

Frequently Asked Questions



What is Extra Care?

Extra Care offers you greater freedom to live independently in the knowledge that help and support is available from the 24 hour on site care and support team. We offer round the clock cover and an emergency call response to everyone. So should you need a little short-term support or even long term assistance, we can tailor our services to meet your individual needs.

In addition to your own home in a comfortable environment, you also enjoy access to a range of social and leisure facilities. At each development there will always be something going on, but you can choose how much, or how little social activity you want.

Who can apply for an Avantage apartment?

Anyone who is over 60 can apply to buy, rent or part-buy/part rent.

There is no upper age limit. In the case of couples, at least one of the applicants must be aged 60 or over. Applications will be considered from people who are approaching the age of 60, as long as they can demonstrate a need for care or support due to a disability or debilitating condition.

In the case of sales, purchasers may be under the age of 60 as long as they are purchasing the property on behalf of an individual aged 60 or over as their only or principal home.

Priority will be given to people who live in the local area or have a local connection with the area ie they need to move closer to relatives or friends to receive support.

In the case of Handforth planning conditions dictate that we restrict allocations to residents or people employed within the borough of Macclesfield. Partners, spouses, or dependent relatives of these people are also eligible to apply.

In the case of Crewe planning conditions dictate that we give priority to people who have been resident in Crewe for at least five years.

Can my family buy the apartment for me or does the owner need to be over 60?

Yes, anyone can buy the apartment, as long as the person moving into the apartment is over 60 and fits the allocation and care assessment criteria.

What is Part Buy/Part Rent?

You purchase a 50% share of the property and pay rent on the remaining share, making it more affordable than outright purchase. The remaining share will belong to the 'landlord', in this case it is Manchester & District HA. All the apartments will be sold on a lease for a term of 99 years.

What facilities are there on site?

Cafe, hairdresser, village hall, shop, private and public lounges, fitness suite, library, IT suite, hobby and craft rooms, treatment room, pamper bathrooms, assisted bathrooms, atria (Winsford & Crewe only), winter garden, gardens, car parking, lifts.

Can the local community use the facilities?

The private residents lounge, private garden and pamper bathrooms are for the exclusive use of residents. All other facilities are available for use by older people in the local community and your guests.

Is there a lift?

Yes - There will be two lifts in each development.

What care provision will be available and who will provide it?

A support and care team (Housing 21) will be on site round the clock to provide 24 hour cover. Housing 21 has over 40 years experience of providing care and support for older people. So they've got the expertise and knowledge to cater to your changing needs. The care service will be delivered by trained, caring and competent staff. You can be assured that the service will be fully registered and regulated by the Commission for Social Care Inspection (CSCI) which is the government body responsible for ensuring care providers comply with the law and maintain high standards of care delivery. Support and care services will be charged for in accordance with Cheshire County Council's Fairer Charging Policy. See www.cheshire.gov.uk or call them on: **0845 1133311**

Can I bring my pet?

You are welcome to bring your pet subject to a couple of conditions:

- prior permission is obtained in writing
- your pet is kept under control and you are entirely responsible for clearing up any fouling.

Do I need to leave a deposit when reserving?

If you want to purchase outright or part buy/part rent we will require a non-refundable deposit of £250 in order to hold an apartment on your behalf prior to exchange of contracts. You will be issued a receipt that sets out the agreed price and confirms how long the apartment will be held on your behalf.

How secure will the developments be?

Avantage has designed special security features into the developments and each individual home. All have door entry systems and closed circuit television systems, which monitor the communal areas and grounds. The CCTV system is recorded and can be monitored by staff on site. Visitors are welcome and able to use the developments, but they do not have open access to the resident's private areas.

Each home is fitted with a video door entry system and the latest smoke and heat detectors. There's also an emergency alarm that puts you in direct contact with site staff any time, day or night. Every reasonable precaution has been taken to provide you with the security of feeling safe and sound in your own home.

How is the rubbish collected? Is recycling available?

The local council bin service and recycling arrangements will apply to each scheme. There are bin stores on each floor which staff will empty regularly. We can arrange assistance for you if you need some help in transferring your rubbish to the bin stores.

Recycling facilities are available at each scheme and residents are encouraged to recycle their rubbish

What is the two bedroom flexi?

This is an apartment where you have the option to convert the second bedroom to either additional living room space or additional space within the master bedroom.

Do you have any more developments or show apartments in the locality, where we can go and have a look?

There will be show apartments available on each development, 10 weeks before the scheme opens. The first development Oakmere (Handforth) is due to open in January 2009 and will have a show apartment open October 2008, however marketing material such as floor plans, specifications and high quality 3D images of the development and the property types and are now available. A DVD is also available on request. Early 2008 we will also hold seminars throughout Cheshire to promote the Extra Care developments, where further marketing material will be available. If you are on our mailing list, we will send you details of these events.

Sale/letting centres are now open at Handforth and Ellesmere Port.

Handforth - 01625 525 168

Ellesmere Port - 0151 356 3630

What is the term of the lease?

99 years.

Is there any ground rent to pay on apartments?

A ground rent of £100 per year is payable by the residents buying outright or part buy / part rent.

What happens if I want to re-sell my apartment?

You can sell your home in the same way you would normally sell your property. However, the landlord (Manchester & District Housing Association) will need to approve the sale prior to completion, to ensure any criteria like the age and care levels are met. We will support you finding the best Estate Agent and we will give you the opportunity to sell the property back to us to speed the process up for you. More information on this can be discussed with you once our sales team make contact with you.

Is a charge made to leaseholders on resale of their property to provide a sinking fund?

Up until 2029 Avantage will not make any charge on the re sale of apartments to make provision for major repairs and improvements. Until this date these costs will be covered by the fixed service charge. In 2029 a charge of 0.5% of the Market Value for each year of the Leaseholder's occupation will be introduced to cover these future costs.

What are the arrangements for car parking?

Parking spaces for use by residents, their visitors and staff are available at each development, but these will not be allocated.