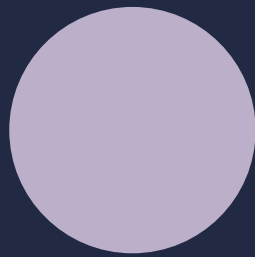


# A guide to your My Future Living tenancy



**MY  
FUTURE  
LIVING**

Renting made easy



# A guide to your My Future Living tenancy

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We'd like to welcome you to your new home in a My Future Living property. We are delighted that you chose to rent in one of our sociable and friendly retirement communities.

We specialise in providing good quality, age-exclusive retirement rental properties on assured or lifetime tenancies in friendly communities throughout the UK.

With over 1,800 good-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.

Our aim at all times is to ensure our tenants feel safe, secure and confident living in their new home and enjoy all the flexibility and freedom that comes with renting in retirement.

We hope this guide for tenants will be a useful handbook to help you settle in and to use throughout your tenancy. It's packed with information about what it's like to live in a retirement development and you should read it carefully alongside your tenancy agreement.

Please note this is a general guide for all our developments so if you're unsure of anything or there's a contradiction between anything stated here and your tenancy agreement, please contact us and we'd be happy to discuss it with you.



Renting made easy

# My Future Living customer charter

## Our promise

We promise to make renting a retirement home an enjoyable and easy experience for all our customers.

Our customers' welfare is our number one priority; and their safety, security and well-being are the most important aspect of our business.

We offer customers good-quality retirement apartments at affordable market rates. There are no hidden costs, services charges, or rent increases to surprise them.

Whenever our customers talk to us, they will receive a respectful and friendly welcome from our experienced team.

Our communications are always:

- ✓ clear
- ✓ simple
- ✓ transparent

We provide customers with the right information and support to make informed decisions about their future home.

When they move in, we make maintenance and repairs easy. Tenants can report any issues online and receive a fast response and turnaround from our trusted team of professional maintenance experts. This service is included in the rent, there are no extra charges.

The maintenance team aims to fix things promptly and deliver a great experience. Our goal is to only visit our tenant's home once. Fixing things first time is not just good for customers – it is kinder to the environment too.

Our deep commitment and love for retirement rentals means we are constantly working to improve standards and design to meet the housing aspirations of our customers.

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## You can have confidence My Future Living will:

- Do what we say we will do, including complying to our Customer Charter and adhering to all professional Codes of Conduct and Codes of Practice
  - Act in a responsible and professional manner always
  - Be clear and transparent in all our dealings with you
  - Make it easy to report maintenance issues or repairs and aims to resolve any of them quickly
  - Do our best to resolve any complaints and concerns promptly
-

## Our commitment

Our customers are at the heart and we listen to them always. We have in-depth discussions with new customers to find, understand their unique situation and what they want and need from a retirement home.

This insight means we can provide a range of options that are appropriate and suited to their needs. We strive to make it easy for customers to choose a home perfect for them.

We like to ensure our customers understand everything about renting in retirement, this includes the processes and costs involved, the different tenancies available, how the process works, through to what life in a retirement community is really like.

Not only are we responsive to customers, but we are flexible too. If you want to live in a certain location, we will try to make that happen. If an apartment is perfect except for some of the fixtures and fittings, talk to us and we will see if we can make changes.

Moving home is stressful, so we support customers at every step of their retirement rental journey, from their initial phone call or email through to picking up the keys to their home.

This continues throughout the tenancy. Our tenants can contact us by phone, email or through our website with any queries and we aim to respond quickly and address their needs and issues promptly.

Customers are our number one priority. Our friendly, knowledgeable, and professional team strive to provide a prompt, reliable and responsive service always. We pride ourselves on being a trustworthy provider of good quality, affordable retirement rentals to suit all budgets.

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## In return we ask that our customers:

- Always treat our staff, and tradespeople at the developments, with courtesy and respect
  - Contact us straight away if you have a problem or concern about your property or the rental process
  - Comply with the rules and regulations as set out in your rental contract and the development you live in
-

## Further advice and information



### Alzheimer's Society

helpline: 0300 222 1122

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

The UK's leading support and research charity for people with dementia, their families and carers.



### Age UK

helpline: 0800 169 65 65

[www.ageuk.org.uk](http://www.ageuk.org.uk)

Age UK is the country's largest charity dedicated to helping everyone make the most of later life.



### Dementia Friends

helpline: 0300 222 5855

[www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)



### Citizens Advice

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Free advice on benefits, work, money, legal issues, tax, discrimination and more.



### Carers UK

helpline: 0808 808 7777

[www.carersuk.org](http://www.carersuk.org)

Advice, information and support for carers.



Renting made easy

01823 793420

[www.myfutureliving.co.uk](http://www.myfutureliving.co.uk)

Age exclusive retirement property to rent on long term tenancies



# About your home and development

Below is some information it would be useful for you to fill in when you first move in and to keep it to hand during your time living in the development. Ask your on-site manager if you have any questions or need to know useful telephone numbers and procedures.

It is important that you understand how to turn on and manage the heating, water, gas and any appliances in your property.

If you need any advice:

call: 01823 793420

email: [maintenance@myfutureliving.co.uk](mailto:maintenance@myfutureliving.co.uk)

## Some things to check with the on-site manager:

- How the door entry system works
- How to use the emergency call system
- Fire Safety and Evacuation process
- Where the controls for the hot water are located

- The fuse box can be found at:

- The electricity meter is located at:

- The stop tap can be found at:

If applicable:

- The gas meter is located:

- The water meter is located:

## Development details

Name of the on-site manager:

On-site manager's phone number

Fire assembly point:

## Meter Readings

It's important to ensure you take meter readings on your move in day to ensure you only pay for the energy you use.

Electricity

Gas

Water

# Moving in checklist

Before you move, you can start informing companies of your new address and telephone number. Some of these companies might include;

- Banks
- Buildings societies
- Insurance companies
- Mobile phone
- Doctor
- Dentist
- Optician
- Pharmacy
- DVLA – for driving licence
- Library
- Pet microchip companies

Once you've moved in to the property, some of the things you might need to organise are:

- Council Tax registration – contact your local council
- Contents Insurance
- Utilities – Electricity and gas
- Water – If this is not included in your rent
- Telephone, Internet & TV subscriptions
- TV Licence – Call 0870 241 6468 or visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)
- Redirect mail if necessary contact the post office

## Other important information

If you have problems running the water as soon as you move into your new property then the water may have been turned off at the stop tap, especially if the property has been empty for a little while.

To get the water running again, turn on the stop tap, and allow water storage tanks to fill up and the hot water tank to reach the correct temperature before running the taps for a couple of minutes. Once you've done this you should have removed any stale water from the system and can use your water as normal.

### Contents insurance

Contents insurance provides peace of mind for renters as well as homeowners. With contents insurance you'll ensure that all your personal belongings are protected if they're damaged or lost. Your contents insurance should start on the first day of your tenancy. Please read any policy you take out carefully to make sure it provides the correct level of cover for your needs.

Your contents insurance should start on the first day of your tenancy.

### Documentation

You might find it helpful to store the following information in a safe place in case you need to refer back to it at any point throughout your tenancy. This includes;

- Your Tenancy agreement
- Inventory and/ or check in report
- EPC – Energy Performance Certificate
- EICR – Electrical Installation condition report

Also, if applicable:

- How to Rent document\*
- Tenancy Deposit Scheme certificate
- Pet permission
- Mobility scooter permission Insurance documents
- Gas Safety certificate

\*Assured shorthold tenancies only



## Your tenancy

A tenancy agreement is a legally binding contract with between the tenant and the landlord. Here are some of the key responsibilities you have as a tenant:

### Care and cleanliness

It is your responsibility to keep the property clean, tidy and in good decorative order. This includes dealing with any pest infestations caused by your own actions e.g. rubbish being left in the flat. If the property falls into disrepair through neglect or damage during your tenancy, you will be held responsible.

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

### Repairs and Maintenance

We make maintenance and repairs easy and aim to fix things quickly, often in the first visit to your home.

To report a repair, please call our friendly Repairs and Maintenance team.

Email: [maintenance@myfutureliving.co.uk](mailto:maintenance@myfutureliving.co.uk)  
Call: 01823 793420.

The office team is available Monday – Thursday 9am – 5.30pm, Friday 8.30– 5pm.

### Rent and additional charges

Rent must be paid in full and on time, as laid out in your tenancy agreement. Other charges such as utilities and council tax must also be paid on time.

### Insurance

Ensure you have relevant home contents insurance to cover your own belongings and accidental damage.

### Safety and wellbeing

The safety of our residents is our main priority so we ask that all residents and staff follow the security procedures on site to ensure that the security of the development is not put at risk. This includes anti-social behaviour, which can cause distress to neighbours and those around you. You can also be held accountable for the anti-social behaviour of any of your visitors.

If you're unsure of the details of these procedures or what constitutes anti-social behaviour, please contact our team or the on-site development manager. We also ask that you report any health and safety issues to My Future Living and follow the fire safety information provided on site.

### Smoking

Smoking is not allowed in any communal areas, this includes stairways, communal lounges and entrance halls. If your landlord has permitted you to be able to smoke in your home, it must not affect other residents.

### Do not sublet

You must not sublet the property or allow anyone else who is not a tenant to live in the property.



# Your rent

Great news, there are no hidden extras after you have paid your rent! The landlord is responsible for the additional costs of the development, including:

- **Development services – this includes the on-site manager, 24-hour emergency Careline services, buildings and garden maintenance, external window cleaning.**
- **Ground rent.**
- **Buildings insurance.**
- **Water and sewage rates (not at all sites).**

## Rent review

Rent is reviewed annually on the anniversary of the tenancy. All our tenancies have an annual rent increase linked to the Retail Price Index. To make sure there are no surprises, we will give you at least one month's notice in advance of any changes.

## Talk to us

In the event that you have difficulty paying your rent or think you might do in the future, please contact us immediately to discuss the problem.

We always try to do our best to help and by contacting us early we will be able to speak to you about your options.

## Important information about your rent

Your rent will be due either on the first day of each month or the same date your tenancy started. To make things as straightforward as possible for our tenants, we ask that rent is paid by direct debit or by standing order.

You will be asked to complete a direct debit form or a standing order mandate when you sign your tenancy agreement but if you'd like to change your payment method or need assistance at any time, please contact our accounts team through the main My Future Living telephone number.

## Ending your tenancy

### If you wish to leave your home

Your agreement will run for the agreed fixed term. We will contact your landlord three months before the expiry of the fixed term to ask them whether they wish to renew the tenancy or regain possession at the end of the fixed term. We will then contact you to either offer a further tenancy or provide you with two clear months' notice to vacate the property, depending on the landlord's instructions.

If you do decide you'd like to leave the property please check your tenancy agreement, which will tell you the steps you need to take to end your tenancy.

If you'd like to speak to a member of our tenancy team then please call 01823 793420.

However, it's important to note that we only accept notice in writing by letter or by email and you're notice period will start from the date we receive your notice letter.

We will always acknowledge receipt of your notice letter to confirm the tenancy end process and advise you of next steps so if you don't hear from us please check your letter has been received.

## Moving out early

### If you need to leave the property early

If you need to leave the property earlier than you originally intended or before the end of your tenancy term, please contact us to discuss how best to proceed. Again, please give as much notice as is possible.

### Check-out inspection

We will arrange for a check-out inspection to be carried out once you have left the property. This will include checking for repairs and maintenance issues you are responsible for as well as damages or missing items. We will notify you and the landlord of the inspection findings.

### Deposits

Once the check-out has been conducted, My Future Living will receive instructions regarding the deposit from the landlord including details of any deductions. Cleaning costs and unpaid rent are the top reasons why deposit money is withheld when a tenant moves out of a rented property, so you may want to consider using a professional cleaning company. When the deductions are agreed by both the tenant and the landlord the deposit money will be returned to your account, less any agreed deductions. This typically takes 10 working days.

### Moving out

This information has been prepared to help your move go smoothly and to enable us to deal with your deposit and close your account as quickly as possible. You have no legal right to return to the property after the lawful end of the tenancy in order to put anything right (e.g. to finish the cleaning). Please read through the following sections and allow plenty of time for the necessary preparations.



# Moving out checklist



## Rent

The rent must be paid up to the end of the tenancy. The Estate is responsible for ensuring these payments are made. If the tenant's bank accounts have been frozen, the Estate will need to make alternative arrangements to pay the rent on its due date. This can be done either by cheque (made payable to My Future Living), by phone using a debit or credit card (T: 01823 793420), or by bank transfer.



## Direct debit

If the rent has been paid by Direct Debit we will ensure that this is stopped when the tenancy ends. If the final month's rent needs to be adjusted we will arrange this for you. Please do not cancel the Direct Debit yourself.



## Standing order

If the rent is paid by standing order or a paying-in book, please make sure that the final month's rent is paid on the due date. You will be responsible for cancelling the standing order after the final rent payment has been made. We do not have the authority to cancel it.

**Please note: The deposit cannot be used to cover the final rent payment.**



## Cleaning

At the end of the tenancy the flat should be left in a clean and tidy condition with any personal items removed. If the flat is not left in a clean and tidy condition then we will have to deduct the amount it costs us to have it professionally cleaned from your deposit. We've included a cleaning checklist in this guide for you to refer to.

## Moving out checklist continued...



### Moving out



Please remove all possessions from the flat by the last day of the tenancy.

- Do not leave any items or personal possessions in the flat that aren't included in the tenancy, even if you think they may be of benefit to the next occupier (e.g. cleaning products). If you do so, we may have to charge you to have the items removed.
- Please check the development policy on the use of the lift for removals.
- Do not use the development refuse area to dispose of large amounts of waste, you must take all refuse and unwanted items to the local recycling centre.
- Please be considerate of neighbours and the on-site manager by ensuring that removals/ cleaning are completed by a reasonable time.



### Repairs

You will need to fix any damage to the property caused during your tenancy including fixing any holes in the walls or tiles from picture hooks and painting or patching walls where required. Any work that needs to be completed by us may be deducted from your deposit.

## Moving out checklist continued...



## Council tax

Contact the local Council Tax office to confirm the last date of occupancy. If this isn't done they may continue to charge the Estate.



## Post

Please make arrangements to redirect any post.



## Let us know a forwarding address

The Executor/Administrator's address must be provided to My Future Living before or at the end of the tenancy.





## Moving out checklist continued...



### Take final meter readings

Contact electricity, water and gas suppliers as appropriate with meter readings up to the last day of the tenancy and request that the final bill be sent to the Estate for payment. Please notify them that future bills are to be sent to My Future Living at our usual address.



### Secure the property

Please ensure that all lights are turned off and all doors are closed and locked before you leave the property.



### Keys

You will need to return any keys you were given when you moved in to the property. This includes any security key fobs, patio door or window keys and a key for the development entrance.

The keys must be handed to the on-site manager or to a My Future Living representative on or before the last day of the tenancy.

If there are any problems handing over the keys, please let us know in advance so we can make alternative arrangements.



# Your deposit



## Returning the deposit

The property will be visited by our representative as soon as is reasonably possible after the last day of the tenancy and the deposit returned shortly thereafter, subject to any deductions that may be necessary.

It's important to note that the deposit will be paid to the person who paid the deposit at the start of the tenancy, unless we are instructed otherwise.

When returning a deposit to an Estate we must ensure that it is paid to the person entitled to receive the money. If you are arranging the end of a tenancy for a tenant of ours please contact our tenancy team so we can discuss the specific situation with you.

**In order of preference:**

- A copy of the Grant of Probate.
- The name and address of a firm of solicitors dealing with the Estate who we can pay the deposit money.
- A copy of the Will, naming the Executors of the Estate and their instructions on what to do with the money.
- A letter signed by a sibling (if there is one) confirming their agreement for us to pay the deposit to you.

**Call: 01823 793420**



# Cleaning checklist

You should ensure the property is left in good condition. We appreciate that for various reasons you may not be able to undertake the cleaning yourself and in these circumstances we suggest you employ the services of a local professional cleaning company. Please ensure you retain any receipts for cleaning services as we may require copies. This checklist is a general guide and some items may not be applicable in your property.

## General cleaning

### Thoroughly clean the following:

- Internal windows and window frames.
- Coving, picture rail, cornice and curtain rails. Inside and outside of cupboards and built-in wardrobes.
- All woodwork including doors, door frames, door tops, skirting boards, stairway and banisters.
- Plug sockets, switches, lamp shades and light fittings.
- Fire surround.
- Vacuum and wash all vinyl floors.
- Remove cobwebs.
- Dispose of all rubbish.
- Vacuum all carpets (including inside storage cupboards and built-in wardrobes). If carpets have stains or ingrained dirt, we recommend you have them cleaned by a local professional carpet cleaning company.
- Dust and polish all surfaces.
- Spot clean walls and woodwork.
- Vacuum dust from storage heater vents and clean the outer casing thoroughly.



## Cleaning checklist continued...

### The kitchen

Thoroughly clean the following:

- All counter tops.
- Sink, draining board & taps.
- Inside and outside of all kitchen cupboards and drawers.
- Inside and outside of fridge.\*
- Freezer internally and externally after being defrosted.\*
- Clean and degrease inside of oven, then polish outside.\*
- Clean and degrease hob and grill.\*
- Clean, degrease and polish cooker hood and fit new extractor fan filter.\*
- Remove any mould and grease from wall tiles, then clean and polish.
- Remove any mould and dirt from silicone sealant, particularly around the sink and work surfaces. Vacuum dust from extractor fan and clean outer casing.\*

\*if applicable



### The bathroom

Thoroughly clean the following:

- Bath and taps.
- Inside and outside of toilet.
- Basin and taps.
- Shower enclosure/screen and shower head.
- Bathroom fixtures such as mirrors, towel rail, toilet roll holder, soap dish etc.
- Cupboards, shelving and surfaces.
- Remove any mould from silicone sealant.
- Vacuum dust from extractor fan and wipe clean.
- Wash down tiles and remove any mould then polish.



# Compliments and complaints

## Sending a compliment

Happy with our service? Maybe you want to let us know that someone went out of their way to help you?

We would love to hear from you! Our successes are just as important to hear about and hearing about a happy customer always brightens our day! We have even received a painting from a lovely client which we have treasured.

Please feel free to email, phone or send us something in the post. All contact details are at the bottom of this page.

## Complaints

If you're unhappy with our service, please let us know.

We understand that sometimes things don't always go to plan. If you're unhappy at any point in your tenancy with us, please contact us.

## Making a complaint

In the first instance please speak to the person who is dealing with your property or tenancy either by telephone, email or post.

## What happens next?

### Step 1

We will acknowledge your complaint by email or in writing within three working days. We advise you of the timescale for any investigation and offer you our full response within 10 working days.

### Step 2

If you are unhappy with our response you can escalate your complaint to our company secretary.

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

### Step 3

If we cannot reach agreement with you, this will usually be referred to the Ombudsman as a deadlock situation requiring an independent review.

Please contact us for more information on our complaints procedure.

## Contact us

call: 01823 793420

email: [enquiries@myfutureliving.co.uk](mailto:enquiries@myfutureliving.co.uk)

website: [www.myfutureliving.co.uk](http://www.myfutureliving.co.uk)

or write to us at:

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

