

## SERVICE CHARGE

Everybody living within a Serviced Apartment or a Village Apartment contributes to a Service Charge. A key benefit to living in a Richmond Village is the level of care, support and services that are available to make life more comfortable and enjoyable. This charge is to provide the services that include (full list available on request):

### Property

External maintenance, external cleaning of windows (and internal cleaning to communal areas) and Buildings insurance.

### Community Facilities

Use of the Village Centre facilities. Heating, lighting and maintenance of all communal areas, including lifts. Laundry facilities and maintenance and use of the Wellness Spa (Painswick).

### Gardens and Estate Management

Garden and grounds maintenance for communal areas. Operation and maintenance of all external lighting and upkeep of the private roads.

### Security

CCTV and 24-hour staff presence in Village Centre. Door entry control systems and Emergency Call Systems to all properties and smoke alarms.

### Care and Support (including initial health and well-being assessment)

On-site manned 24-hour Domiciliary Care Agency monitoring. Response and maintenance to emergency alarm units. Counselling and emotional support. Triage Service providing support and liaison with appropriate medical professionals and or agencies. Medication services which may include ordering, collection and supervised distribution. Provision of assisted bathing facilities. Handyman service.

### Social Events and Activities Management

Dedicated staff who coordinate, facilitate and organise social activities and events.

### Transport

Full-time driver and use of the Village transport vehicles for scheduled shopping trips activities and outings. Transport to hospital / doctor appointments subject to availability and booking.

### Village Administration

Dedicated customer services staff providing Reception and booking services, resident access to on-site services (e.g. care) and general administration.

## SERVICED APARTMENT PACKAGE

These are the costs of living in your Serviced Apartment and include your on-site food and soft beverages, laundry, daily maid service, and utilities (heating, energy, water).

We have to base our 'Service Package' on the assumption that you are able to dress and bathe yourself. We assume that you can prepare a simple breakfast – make a cup of tea and a light snack using the provisions we have stocked your kitchen with. Your lunch time and evening meal are prepared for you. You have the option to have lunch in the Restaurant or dine at home. If you need help with any of these tasks, we will be able to provide this through our Domiciliary Agency at an extra charge (please refer to the Domiciliary Care rates – available on request).