

Wohl Court

Retirement Living with Jewish Care

Key Facts

for apartments in the
Affordable Housing scheme
1 April 2024 to 31 March 2025



JEWISH CARE

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What to expect from this guide

We understand that looking into retirement communities can be overwhelming as there is a lot of information to take in.

At Jewish Care, we want to make this process as easy as possible for you. This guide gives you the key financial and legal information you need to know about an Affordable Housing apartment at Wohl Court, one of our Retirement Living communities, to help you make the right decision for you.

If you want to speak to someone to help you, please call us on 020 8922 2200 or email retirementliving@jcare.org

About Wohl Court

Wohl Court is a recent development in Hendon, which was purpose built in 2019.

The site is owned and managed by Jewish Care. The services are run by our dedicated staff with the help of volunteers, who all work hard to deliver quality support and care whilst maintaining a special community.

There are 32 one and two-bed apartments for rent, including some one-bed apartments under the Affordable Housing scheme. The apartments have previously been occupied.

Each apartment is fitted with the following key features:

- a modern kitchen with an electric oven, induction hob, extractor fan, fridge freezer and washing machine
- a stylish bathroom with a wash basin, toilet, walk-in shower and heated towel rail
- several safety features including a smoke detector, heat detector and entry phone system
- double glazing
- telephone and satellite television points. These are FTTP (the fastest type of fibre optic available, which may mean you need adaptors for your appliances)
- electric heaters with a low surface temperature. Some apartments also have these in the hallway

The remaining areas of the apartment are unfurnished, meaning you can bring your own much-loved furniture or acquire new pieces.

Please refer to pages 18-19 of the Retirement Living brochure for example floor plans.

About Affordable Housing

We provide a limited number of apartments under our Affordable Housing scheme. These one-bedroom apartments offer reduced rent and support charges, and normally no deposit is required.

Eligibility criteria

If you wish to rent an Affordable Housing apartment at Wohl Court, you need to meet our eligibility requirements:

- Your sole income is derived from state benefits and you have less than £16,000 in savings,
- you are a member of the Jewish community,
- you are over the age of 60,
- you have the right to rent a property in the UK,
- and you require a minimum of three hours' support per week (see page 12 for information about what qualifies as support).

The tenancy agreement

Our Retirement Living apartments are let on an assured shorthold tenancy basis, with sole or joint occupancy. This means that you can rent an apartment on your own or with a partner for a minimum fixed term period of three years, giving you security of tenure. After the fixed term period, your tenancy agreement will automatically renew going forward.

All tenants sign a tenancy agreement, which is a legally binding contract between the tenant (you) and the landlord (Jewish Care). The agreement is based on current legal requirements and tells you what we must do as your landlord and what your responsibilities are.

The tenancy agreement contains information such as:

- Your name and the address of the property being let,
- the date the tenancy begins and duration of the fixed term,
- the amount of rent payable, how often and when it should be paid, and when it can be reviewed,

- a code of conduct for tenants and visitors (tenants are responsible for the behaviour of their visitors),
- the services and facilities we will provide,
- other information including the prohibition of sub-letting apartments and passing on tenancies,
- and when and under what circumstances the tenancy can be terminated.

Jewish Care can terminate a tenancy if payments are missed or if any of the tenancy's conditions are breached. However, we cannot do this summarily (a court order is required) and we will always act reasonably before initiating the termination process (for example, first seeking through dialogue to resolve any payment issues or other breaches).

For full terms and conditions please see our tenancy agreement at [jewishcare.org/tenancy-agreement](https://www.jewishcare.org/tenancy-agreement)

Right to rent

We are required by law to carry out checks to confirm that you have the right to rent in the UK. We will ask you to complete a form and provide documentation when you make your application.

Visit [jewishcare.org/right-to-rent](https://www.jewishcare.org/right-to-rent) for more information.

You can also see information provided by the UK government at [gov.uk/check-tenant-right-to-rent-documents](https://www.gov.uk/check-tenant-right-to-rent-documents)

Information about costs

We understand that the decision to move to a Retirement Living community requires a lot of financial consideration. Whether you currently live at Wohl Court or you're thinking about applying, we are here to help if you have any questions about the costs outlined in this booklet. You can call our Living with Jewish Care Team on 020 8922 2200 or email retirementliving@jcare.org. Please note we do not offer financial advice.

We review our fees annually and will always give at least one month's notice in writing before any changes to the rent, support charge or any other Jewish Care charges are made.

You can represent your views about the charges and services at regular tenants' meetings.

Guarantor

We ask all applicants to provide a guarantor. A guarantor is someone who would be willing to pay your rent and other expenses if you were unable to. This would usually be someone you know well such as a family member or close friend.

See [jewishcare.org/guarantee-form](https://www.jewishcare.org/guarantee-form) for more information.

Costs related to moving into Wohl Court

We do not charge fees for applications, assessments or administration.

We request that tenants arrange their own removal services and meet the related costs.

Deposit

Normally, no reservation or security deposit is required for an Affordable Housing apartment at Wohl Court.

Ongoing costs: Services provided by Jewish Care

The main ongoing costs for services provided by Jewish Care are the rent and support charge. You also have the option of purchasing additional care at your disposal. This section outlines these key costs.

Total monthly charge

This is the sum of the rent and the support charge and does not include any care you wish to purchase.

Total charge per calendar month

(rent plus support charge) 1 April 2024 to 31 March 2025

1 Bedroom £1,544.93

All charges are due from the date you sign the Tenancy Agreement, which may be different from your date of occupation.

Rent

We are careful to keep the rental cost in line with comparable schemes and properties in the area. The rental cost for each specific two-bedroom apartment is based on its size and layout (which is variable).

Rent per calendar month 1 April 2024 to 31 March 2025

1 Bedroom £1,240.59

The inclusive rent is payable in advance and covers the following:

- occupation of an apartment,
- use of communal areas and any shared facilities, e.g. shared garden area,
- maintenance of the building and communal areas,
- maintenance of fixtures and fittings provided by Jewish Care,
- major work and cyclical building refurbishments,
- a proportion of Jewish Care's corporate management services (HR, audit, legal, etc.) relative to the running of the Retirement Living service,
- grounds maintenance, external window cleaning and refuse management,
- concierge service (see page 16 for more information),
- and buildings insurance, public liability insurance and employers' liability insurance. The policies and certificates for these are available on request.

Rent policy

Our rent policy provides that the rent is a fixed charge that increases on 1st April each year in line with RPI. We give advance notice by the end of February.

Jewish Care will manage any significant failure to provide a service covered by the inclusive rent. No part of the inclusive rent is held in trust.

Support charge

Having a support charge means you can benefit from the safety and security of on-site staff 24-hours a day, every day, who can respond quickly in the event of an emergency. Each apartment is equipped with a personal alarm system that links up to the staff on-site.

The support charge also enables us to provide you with three hours per week of individual, personalised support. This will be discussed and times agreed with you during your assessment and is flexible to your changing needs over time. Please note that essential personal care and medication may take priority over other support.

The support you choose to benefit from might include:

- assistance with shopping
- preparing meals
- light housework and laundry
- assistance with paperwork (paying bills, writing letters, etc.)
- advocating on your behalf
- arranging appointments and transport
- advice and support when caring for a loved one
- accompanying you to social engagements and appointments
- companionship

We understand that you may only need limited support and that many of these do not apply to you. We will always make sure your support is bespoke to your needs and preferences.

Support charge per calendar month

1 April 2024 to 31 March 2025

1 Bedroom £304.34

The support charge does not cover the provision of care services such as personal care or medication support, however you can purchase care from us separately at an additional cost (see Care section on page 13).

For the full terms and conditions please see our Support Contract at

jewishcare.org/support-contract

Care

In addition to your three hours of support each week, you have the comfort of knowing that additional, flexible care packages are available to you from on-site staff. This could include help with your personal care and support with your medication. We work with you to develop a care package that is tailor-made to support your health, wellbeing and independence, and it can be adapted as your needs change over time. We are committed to delivering high standards of care and support that meet your expectations.

You can purchase care and support in units of 15, 30, 45 minutes or an hour to suit your needs and it can be flexible to your schedule.

The charge for care is £21.62 per hour.

We do not provide nursing care, so if you require this you should arrange this through your GP or through a private agency.

You are free to purchase additional care and support from other providers, or to continue with your pre-existing purchased care arrangements if you wish. For the full terms and conditions please see our Care Contract at jewishcare.org/care-contract

Our care is regulated

The Care Quality Commission (CQC) monitor, inspect and regulate our care services on an ongoing basis to help us make sure we provide a good quality service. They publish their findings, including a rating to help people choose their care. Wohl Court has not yet been inspected because it is a new service, however once an inspection takes place you can read the CQC's full report at jewishcare.org/Wohl-court

Guest suite

You can choose to have guests to visit whenever you wish. Your visitors can stay in your apartment or they can make use of our dedicated guest suite. The suite costs £78.90 per night and we ask that you pre-book.

You can find the booking form and the full terms and conditions at jewishcare.org/guest-suite

Please note the guest suite does not come with any meals provided, however your visitors have the option to purchase meals separately from our on-site café (see page 15 for more information).

Parking

There are no visitor or resident parking spaces at Wohl Court. The spaces that are on site are allocated for emergency services, visiting medical staff and contractors and it is important that they are always kept free in case they are needed.

If your visitors are coming by car there are pay and display bays along Church Road in front of the main entrance to Wohl Court.

On the immediate surrounding roads including Sunny Gardens Road and Babington Road there is resident-only parking in place from 10am until 5pm Monday to Friday and 1pm until 6pm on Event Days.

Dining and catering

You have the choice of cooking and eating at home in your own apartment, dining in the on-site cafe, or ordering in catering if you are hosting a group of visitors.

Café

The café serves a range of cooked light lunches. You can also take part in weekly communal Friday night dinners and special events (pre-booking is essential).

Opening times: 10am to 3pm, Monday to Friday

Menus are available in advance and you can discuss meal options with the chefs. The prices are advertised in the café, however if you would like to know them in advance you can request them.

You can join in various catered events such as coffee mornings as well as make use of meals on wheels. The costs for these vary and are provided at the time of booking.

Catering

You can book catering for birthdays and events. The cost of this will be agreed at the time of booking.

Additional services

We offer several additional services to help you in various ways at Wohl Court.

Handyperson service

Our handyperson service is on-hand to help you with those odd-jobs around the house. From changing lightbulbs to moving furniture or putting up curtains, you can get the job done knowing that the handyperson is a vetted Jewish Care employee. If you wish to install bathroom adaptations, including grab rails, you will need to appoint an external contractor.

The handyperson service costs £26.75 per hour.

Concierge

We offer a concierge service included in your rent to help you live comfortably at Wohl Court. The concierge can help with receiving your parcels and dealing with deliveries, booking your private transport, welcoming your guests, and assisting you with small tasks and errands.

This service runs 9am–5pm Monday to Friday (with early closing for Shabbat on Friday at 2pm October to March).

Photocopying

You can use our photocopying facilities free of charge.

Mobility scooter park

If you choose to hire or purchase a mobility scooter you can park it in our dedicated mobility scooter park free of charge. Please note mobility scooters are not available through Jewish Care.

Laundry

You have your own washing machine in your apartment, however if you want to do more than one load or a larger load of washing there are additional laundry facilities on-site that you can use free of charge.

Ongoing costs:

Services provided by third parties

There are of course other costs associated with living at a property which are outlined in this section. The following services are not provided by Jewish Care and we ask that you arrange these upon the start of the tenancy.

Council tax

The apartments are bands C or D.

See [barnet.gov.uk/council-tax](https://www.barnet.gov.uk/council-tax) for the most up to date fees and information.

You may be eligible to receive a council tax discount or exemption. For more information visit the Barnet council website.

Contents insurance

We strongly advise that you arrange contents insurance for your belongings.

Utilities

These include electricity, landline and broadband.. You should arrange these services directly with the suppliers. Individual utilities are payable to their respective companies.

External water metering is not possible due to environmental standards, so your water bill comes via Jewish Care in conjunction with Synapses.

Free WiFi is available throughout the communal areas of the building.

TV

You should arrange your own TV licence. For more information see **tvlicensing.co.uk**

Facilities are installed to receive satellite television in each apartment. You should arrange your services directly with the provider. There is a communal aerial for Sky and any faults should be communicated to Sky directly (see **sky.com**). However, if you don't use Sky and you are experiencing issues, please speak to a member of staff. Our Property Services department can contact our aerial contractor.

The TV and phone points require FTTP connections (the fastest type of fibre optic available). This may mean you need adaptors for your appliances.

Ending the tenancy

We hope that you are happy with living at Wohl Court and that our services can meet your needs. However, we appreciate that circumstances can change, and you may choose to end your tenancy.

If you wish to leave Wohl Court during the initial three-year fixed term period, you will need to give two months' notice. If you wish to leave Wohl Court after the initial three-year fixed term period, you will need to give one months' notice. During the notice period all the normal charges are payable, including the rent and support charges. We do not charge any administration fees associated with moving out of Wohl Court.

In the sad event of a tenant passing away, one months' notice must be given by the next of kin or the executor of their will. In either event, the apartment must be cleared and the keys handed back to us at the end of the tenancy.

If outstanding charges and any arrears exceed the value of any deposit the additional costs will also need to be paid.

Returning the apartment to its original condition

Tenants are responsible for leaving their apartment in its original condition at the end of the tenancy (except for fair wear and tear). This means removing any fixtures and adaptations that have been made to the apartment. For example, shower screens, grab rails, curtain poles and pictures on the walls should be removed and the walls repaired so the apartment is as it was at the start of the tenancy.

We offer a repairs and maintenance service to help with carrying out any necessary work at a cost to be agreed at time of booking, however you also have the choice of appointing your own tradespeople.

Important additional information

Management structure

The day to day management of Wohl Court is overseen by the Registered Manager, Team Managers, an Administrator, and other support staff. This includes the management of the building, running social activities and events and supporting tenants. Staff at Amélie House (Jewish Care's head office) also support the management of the service.

Major repairs

Jewish Care undertakes regular asset surveys and funds major repairs as necessary. Tenants will not be liable for any surcharges to pay for major building repairs.

Nomination arrangements

There are no local authority nomination arrangements at Wohl Court. If you are interested in renting an apartment, please apply directly to Jewish Care.

What are the next steps?

Seek independent advice

You should now have a good overview of the key financial and legal information associated with living at Wohl Court.

It is important that you discuss the details of this booklet, as well as your wider housing options, with a person you trust. We strongly recommend that you seek independent legal and financial advice, support and representation in connection with your move to a retirement community.

Age UK provides free independent advice about money, care and housing for people aged over 55.

0800 678 1602
[ageuk.org.uk](https://www.ageuk.org.uk)

Citizens Advice Bureau provides free, confidential and impartial advice on a range of issues including housing, law and rights, money, and more.

0800 144 8848
[citizensadvice.org.uk](https://www.citizensadvice.org.uk)

Get in touch

Our Living with Jewish Care Team is here to support you with your next steps.

Please contact us if you want to:

- Ask a question
- Explore your options
- Look around Wohl Court
- Make an application



They will have a conversation with you to check that this is the best route to meet your needs and to see if there is anything else we can support you with.

Call us on 020 8922 2200

Email us at retirementliving@jcare.org

www.jewishcare.org

Wohl Court, 19 Church Road,
Hendon, London NW4 4FD



APPROVED
OPERATOR

We have registered our Retirement Living developments at Selig Court, Wohl Court and Pears Court with the Associated Retirement Community Operators (ARCO). As an 'Approved Operator' we aim to comply with the high-quality standards set by the ARCO Consumer Code. For more information see www.arcouk.org



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