

PURCHASE PROCESS AND RESALE INFORMATION

WELCOME



Built for independent older people, these exclusive, self-contained apartments are part of an Integrated Retirement Community (IRC). This means that you live independently in your home which is linked to a wide range of amenities and activities at Middleton Hall designed to support the well-being of people living here. Should your needs change in the future you are given priority for any waiting lists for our care services in Middleton Hall. You benefit from the security of living within a

village community where help and support are on hand at all times.

Moving to an independent living apartment in Middleton Woods has many benefits - a high-specification home in beautiful surroundings within a friendly, sociable community offering convenience, comfort and security.

This guide has been developed to provide you with up to date information on the development and give you a taste of the services you can enjoy at Middleton Hall. It will help you understand the buying process of the apartments, the charges and information on the Company providing you with complete peace of mind. We know moving home can be a worrying time and we will always be here to answer your questions and assist you, not just now, but for the months and years ahead.

AIMS AND OBJECTIVES

The Waterside and Middleton Woods - Independent Living

- To provide retirement accommodation that is more spacious and of higher quality than standard retirement housing
- To build a positive and stimulating community where people help each other to enjoy independent lives
- To provide an umbrella of security, support and services available from excellent staff when needed
- To promote an active and healthy lifestyle to help residents maintain their independence and achieve their aspirations

THE MIDDLETON WOODS APARTMENTS – THE NEXT STEPS

If the Middleton Woods Apartments at Middleton Hall offers you the style of accommodation and retirement living you are looking for, the following details guide you through the buying process.

Eligible criteria

Purchasers must be 55 years or older (when in joint names, at least one of a couple must be 55 or older). In addition to this as standard for purchasers of a property in a retirement village, a brief medical and financial assessment will be undertaken before contracts are exchanged to confirm suitability for independent living and ability to meet the service charge.

On acceptance of an offer by the current owner, an agreement of sale is drawn up and any deposit required paid at this time. Both parties' solicitors are forwarded all information. Middleton Hall acts as the agent for the sale – any negotiation or questions should be dealt with through us or your solicitor.

For those people needing to sell a property to proceed, we are happy to register their interest in a particular apartment and will keep in regular contact while their property is on the market. We will only deal with offers from purchasers who are able to proceed.

We advise customers to seek independent advice, support and representation as appropriate prior to a move to Middleton Hall Retirement Village. Middleton Hall is a member of the Property Redress Scheme.

Details of the Lease

The Middleton Woods Apartments are sold on a leasehold basis. Key elements of the lease are:

- 125 year lease
- Age restriction of 55 years or older
- Annual Service Charge payable
- Middleton Hall are able to sell your property for a fee, currently 2% plus VAT of the sales price.
- Lease Reassignment Fee payable on sale
- Contingency Fund Fee payable on sale
- Residents on the Ground Floor may bring a well-behaved pet, subject to our approval as long as it will not cause any nuisance to other residents or our wildlife.

A copy of the lease is available on request.

Other costs to consider before purchase

There are a number of other costs involved in purchasing an apartment in Middleton Woods. All of these need to be considered when financing a move:

- Stamp duty
- Solicitor fees
- Costs for surveys and searches if not included in the legal fees
- Removal fees
- Moving telephone lines

An eight hour maintenance package is included, on arrival, to help fit curtain poles, hang curtains, move heavy furniture, hang pictures etc.

Please see the Key Facts sheet and sales brochure for full information

MIDDLETON WOODS – CHARGES EXPLAINED

The Service Charge

The service charge is a variable, not for profit charge for the overall costs of independent living at Middleton Hall. The charge is per apartment and there is no discount for single person occupancy. The service charge is payable to Middleton Hall Ltd by Direct Debit, monthly in advance. The service charge funds are held in trust for residents as required under the Landlord and Tenants Act 1987.

The service charge is based on actual costs only and is independently audited. The financial year runs from 1st April to 31st March. Residents receive one month's notice of the new charge. A copy of the annual service charge accounts is provided to each resident each autumn following the annual audit. Any surplus or deficit is refunded or collected at this time. Residents are able to comment on the services at any time.

The service charge for Middleton Woods has two main elements:

- Re-charge of specific costs for the Middleton Woods apartments & shared costs with The Waterside
- Contribution to the retirement village overheads

Each element is calculated on a proportional basis using the appropriate fraction. For example, the Middleton Woods costs are currently split between 29 properties and the retirement village overheads between the number of accommodation units on site. (Currently 151.)

Service Charge specific to the Middleton Woods Apartments (“First Annual Service Cost”) will include:

- Specific maintenance of Middleton Woods including external window and property fascia boards, lift servicing and repair, domestic and communal electrical test, balcony railing painting and maintenance of the automatic doors.
- External decoration.
- Internal decoration of corridors and replacement of carpets and curtains in the communal areas
- Cost of buildings insurance and lift/public liabilities insurance for Middleton Woods
- Electricity cost for heating and lighting the communal areas
- Water rates for all apartments
- Membership of The Health and Wellbeing Centre (plus VAT)
- Housekeeping services in communal areas of Middleton Woods including delivery of post, newspapers and removal of rubbish from the Middleton Woods bin store, checking of apartments when unoccupied (if requested)
- Audit Fee

Service Charge shared with The Waterside includes:

- Coffee mornings
- Contribution to Minibus running costs and cost of Middleton Hall's drivers for regular trips

Service Charge split between all residents of Middleton Hall Retirement Village ("Second Annual Service Cost") will include:

- Contribution to the retirement village overheads including bowling green and sports facilities, maintenance, gardening, CCTV, street lighting, library, art studio, reception and administration costs

Where Middleton Hall is unable to provide a service included in the charge external service providers will be employed.

The above list covers the majority of elements of the service charge but is not exhaustive.

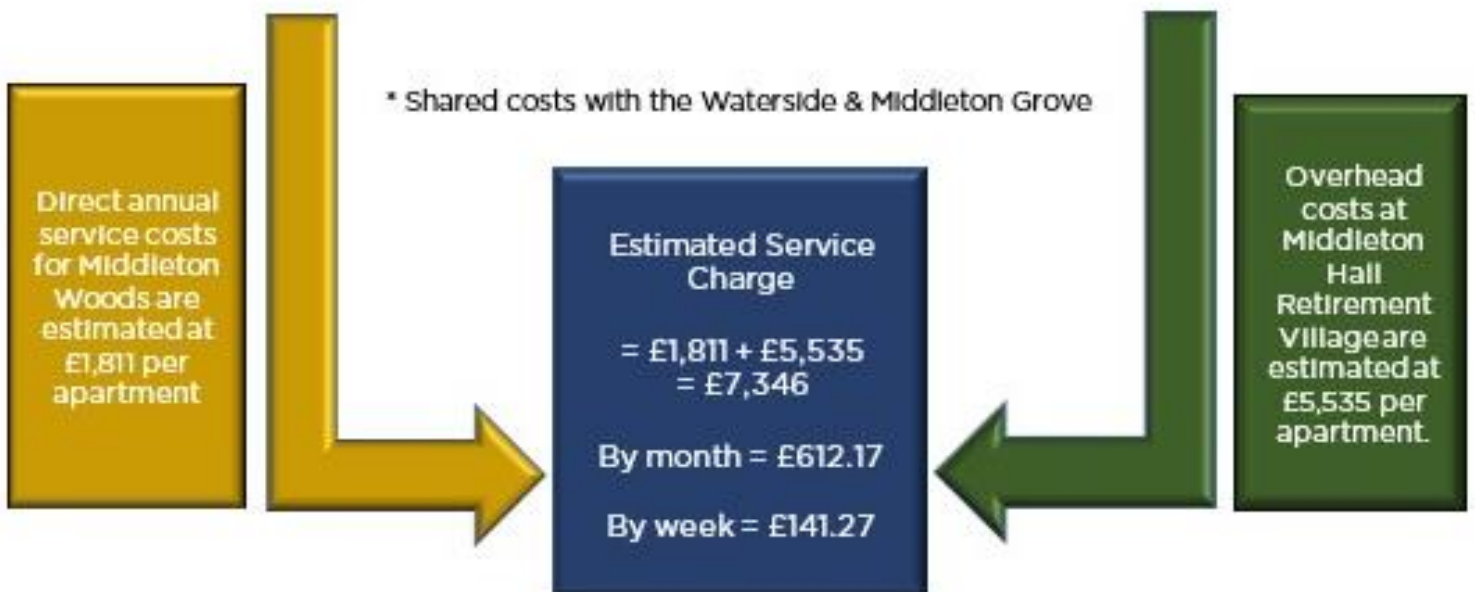
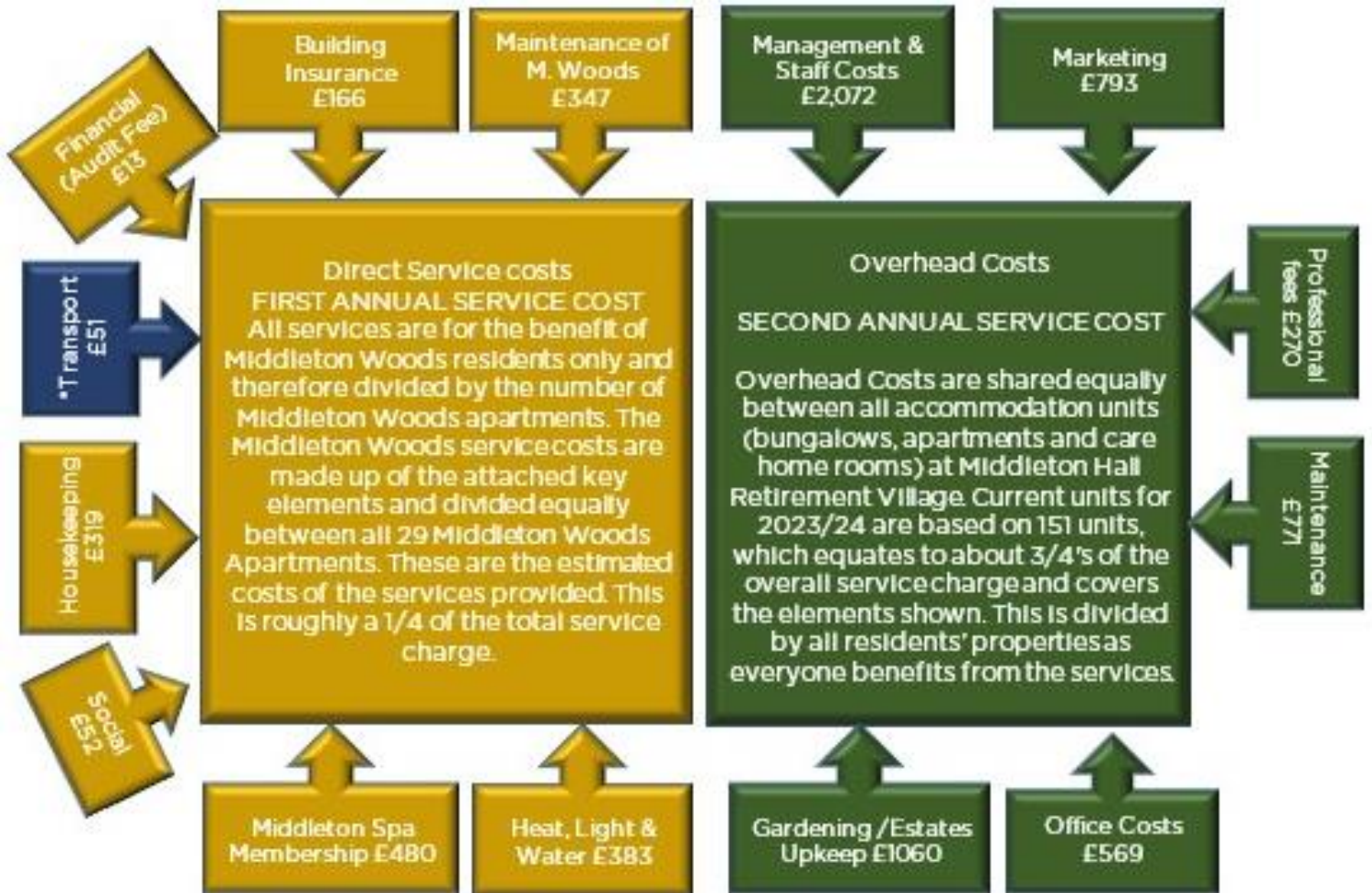
The Service Charge for 2023/24 for the Middleton Woods Apartments is set at £7,346 (£612.17 monthly, £141.27 weekly).

Any additional services provided or requested by residents may have an effect on the service charge but would be discussed with the residents prior to being instated.

Estimated Service Charge for Middleton Woods

April 1st 2023 – 31st March 2024

The illustration below shows the components of the service charge per apartment for 2023/24



PROPERTY RESALES IN MIDDLETON WOODS

When you decide to sell your property, you may appoint either Middleton Hall or an external selling agent to sell your property.

Middleton Hall have extensive knowledge of the Retirement Village industry and so are generally best placed to sell your property. If you choose Middleton Hall to sell the property for you, we currently charge commission of 2% plus VAT of the selling price. If you subsequently appoint an additional agency, on a joint agency basis, then our commission of 2% plus VAT will still apply, plus any fees charged by the external estate agent, regardless of who sells the property. When a joint agency process is in place, the outside agency would not be able to have full access to the retirement village to complete viewings. Therefore, Middleton Hall will continue to show potential buyers round the communal facilities, answer any questions on life at Middleton Hall Retirement Village, and discuss the purchaser information pack and lease.

If you do not appoint Middleton Hall and choose to appoint an external agent to sell your property, Middleton Hall will not charge any fee in connection with the sale.

Prior to re-sale, under the terms of the lease, the property may need to be painted and decorated to ensure that it is ready for re-sale. However, this may not be necessary if the property has been painted and decorated within the previous three months and remains in a suitable condition. At this time, the Landlord (acting reasonably) may also request for additional refurbishments and repairs to be carried out, in order to facilitate the disposal of the property. This ensures that the seller achieves the best price and that purchasers are buying a property suitable to move straight into. This process also protects the investment for all of the occupiers in Middleton Woods.

All redecoration, refurbishment and repairs will be discussed and costs agreed with the seller prior to putting the property on the market.

Any redecoration or refurbishment work completed during the re-sale process, by an external supplier must be paid directly, by the seller, to the supplier in line with their payment terms. Work completed by our internal teams, or organised by Middleton Hall, will be invoiced directly by Middleton Hall. The payment terms for these works will be 14 days from the date of the invoice.

The asking price for a property is set by the seller, in conjunction with Middleton Hall who can advise on the most recent prices achieved. We aim for this to be a realistic price. The responsibility for all ongoing costs e.g. service charge, council tax, insurance and utilities remain with the owner until the date of sale completion.

In all cases Middleton Hall will receive the following fees paid by the seller:

- A transfer (lease reassignment) fee of 1% to cover administration costs and the assessments required to approve any buyer of a property in Middleton Woods, whether or not the company is selling the property.
- On each lease re-assignment there is a contingency fund fee (1% of sales price) to cover anticipated costs and expenses of items of capital expenditure, such as, but not limited to, the repainting and renovation of the exterior of the building, the replacement of any lift, repair of any roof and for improving the estate.

Where Middleton Hall is appointed as the agent, a selling fee (commission) will be charged for re-sales, currently 2% plus VAT of the selling price. The selling fee (Commission) includes Middleton Hall managing any administrative work required prior to the property being put on the market, as per the lease. Middleton Hall will ensure that the correct information is provided to sellers, buyers and solicitors and will also check information advertised on websites and via social media, to ensure the sale meets the legal requirements of disclosure.

Middleton Hall actively encourages potential buyers through the use of marketing literature, social media, website and other forms of marketing as well as regular show rounds and discussions with future customers, even when there are not any properties for sale. This helps to build our database of interested parties which can then in turn encourage a quick sale when properties come on to the market.

Middleton Hall does not actively market any individual properties until terms have been agreed with the seller and the estate agency contract has been signed.

A guide to the sales process:

An initial meeting is arranged to discuss the property sale where the points below are discussed, together with the terms and conditions required under the lease and the estate agency agreement.

- a. A full inspection of the property will be undertaken by Middleton Hall, and actions agreed with the seller. Under the terms of the Lease, the property must be repainted and decorated and repairs completed including:
 - EPC (Energy Performance Certificate) to be completed where required
 - Property to be redecorated as necessary.
 - Carpets to be cleaned or if marked or damaged, replaced.
 - Kitchen or bathroom units replaced if in a worn condition and any disability aids removed if necessary.
 - Any structural alterations not approved by Middleton Hall must be reinstated.
 - All repairs or servicing have to be completed.
 - All electrical goods remaining in the property will have a basic check and PAT (Portable Appliance Test).

Quotes will be obtained and timescales agreed for completion of any necessary works. Ideally, Middleton Hall requests that, where possible, the property should be vacated prior to refurbishment and being marketed. Where this is not possible, we will provide advice on de-cluttering, removing furniture and dressing the property for viewing. Experience of re-sales shows that fully refurbished properties that have had some furniture and personal possessions removed, sell more easily and often for a better price.

- b. A realistic sales value will be agreed by the seller. This will be based on current market value and will take into account the fact that all refurbishments and repairs will have been completed prior to completion of the sale. Any external valuation requested by the owner will be at their own expense.
- c. A full description of the contents will be included in the brochure.

- d. Where a resident has not vacated prior to re-sale, we will agree a schedule of works with the seller before the property sale is completed.

Where Middleton Hall is engaged as the estate agent a marketing plan will be agreed, brochures and marketing literature produced and advice on a realistic date to launch the sale will be agreed. It is preferred that residents are not in the property when show arounds are taking place.

The owner will be updated regularly on the status of the sale process.

All prospective purchasers have to be approved by Middleton Hall and meet appropriate criteria – age (55 years and over), health assessment and financial assessment (to ensure their ability to meet the service charge).

The Contingency Fund

On each lease re-assignment there is a contingency fund fee (1% of sales price) to cover anticipated costs and expenses of items of capital expenditure, such as, but not limited to, the repainting and renovation of the exterior of the building, the replacement of any lift, repair of any roof and for improving the estate.

Each property has a liability for excess costs over the balance of the contingency fund if the funds are insufficient to cover major capital works. The recovery of these costs will be discussed with the residents committee and be reclaimed by direct payment or through the service charge as agreed.

Middleton Hall regularly plans future expenditure to maintain the retirement village facilities and infrastructure carefully and discusses future projects with residents.

The balance of the Contingency Fund at April 2024 is £54,273.95 and is held by Middleton Hall Ltd.

The Transfer (Lease reassignment) Fee

A transfer (lease reassignment) fee of 1% to cover administration costs whether or not the company is selling the apartment is payable on resale of the apartment.

Comparative examples of deferred costs

The Contingency fund and lease reassignment fees are set fees as set out in the lease. The sales fee, payable only if Middleton Hall is retained as agents is subject to market forces.

Apartment price on resale	Contingency Fund Contribution 1%	Transfer Fee 1%	Sales Fee (Currently 2% + VAT)	Total Payable
£150,000	£1,500	£1,500	£3,600	£6,600
£240,000	£2,400	£2,400	£5,760	£10,560
£295,000	£2,950	£2,950	£7,080	£12,980

Checklist for advertising properties for sale

The ARCO Code underlines the need for clarity and accuracy in property listings.

This checklist applies to all properties advertised on external platforms by Middleton Hall or by external estate agents.

The following is required to be included in any advertisement:

- Tag the property as a 'Retirement property' when uploading it to the portal. The listing header should then state that it is a 'Retirement property'.
- State as the 'Property type' that it is a 'Retirement property'.
- Leasehold
- Service charges and event fees apply
- Operated by Middleton Hall Limited
- Additional care is available within Middleton Hall's care services
- EPC has been completed (add a link on website platforms)

All brochures and website text should be passed to Middleton Hall for compliance checking prior to going live.

Lease provisions on forfeiture and liability

The Lease enables us to terminate it if payments are missed or if any of the Tenant Covenants are breached. For the avoidance of doubt, we 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 issues and breaches of covenants). Also, for the avoidance of doubt, the liability provisions in some older leases cannot exclude liability for injury or death as a result of our negligence.

MIDDLETON HALL LIMITED

Middleton Hall Ltd was a privately owned company, founded in 1900, that is now owned by all its employees. It is a profitable and secure company, audited by Haines Watts. Accounts are files at Companies House.

Middleton Hall's Employee Ownership Trust recognises and rewards the valuable contributions that our employees, "Co-owners", make as well as ensuring Middleton Hall maintains its ethos where quality and customer service remain at the heart of the organisation.

Managing Director, Suzanne Graham, appointed in February 2021, is committed to retaining the unique spirit of Middleton Hall, delivering exceptional services to our community and continuing our journey to become a leading retirement village in the UK.

Jeremy Walford, Executive Chairman, and Lesley Henderson, Director, represent the Directors on the Employee Ownership Trust alongside two Co-owners and an independent chair. Jeremy and Lesley have been on the board of Middleton Hall for many years and have been a major driving force behind Middleton Hall's recent development from a Care Home to Retirement Village

April 2024