anchor development a homeowner's guest or guests are welcome to stay for as long as the suite is available and paid for. There is a maximum five night stay within developments. Please contact the property for prices.

When people come to stay, do they have to use the on-site guest suite?

No. Our on-site guest suites provides you with an alternative option for your guests, but you can invite them to your home if you prefer. There is a cost per night for the use of the guest suite, this will vary depending on the development so please check with your Sales team.

All guest suites offer:

En-suite

TV

Tea and coffee making facilities

Access to the homeowners' lounge and other development facilities.

What happens if someone develops dementia while living in an apartment?

Anchor properties are designed for independent living. They are not suitable for people with significant dementia care needs.

That said, if a homeowner develops dementia, there's a lot we can do to support them. If they can no longer live safely and independently in a development, we can work with them and their family to help them move to a more specialised setting i.e. an Anchor care home.

Is a homeowner responsible if flood damage from their flat damages adjoining flats?

This depends on how the flood occurred and who is responsible. The buildings insurance included within the service charge generally covers damage that is caused to the building or communal contents (i.e. not contents owned individually by a homeowner). However, if the landlord of the building is held to be responsible for the flood, then generally damage will be covered by the buildings insurance or the landlord's public liability insurance policy.

It is recommended that homeowners take out their own contents insurance, as this will usually provide cover in the event of a leak caused by the homeowner (i.e. due to a running tap etc). It is best to take advice from an insurance broker.

Age restrictions and age exclusive options for retirement living.

Why are there age restrictions?

The age criteria for occupiers can vary from site to site and are often imposed by council planning departments and are in line with government policy which encourages purpose-built accommodation for older people.

Anchor Shared ownership

• What is Part buy, part rent?

A flexible, affordable alternative to outright purchase, with all the benefits of ownership. You purchase a minimum 25% share in a brand new Anchor retirement property and pay rent on the part you don't own.

• What is staircasing and how does it work?

This is where you buy more shares in your home. For Anchors shared ownership product you can purchase further 10% increments, based on valuation prices at that point. You can staircase to 90%. Each time you staircase you need to plan for additional costs such as valuation fee, legal expenses, SDLT*/LTT** if applicable.

• How much rent will I have to pay if I part buy, part rent and how will that change over time?

The rent is set at the point of purchase. Annual rent review on the date specified in your lease will be indexed to movements in either the Retail Price Index (RPI) or Consumer Price Index (CPI) dependent on your lease.

Older persons shared ownership (OPSO)

What is Older Persons Shared Ownership?

This scheme works in a similar way to Shared Ownership, meaning that the purchaser buys a share in a property – usually between 10% to 75% depending on the development – through a mortgage or savings, and then pays a subsidised rent to a housing association on the remainder.

This means that monthly costs are often much smaller than a full mortgage or privately renting a home.

How is Older Persons Shared Ownership different to Shared Ownership?

Other than variances in the age criteria, the key difference with OPSO from Shared Ownership is that the maximum share that you can buy is normally 75%.

However, on the majority of OPSO homes once a purchaser owns 75%, there is no rent payable on the remaining 25% share.

Can I buy more shares?

You can choose to buy more shares in your home as and when you can afford to. As you buy more shares, your mortgage (if applicable) will increase and your rent will decrease.

If you choose to staircase to the maximum 75% share of an OPSO home, you will continue to pay your mortgage (if applicable) but will no longer pay any rent on the remaining 25%. Although you won't pay any rent, service charges are still payable.

How do I know what I can afford to buy?

We will undertake an Affordability Assessment to determine what share you can afford to buy given housing, living and longer-term care cost requirements. This will be undertaken by an Independent Financial Adviser on behalf of Anchor. This is not a mortgage assessment but a requirement to ensure you can afford to live in your chosen home. You are free to seek independent advice around your mortgages, savings etc in addition to this from a provider of your choice.

What is the eligibility criteria for Older Persons Shared Ownership?

If you choose to apply for the Older Persons Shared Ownership scheme, the general eligibility criteria is:

- You must be aged 55 years or older.
However, some OPSO developments will allow a couple where the main applicant is 55 but a second applicant is 50 or older.
- Your maximum household income must not exceed £80,000.
- You should be unable to purchase a home suitable for your needs without assistance.
- You do not already own a home, or you will need to sell any existing property owned before purchasing through the scheme.
- You will need to be able to secure a mortgage or have sufficient savings to pay the share in full if retired.
- You must not have any outstanding credit issues such as unsatisfied defaults or county court judgements

What if I need additional care in my home?

Some developments offer OPSO alongside a scheme called Extra Care. This is designed to provide residents with the ability to live independently in their own home while still having access to care and support services tailored to their individual needs.

If applying for an Extra Care development, the buyer must have a minimum number of hours care requirement per week and a connection to the location area.

Extra Care is not available within every development and would need to be discussed with the relevant housing provider at the outset.

How much would an OPSO apartment cost me?

Property market value £400,000

Equity share purchased 50%

Payment at initial sale £200,000

Monthly rental payment £458

Residents can purchase further shares of their apartment in the future using the market value at the time of purchase. The maximum share purchase is 75%, at which point their rent falls to zero.

Service charges and other fees explained

How do I know if I can afford to pay for service charges etc.?

Our policy is one of complete transparency around costs. We will talk you through all the costs involved in living in an Anchor apartment before you buy. You'll receive a key facts leaflet and our Sales Consultant will sit down with you to help you fill in the costs, review what's covered in budget and compare the to day-to-day running costs with your current home. Our Sales Consultants ensure that customers have a detailed knowledge of ongoing costs before a sale is completed.

In many cases, service charges are lower than like-for-like costs in a purchaser's previous property, so homeowners rarely have difficulties with ongoing costs. Also heating costs are often lower due to our modern construction methods and the more manageable size of the new apartment.

What is the service charge for and how much will I pay?

Service charges cover the day-to-day costs of management and maintenance within our developments, such as the heating and cleaning of communal areas, buildings insurance and redecoration. They are tightly regulated by national legislation and must relate to the management services provided within the development, not to construction or repair costs.

Our service charge varies slightly from development to development reflecting their different sizes and facilities, but they are calculated in the same way across the country.

For a typical later living apartment (based on The Landings is Kings Hill) the latest service charge is:

1 bed = £112.60 per week

2 bed = £137.63 per week

We will review service charges annually to ensure that they reflect the cost of the services provided. The method of this review will be incorporated into your lease agreement. The lease can be terminated if payments are missed or if any of the 'Tenants' Covenants' are breached. Anchor cannot terminate leases summarily (a court order is required) and will always act reasonably before initiating the termination process (e.g. first seeking through dialogue to resolve any payment problems or breaches of covenants).

Do service charges make the cost of living more expensive than in my current home?

That depends on your individual circumstances, but in many cases, service charges are lower than like-for-like costs in a previous property. Heating costs are also often lower due to our modern construction methods and the more manageable size of the new apartment.

What does the service charge cover?

The service charge covers the cost of the services provided to each development these can include:

- Estate Manager
- 24-hour emergency call system
- Intruder alarm costs
- Camera door entry system
- Buildings insurance
- Maintenance
- Water rates
- Sewerage rates
- Window cleaning for external windows
- Heating of the communal areas

Are your service charge budgets accurate?

The service charge budgets represent the costs that we expect to incur in a normal year, with a full development.

We believe the service charge provides good value for money.

Will service charge costs change after I move in?

Yes, but we try to keep annual increases in line with inflation although certain costs like energy prices can have inflationary pressures that are outside of our control.

Is council tax included in the service charge?

No. Council tax is not included in the service charge.

How much council tax will I pay?

The council tax band varies per development. You can find out much you will pay based on the postcode here: gov.uk/council-tax-bands.

Does the service charge have to be paid if my apartment becomes vacant?

Yes. It is important that the service charge continues to be paid to maintain services across the development and for the security of the other homeowners.

But if a homeowner or their family is experiencing difficulties in paying, we are here to help and will do our best to support them.

What is the sinking/reserve fund? And when is it paid?

Some of our leases state that when you sell your property, you pay Anchor a deferred fee. This is usually calculated as a percentage of the price you paid for your property, multiplied by the number of years and part years of ownership, up to a maximum amount. Your lease agreement will specify the details of how this figure is calculated.

This deferred fee is held in a reserve fund which is used to meet future major works/repairs costs.

What if my financial circumstances change after I've moved in?

If you do get into financial difficulties, we will work with you to agree a way forward.

We offer all of our customers support to understand what government benefits are available, so they don't miss out on money they are entitled to through our Be Wise service.

General Information

What is the difference Anchor developments and care homes?

Care homes typically offer single room accommodation for rent, whereas developments you own or rent your own private apartment. Care home fees are usually inclusive of personal care. And whilst some of our developments offer extra care, we do not offer personal care and are not suitable for someone with significant medical care needs. A clear difference between care homes and our apartments is that the apartments are available for purchase, meaning that your beautiful new home really is yours.

What is the difference between a retirement village and an Anchor development?

Retirement villages are typically large-scale out-of-town developments of up to 250 units, providing a range of accommodation and care options.

Alternatively, our developments are typically in well-connected central locations, close or in town centres, and of a manageable size, averaging around 50 apartments.

What fire safety measures do you have in place in your developments?

The safety of our homeowners is our top priority. On all the developments that we manage, we take full responsibility for their robust maintenance and take appropriate action whenever necessary. Read more information about all our fire safety measures.

I have a complaint – what do I do?

We take complaints very seriously. If you do have an issue, please do let us know so that we can resolve it.

Most problems can be solved quickly and informally by our House/Estate Managers or sales consultants, so please do speak to the team first. If you are still unhappy you can use our formal complaints procedure.

Are Anchor members of The Property Ombudsman?

Yes. Anchor is a member of The Property Ombudsman, Membership Number: T03635

