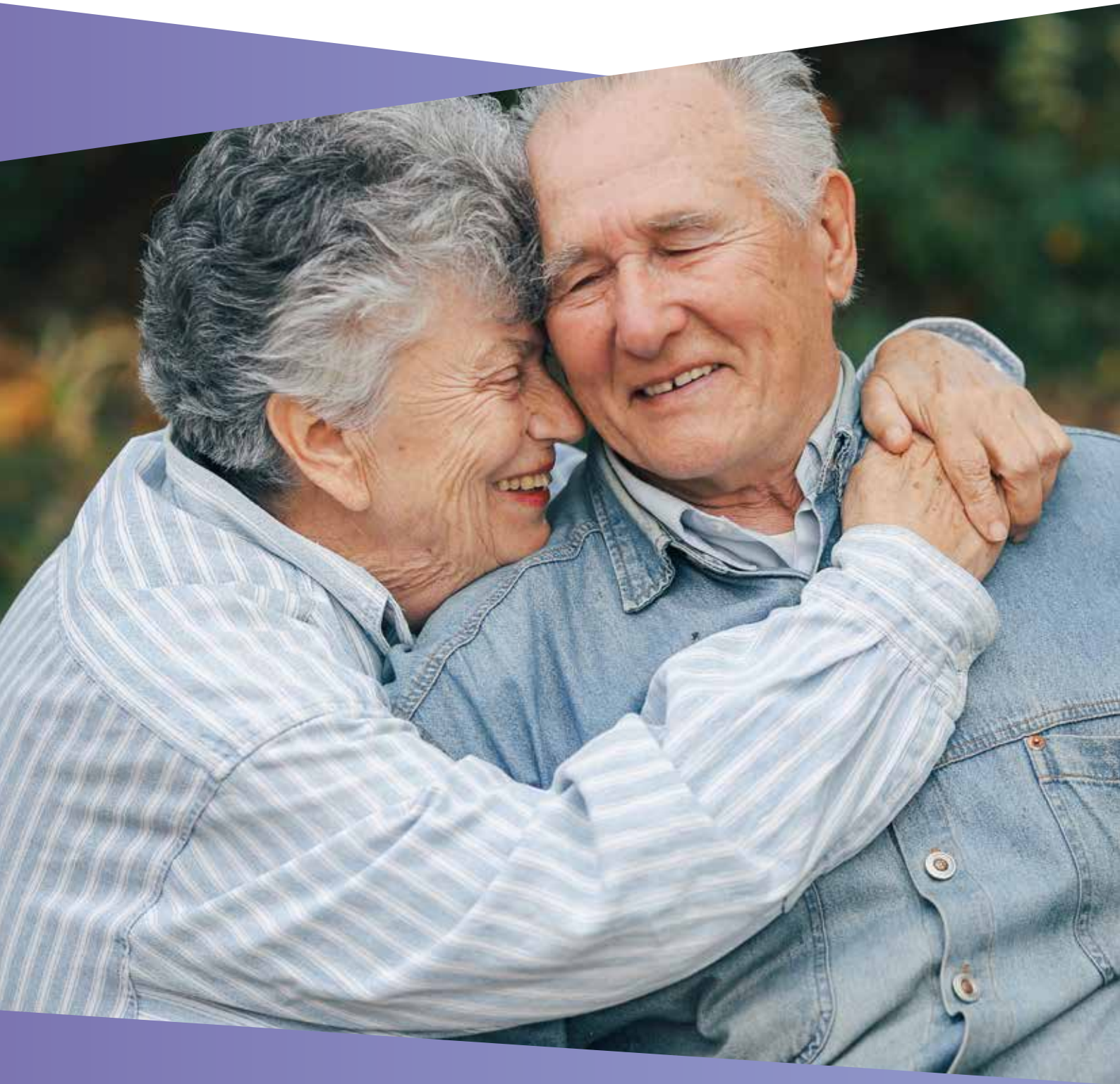


Renting with My Future Living



**MY
FUTURE
LIVING**

Renting made easy



Renting with My Future Living



Renting made easy

Welcome

My Future Living is delighted you are considering renting in retirement. Renting has become an increasingly popular lifestyle choice in recent years for lots of reasons.

Some people want to move closer to family or just fancy a fresh start in a new location. Others want to free themselves up from the responsibility of home ownership and/or release capital from the sale of a home to spend in retirement.

Moving home or downsizing in later life is something people often decide to do to mark a new chapter in their lives and at My Future Living our mission is to make everything as easy as possible for you to rent with us.

We offer age-exclusive apartments in modern, purpose-built retirement developments throughout the UK.

While the word retirement suggests everyone is retired this isn't the case. Some people move in before they have retired and are still working and this can help ease the transition from work to retirement.

Retirement developments offer people a safe, secure and comfortable place to live. They are built for people who want to live independently and continue enjoying an active lifestyle without the hassles and costs of maintaining a large home.

Our apartments are located in friendly communities with shared social facilities such as communal lounges and well-maintained gardens where people can get together if they wish. Most developments organise events and social activities too, although there is no obligation to get involved.





While the word retirement suggests everyone is retired this isn't the case.

There is a development manager on-site during the day to ensure the smooth running of the development, and most developments have lifts for easy access to properties on different levels. There is often a guest suite too which can be pre-booked for visiting family and friends.

We understand that the decision to move home is not easy, especially if you have never rented before and always owned your own home. Our professional team of experts are there to guide you at every step and provide all the advice and information you need. They can assist you in making an informed decision about whether renting is right for your situation and help you to find the perfect home.



Retirement developments offer people a safe, secure and comfortable place to live.

This simple guide is designed to help you understand exactly what renting in retirement is all about. If you have more questions our team would love to hear from you.

Contact them on
01823 793420
or email
enquiries@myfutureliving.co.uk

Why rent with My Future Living

For many older people renting can be daunting, as they have always owned their own home, however renting in later life can be a great lifestyle choice. It can bring many benefits, including flexibility and no longer having to worry about the upkeep of a property, which we know can become harder as people get older.

Retirement rentals are the fastest growing sector of the private rental market. Which suggests that many people are changing their perceptions of retirement living.

We are a market leader in affordable retirement rentals in friendly retirement developments all across the UK. With over 2,000 high-quality apartments designed exclusively for the over 55s, we have a home to suit everyone – whether that is an apartment by the coast, a thriving city, or a pretty market town.

With so many options, people have the flexibility and freedom to choose where and how to live the best possible retirement. We offer our tenants high quality, value for money retirement rentals and outstanding customer service they can count on.

Live in your rental home for life

One important benefit of renting with My Future Living is that most of our properties come with an Assured 'Lifetime' Tenancy which means our tenants have security knowing that they can stay as long as they like and won't have to move out unless they want to. This type of tenancy offers the same security of tenure as home ownership. Provided you keep to the terms of the agreement, this tenancy offers protection from eviction. We know this gives people great reassurance and peace of mind and is often the main reason that people are convinced that renting is a great option for them.



Key benefits of moving into a retirement development



Live independently,
in a sociable community



Fewer rooms to heat
so lower energy bills



Less housework to do
and no gardening



No property upkeep
or maintenance



Free up capital in a home



Additional support if needed



Stay as long as you like
with Assured Tenancies



Developments built in
good locations, close to shops,
amenities and transport



Affordable way to move



Flexibility and freedom



What will it cost to rent in a retirement development?

We know that moving can be expensive. To help you prepare we've included a list of some of the services you will have to pay for as part of your tenancy as well as a list of things that are already included in the monthly rent.

What's included in my rent?

Below is a list of all the services and benefits of the development which are included and you don't have to pay for...

- Service charges
- Ground rent
- On-site manager
- 24-hour Emergency Careline
- Use of the communal areas including the lounge and gardens
- Cleaning and maintenance of communal areas
- Laundry room
- External window cleaning
- Lift maintenance
- Building maintenance
- Garden maintenance
- Building insurance
- Water rates (not at all sites)

Services may not be available at all sites.

What do I have to pay for?

- Monthly rent
- Council Tax
- Utility Bills - Electricity, Gas, Water (in many cases water rates are included in the rent)
- Telephone, Internet and TV subscriptions
- Home contents insurance
- TV Licence fee

What you will be required to pay to move into your new rental home

Holding deposit	Deposit	Advance rent
Equal to 1 week's rent*	Normally equal to 1 month's rent	2-6 weeks rent depending on the start date

*This reserves the property and is paid towards your first month's rent. Holding deposits do not apply in Scotland.

Could you be entitled to benefits

Have you checked you're getting everything you're entitled to? In the UK there are a range of support services and benefits available to help with living costs. Here are some of the services you could be entitled to:

Pension credit

If you're over the state pension age and on a low income then you could be entitled to extra money with Pension Credit, which is separate from your State Pension. Pension Credit can also help with housing costs.

Council tax reduction

If you're on a low income or claim benefits then you could be eligible for Council Tax Reduction. Each council runs its own scheme but your bill could be reduced by up to 100% in some cases.

Housing benefit

If you're on a low income or claiming benefits and are over the state pension age then you might be able to claim for Housing Benefit to help you pay your rent.

Attendance allowance

If you have a disability and over the state pension age then you could be entitled to additional support.

You should also automatically receive: Winter fuel payment

If you're over 67 then you could receive between £100 and £300 to help pay your heating bills in the winter. You will get your Winter Fuel Payment automatically but if you may need to make a claim or contact the Winter Fuel Payment Centre.

For more information on benefit schemes or to make an application please visit: www.gov.uk



Help and advice

The following charities can help to provide additional advice, support and information:

Citizens Advice Bureau

www.citizensadvice.org.uk

Advice Line: 0800 144 8848 (England)

0800 702 2020 (Wales)

Independent Age

www.independentage.org

0800 319 6789

Age UK

www.ageuk.co.uk

Advice Line: 0800 055 6112

Turn 2 Us

www.turn2us.org.uk

Helpline: 0808 802 2000

Guide to our tenant fees

We believe in keeping things simple and transparent, allowing you to understand our services, procedures and fees.

Holding deposit

One week's rent.

This reserves the property and is held towards the first month's rent.

Please note: The holding deposit will be withheld if the applicant(s) or any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Right-to-Rent check, provide materially significant false or misleading information, or fail to sign their tenancy agreement (and / or Deed of Guarantee) within 30 days (or other deadline as mutually agreed in writing).

Early termination (Tenant's request)

Should the tenant wish to leave their contract early, they shall be liable for the landlord's costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy. Early termination is subject to the landlord's agreement.

Unpaid rent

Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid to pursue non-payment of rent. Please Note: This will not be levied until the rent is more than 14 days in arrears.

Variation of contract (tenant's request)

£50 (inc. VAT) per agreed variation. To cover the costs associated with taking landlord's instructions as well as the preparation and execution of new legal documents.

Change of sharer (tenant's request)

£50 (inc. VAT) per replacement tenant or any reasonable costs incurred if higher. To cover the costs associated with taking landlord's instructions, new tenant referencing and Right-to-Rent checks, deposit registration as well as the preparation and execution of new legal documents.

Please note the above fees do not apply in Scotland.



Wales

One week's rent

This reserves the property and is held towards the first month's rent.

Please note: The holding deposit will be withheld if the applicant(s) or any relevant person (including any guarantor(s)) withdraws from the tenancy, fails a Right-to-Rent check, provides materially significant false or misleading information, or fails to sign their tenancy agreement (and/ or Deed of Guarantee) within 30 days (or other deadline as mutually agreed in writing).

Early termination (tenant's request)

Should the tenant wish to leave their contract early, they shall be liable for the landlord's costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy. Early termination is subject to the landlord's agreement.

Unpaid rent

Interest will be 3% above the Bank of England Base Rate from Rent Due Date until paid to pursue non-payment of rent. Please Note: This will not be levied until the rent is more than 14 days in arrears.

Additional information

Before you start your tenancy you will also need to pay rent in advance and a security deposit which will cover any damage or defaults on the part of the tenant during the tenancy. The security deposit will be reimbursed at the end of the tenancy subject to the details of the agreement and the findings of the inventory check out report.





Frequently asked questions

It's not just finding the perfect home that's important, it's making sure your new home also suits your lifestyle.

Each development is different but we've compiled information that applies to most of our properties based on questions we're frequently asked. If you'd like more detail though please speak to our lettings team about a specific property.

Age restrictions

Why do developments have age restrictions? When the developments were built a minimum age requirement was set by the local council. The most common minimum age is 60 but in some cases it can be 55.

Care and support

If you require additional care or support then please contact us for more information about our assisted living developments.

Mobility scooters

If you have a mobility scooter then please speak to our team about the facilities at the development to find out if there are charging spaces or storage available. Before you move in you will also need to speak to our team about permission to keep the mobility scooter on site as we'll need to see a copy of your insurance.

Renting with pets

We understand that many people enjoy the companionships of having a pet and how beneficial they can be for overall health and well-being. The great news is most developments will accept well behaved pets but you will need to get permission from My Future Living and the management company. There may also be an additional fee. If you have pets it's important to note that they will not be allowed in the communal areas such as the lounge or the gardens, so cats must be kept in the apartment and dogs must be exercised away from the development.

Communal areas

Our communal areas are designed to be shared by all of our residents so we ask that you are considerate of your neighbours and other tenants. This also means that smoking is not allowed in any communal areas such as lounges, entrance halls, stairways, or development gardens. Some properties allow smoking inside the apartment but please discuss with the landlord to avoid deductions being made from your deposit.

Decoration

If you are planning on making alterations to the property including redecoration, you must get written permission from us before the



Renting a home with My Future Living

Here is our



guide to the renting process

- 1 Register your interest**
Call us, email or use our web contact form to let us know your details and new home requirements.
- 2 Arrange a viewing**
If you see a property you like or would like us to recommend some we can arrange for you to view suitable properties.
- 3 Reserve your property**
If you find a property you like, a holding deposit of one week's rent will reserve the property.
- 4 References and application**
Return your completed application form, which will allow us to collect your references and validate your reservation. We will then confirm your move in date once we've created the tenancy agreements and confirm your move in date.
- 5 Pay the deposit and rent**
On or before the tenancy start date you will need to pay the deposit and advance rent.
- 6 Move in day!**
Upon completion, you will meet with the on-site manager and be given your set of keys. Congratulations and welcome to your new home!

The six steps in more detail:

1

Register your interest

Whether you have a development in mind or have just started looking, the first step in finding your new home is to contact us and register your details.

Our expert team will be able to talk you through the process as they review your requirements.

Call: 01823 793420

Email: enquiries@myfutureliving.co.uk

Post: My Future Living, First Floor, 2 Tangier Central, Castle Street, Taunton, Somerset TA1 4AS

Or visit: www.myfutureliving.co.uk

2

Arranging a viewing

If you see a property you like the look of then the next stage is to arrange an appointment for you to view it. At the appointment the development on-site manager will meet you and show you around the property and the development, answering any questions you may have.

Below are some viewing hints and tips:

- Check what's included - This will help you see if the property meets your requirements. It's important to note that My Future Living don't usually supply any of the freestanding white goods as our properties are unfurnished. Please speak to our lettings team if there's anything you are unsure of though.
- View the communal areas and the surrounding area - The communal areas will be part of your new home so it's important to see the facilities on offer at your chosen development and which amenities are in the local area.
- Some of the things to visit in the development might be: communal lounges, gardens, laundry rooms, scooter storage, and car parking facilities.
- Ask questions - If you are looking at moving to a new area, the on-site manager is the ideal person to ask about local services and amenities.



3

Reserve your property

If you find a property you like and you wish to reserve it, please call our team on 01823 793420.

To secure the property reservation we will need to take a holding deposit of one month's rent, which will be held until the tenancy start date and will be paid towards your first month's rent.

The holding deposit will be withheld if the applicant(s) or any relevant person including any guarantors(s):

- Withdraw from the tenancy
- Fail a Right to Rent check
- Provide materially significant false or misleading information
- Fail to sign the tenancy agreement (and/or deed of guarantee) within 30 days or other deadline as mutually agreed in writing

Our aim is to process your application within 30 days from the initial application, however this may be extended if there are delays with referencing or we need to complete any maintenance work before you can move in.

Please note: The holding deposit is not applicable for Scottish properties.



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References and application

Please return fill in and return the application form for the property you want. Once we receive it we will obtain references. These need to be satisfactory in order to rent one of our properties. Please note that some referees may charge a fee for providing you with a reference. Below is a list of the references we need from you:

- Three months bank statements
- Copy of your passport (other options are available)
- Character reference
- Landlord reference - if applicable
- Employer reference - if applicable

My Future Living will complete a credit report via a credit agency for all tenants and guarantors.

In some cases, we may also require a guarantor and they will also need to provide a financial reference however, if necessary then our lettings team will let you know.

We will then confirm your tenancy start/move in date and proceed with preparing the tenancy agreements, which will be posted to you to sign and return. You will need to return the signed tenancy agreement to us before the start date in order for us to release the keys to you.

The different tenancy agreements explained

The tenancy is the legal contract between you and the landlord that allows you to live in the property. You will be informed of the type of tenancy available when you reserve.

We strongly recommend that you seek legal advice before signing any tenancy agreement. A draft tenancy agreement is available upon request.

Properties in England or Wales

The My Future Living tenancy agreement will be either an Assured Tenancy, which allows you to stay in your home for as long as you wish or the more common Assured Shorthold Tenancy. All tenancies will include an initial 12 month tie in period before notice can be given by the tenant.





Assured tenancies

- This is a long term tenancy
- An initial fixed term, the tenancy then automatically continues on a 'periodic assured tenancy' basis.
- The tenant can give the required notice to leave at any time but the tenancy provides additional security as tenants can stay as long as they wish providing they keep to the terms of the tenancy agreement.

Assured shorthold tenancies

- This is a fixed term tenancy which is normally offered on tenancy between one and five years.
- At the end of the fixed term, either a new tenancy will be negotiated or the landlord may wish to regain possession of the property.

Properties in Scotland

- All new tenancies in Scotland must be a private residential tenancy.

Private residential tenancy, PRT

- This is a no fixed term tenancy.
- The tenancy is brought to an end by the tenant giving notice or, the landlord obtaining an eviction order from the First-Tier Tribunal using one or more of the grounds set out in Schedule 3 of the Private Housing (Tenancies) (Scotland) Act 2016.

5

Pay the deposit and rent

At the start of your tenancy, you will be required to pay a security deposit and advance rent.

Security deposit – this is normally equal to one month's rent. The deposit will be reimbursed to you at the end of the tenancy, subject to the details of your agreement and the findings of the inventory check-out report.

My Future Living are members of the TDS deposit protection scheme. If you have an assured shorthold tenancy your deposit will be part of a Deposit Protection Scheme.

You can find out more at www.tenancydepositscheme.com

Advance rent – the amount you will need to pay will vary depending on your start date and where it falls in the month. Please speak to the lettings team if you'd like more information on how much you'd be expected to pay.

Monthly rent – your rent will be payable either on the first day of each month or the same day as your tenancy start date. We will help you to set up direct debits, standing orders or assist you with other payment methods if required.

Rent review – all our tenancies have an annual rent increase linked to the Retail Price Index (RPI). Rent is reviewed annually on the anniversary of the tenancy and details are included in your tenancy agreement.



6

Move in day!

The final and most exciting stage of the process! Please remember that to release the keys on your start date we must have:

- Your signed tenancy agreement
- Deposit
- Advance rent

You will be able to collect your keys from the on-site manager on your start date and they must be present to welcome you when you move in and ensure you are clear about everything.

It's important to note that most managers work from Monday – Friday, so you may not be able to move in at a weekend.

In order to collect your keys, you will need to present your passport or other valid identification on moving in day to prove you have the legal right to rent in the UK and comply with 'Right to Rent' government legislation.

We will attend the property to prepare an inventory. This will be either on 'move in' day or will have been done previously for you to confirm in your own time. You will not be able to move belongings into the property before your start date.

We hope you enjoy living in your new home. Remember the My Future Living team is still available should you have any questions after you move in.



