



SOMERSET REDSTONE TRUST



INVESTOR IN PEOPLE

WELCOME TO SIGNATURE HOUSE

*Because you want to keep your lifestyle,
because you prefer to be centrally located
and have excellent transport links...
Signature House has YOU written all over it.*

Signature House is a brand new state-of-the-art building in the heart of Dorset's historic county town of Dorchester and part of the Brewery Square development.

This vibrant new quarter offers restaurants, shops, hotel and cinema as well as a new NHS Health centre and pharmacy.

Signature House has 42 one, two and three bedroom apartments designed for people over the age of 55. In the apartments, there is a secure video door entry system as well as an emergency pull-cord system, should you need it, that is linked directly to Magna Careline.

The building offers residents a number of sociable communal facilities, including the Maumbury Cafe-Lounge, the Hardy Roof Terrace with conservatory, a library room and hair salon. Secure underground parking is also available.

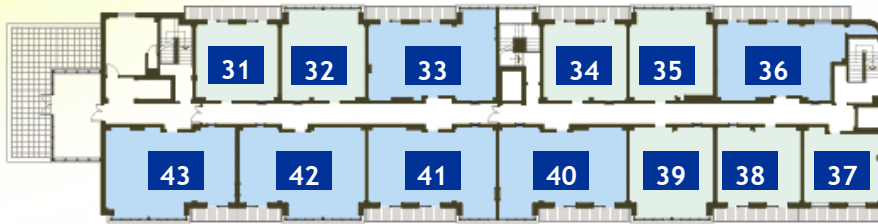
A range of services are individually tailored and available when you need them. These include: cleaning, laundry, home care and catering. You only pay for the services you use. More information can be sought from our Office Manager at reception.

For your enjoyment, the Signature House Residents Association will promote a variety of regular activities and events.



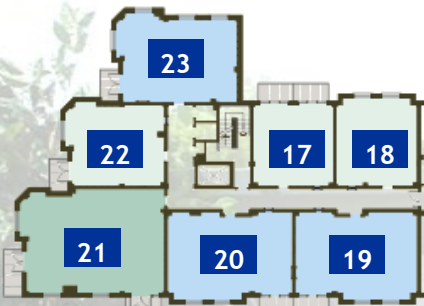
Signature House Apartments
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SIGNATURE HOUSE FLOOR PLANS

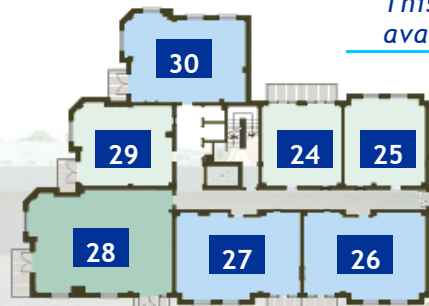


4TH FLOOR

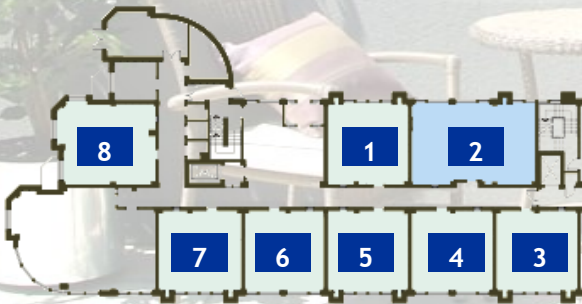
⇒ Please check availability. Floor plans are for reference only and do not show reserved or sold apartments. This information is available on request



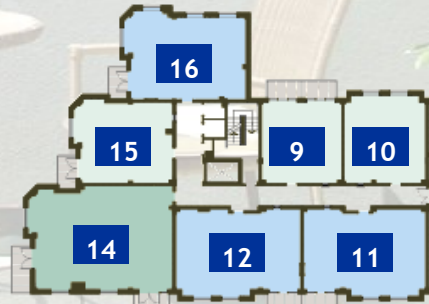
2ND FLOOR



3RD FLOOR



GROUND FLOOR



1ST FLOOR



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TYPICAL 1 BED APARTMENT MEASUREMENTS

APARTMENT 1

Internal Area: 494 sq.ft
45.9 sq.m

Balcony Area: n/a

Total Area: 494 sq.ft
45.9 sq.m

⇒ All areas, measurements or distances are approximate

⇒ The text, photographs and plans are for guidance only

⇒ Any apartment floor plan is available on request



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TYPICAL 2 BED APARTMENT MEASUREMENTS



APARTMENT 43

Internal Area: 782.5 sq.ft
72.7 sq.m

Balcony Area: 37.7 sq.ft
3.5 sq.m

Total Area: 820.2 sq.ft
76.2 sq.m

⇒ All areas, measurements or distances are approximate

⇒ The text, photographs and plans are for guidance only and are not necessarily comprehensive

⇒ Any apartment floor plan is available on request



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APARTMENT SPECIFICATION

KITCHEN

- Cream fitted kitchen units
- Wood effect work surfaces
- Integrated Bosch oven, grill and electric hob
- Integrated fridge/freezer, washing machine and dishwasher
- Stainless steel sink
- Slip-resistant wood effect vinyl floor
- Halogen lighting

BATHROOM/WET ROOM

- Contemporary white bathroom suite
- Thermostatic wall-mounted shower with curtain and easy drain floor
- Mirror, toilet roll holder and towel rail
- Slip-resistant vinyl flooring
- Full height tiling for wet room showers and half height to appliance walls

ELECTRICAL

- Low energy lighting
- Shaver and light socket to bathroom & wet room
- Communal Satellite dish and wiring for SKY
- TV points to lounge and bedroom
- BT points to lounge and bedroom



SECURITY

- Smoke and heat detectors
- Fire alarm system
- Secure door entry system
- Warden call system

INTERNAL FINISH

- Neutral emulsion-painted walls
- White gloss painted woodwork
- Fire-resistant oak veneer doors
- Electric heating



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COMMUNAL FACILITIES & SOCIABLE AREAS

As a resident of Signature House, you have access to a number of communal facilities:

- Maumbury Café & Lounge
- Hardy Roof Terrace
- Library
- Hair Salon
- Basement Car Parking
- Mobility Vehicle Parking & Charging
- Guest Room
- Refuse Collection
- Laundry Drying Area



RESIDENTS ASSOCIATION

Signature House residents can form a Residents Association with an elected committee that will plan events and activities. Individuals may also reserve communal areas for organised events, activities or groups.

MAUMBURY CAFÉ & LOUNGE

The ground floor cafe & lounge is for residents and visitors. Pre-ordered meals are served here from the in-house kitchen. This room is available for private hire and can be used for both impromptu and organised events.

HARDY ROOF TERRACE

The terrace on the fourth floor is available at any time and can be reserved for organised events or activities. Drinks made in the kitchen area of the conservatory can be taken out to enjoy the panoramic view of Dorchester town centre.

LIBRARY

A quiet ground floor library room for residents to relax with a book, kindle or laptop. Book-swapping is encouraged!

HAIR SALON

A fully-equipped hair salon on the ground floor of the Care Home wing offers services by appointment to all residents.

BASEMENT CAR PARKING

In total, there are 38 secure parking spaces; 3 of which are disabled bays. Parking bays are sold on a first-come, first-served basis. A single payment secures your ownership.



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COMMUNAL FACILITIES & SOCIABLE AREAS (2)

MOBILITY VEHICLE PARKING & CHARGING

Mobility vehicles can be securely parked and charged in the basement car park.

GUEST ROOM

Signature House offers a fourth floor guest room, which is self-contained with en-suite shower room but no cooking facilities. It is reserved for the use of friends/relatives of Signature House residents on a first-come, first-served basis. Further details are available from reception.

REFUSE COLLECTION

There is a communal collection area on the ground floor for you to deposit your general household rubbish.

LAUNDRY DRYING AREA

This is found in the basement near the exit to the parking area behind the main lift.



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CHOOSING & RESERVING YOUR NEW HOME

Once you have chosen your apartment, you will need to reserve it.

You will need to sign a reservation form and pay a deposit that ensures your chosen apartment is taken off the market (initially for a period of 6 weeks). After this period, we will check with you that you are in a position to proceed.

As part of our service, we will monitor the sales progression of any related property without charge.



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MOVING IN

Welcome!

Our aim is to provide luxury accommodation for you as an active independent person, as well as offering a range of services through our Domiciliary Care Agency.

Our team is always available to lend a hand, be it for a few days or on specific occasions. We can provide general housekeeping services for anything from cleaning to ironing.

If you find that you require personal homecare at any point in the future, we can provide the expert support you'll need.

You're in complete control and you'll only pay for the services you use.

Each property is sold on a long leasehold basis of 125 years. Your apartment is your home, held as your own asset, and you are free to sell at any stage at full market value therefore keeping your capital intact so you are able to enjoy the benefits of your own continued investment property.

You own the apartment you live in and maintain responsibility for utility bills, council tax, television licence and home contents insurance.



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FREQUENTLY ASKED QUESTIONS

Do I stay in control of my household bills?

Yes. You are responsible for paying your own utility bills (including telephone), council tax and television licence as well as arranging your contents and/or personal belongings insurance.



Will my home be looked after if I go away?

All properties are fitted with a fire alarm linked to the central monitoring system. There are also closed-circuit television cameras in the car park.

I would feel more secure if I knew someone would check on me from time to time. Is that available?

Sometimes just knowing someone is there when you need them is all the security you may wish for so our reception will be glad to check on you if this is something you would like them to do.

Are pets allowed?

Pets may be allowed with permission from reception. For obvious reasons, pets must be well trained and controlled at all times.



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FAQs CONTINUED



Can I have Sky TV installed?

All apartments are wired for Freeview however we also have a communal Sky dish. To subscribe to Sky, all you need to do is contact Sky and purchase your own package with them.

Can visitors stay in my property?

Yes of course they can. We also have a guest room available for a small charge on a first-come, first-served basis. For more information, please see reception.

Where do I put my rubbish?

There is a purpose-made collection area for black bags and recycling

Can I make alterations to my property?

Minor internal alterations/improvements can be made with the consent of the Trustees however when the lease is assigned, the right is reserved to restore the property to its original condition, at the expense of the outgoing tenant.

What is the procedure when it is time to sell my property?

When you choose to sell your property, you can put it on the open market. We do not charge an assignment fee for selling your property.

⇒ *If you have any further questions, please call us and we will be happy to help*



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SIGNATURE HOUSE CARE

As a home owner in Signature House, you benefit from a 24-hour emergency call system activated by the pull cords in your apartment. The care line is managed by Magna Careline.

Corded personal alarms (for example, worn around the neck) can easily be connected into the system as well. This cost is included in the service charge.

We have our own care agency named Go Care whose team of Domiciliary Carers are available for any support you may need with household chores, one-off tasks or regular services. You will only pay for the services that you use.

Unless your health deteriorates to such an extent that your GP recommends a move, our aim is to ensure you can be cared for within your home for as long as you need us.



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SERVICE CHARGE

The service charge covers the development maintenance and upkeep costs (see opposite for a breakdown).

For your ease and convenience, service charges will be paid in advance by monthly direct debit.

Property	Indicative Annual Service Charge (2013 to 2014)
1 bed	£2,294
2 bed	£2,699
3 bed	£3,104

⇒ Your first year's service charge will be pro rata, depending on the date of occupation, and will be re-assessed on an annual basis

⇒ Note: The Service Charge will increase annually in line with inflation. Our service charges will only reflect actual levels of wage and cost inflation

An annual Ground Rent charge is also payable (see Guide to the Lease Provisions & Building Management).

Breakdown of services covered by your Service Charge:

- Building insurance, accident and damage cover
- Building upkeep, including cleaning of external windows and footpaths and maintenance of car parking area
- Pest control
- Water, heating and lighting in communal and external areas
- Servicing of CCTV, fire alarms, emergency call system, sliding doors, lifts, door entry systems and token-operated tumble dryer in basement
- Equipment purchase and repairs
- Personal alarm for each apartment
- Maintenance Officer
- Management and Administration Charges
- Brewery Square Ltd Service Charge
- Reserve Fund
- Hair Salon



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SIGNATURE HOUSE MANAGEMENT COMPANY

Somerset Redstone Trust takes pride in creating beautiful settings.

The Managing Agent responsible for keeping the Trust's high standards at Signature House is **Signature House (Management) Ltd.**

DEVELOPMENT MANAGEMENT, MAINTENANCE AND REPAIRS

Signature House (Management) Ltd have the following responsibilities:

- Administration and management of the development
- Collecting service charges
- Handling audit and accounting arrangements
- Entering into and vetting all maintenance and building contracts
- Supporting reception and staff/contractors
- Carrying out external and internal decoration to communal areas within a planned maintenance cycle
- Replacement of maintenance equipment, fixtures and fittings in the communal areas and reception where needed
- Arranging annual contracts for maintenance of the building
- Organising major repairs
- Organising external window cleaning

⇒ *Note: In general, all external windows are cleaned every two months by a reputable local window cleaner*

- Keeping pathways clear and safe
- Arranging miscellaneous jobs, such as:
- refuse collection
- changing external and internal communal area light bulbs
- clearing external and parking areas of litter, leaves and snow



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RECEPTION

Reception will manage the development's day-to-day administration and offer any assistance needed.

BUILDING REPAIRS AND RESERVE FUND

The service charge budget includes a sum to cover maintenance and building repairs. Signature House is also covered by a defects liability from the date of completion and all new buildings are covered by a ten-year structural guarantee.

Signature House (Management) Ltd will also set aside a sum of money, reviewed each year, to accumulate a reserve maintenance fund (RMF) for larger building works, such as replacement windows, roof repairs, etc.

INSURANCE

Insurance forms part of the service charges and a block policy is arranged by Signature House (Management) Ltd to cover the development building(s) against 'fire and full perils'. It also includes full accident cover and full cover for damage resulting from terrorist activities. Public and employers' liability and professional indemnity is also provided.

Management Company Address: Signature House (Management) Ltd
Gatchell House
Trull
Taunton
Somerset TA3 7EG

Company number: 2861558



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COMMUNICATIONS OR COMPLAINTS PROCEDURE

Signature House (Management) Ltd aims to give good service to all residents politely, fairly and efficiently. We do recognise however that things can go wrong.

If this happens, please let us know so that we can improve our future performance:

1. **Speak to your Office Manager at reception:** In the first instance please speak to your Office Manager. Most complaints can be dealt with in this way although the Office Manager may need to speak to their Line Manager before an answer can be given. Our aim is to provide a response within seven working days of receiving your complaint.
2. **Write to the Management Company:** If you are not satisfied with how your complaint has been dealt with, please write to the Operations Manager or Property Manager, as appropriate, at the address on the previous page.

You should receive a reply within seven working days of receipt of your letter however, if the queries raised are complex, it may take longer. In such cases, we will acknowledge your letter and respond within twenty eight days.

⇒ *In some cases the Office Manager may ask to meet you to discuss your letter.
This will be by an appointment arranged with you*

3. You can choose to phone Gatchell House from Monday to Friday during normal office hours (8:30am to 5pm). The number is 01823 270 694.
For emergencies or out of office hours, please use your helpline system.

⇒ *Note: Building Defects should be resolved through this complaints procedure*

If you have pursued a complaint through this complaints procedure and are still unhappy, the following information may be helpful...



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ADVICE, INFORMATION & MEDIATION SERVICE FOR RETIREMENT HOUSING (AIMS)

AIMS are an independent organisation. Their contact details are as follows:

Advice Line: 0845 600 2001 or 0800 1696565

Email: ageuk.org.uk/home-and-care

Address: Advice Information and Mediation Service for Retirement Housing (AIMS)
Age UK
Tavis House
1-6 Tavistock Square
LONDON
WC1H 9NA

Please ask your Office Manager for further information.



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GUIDE TO THE LEASE PROVISIONS & BUILDING MANAGEMENT

The following is a guide to the key points that will appear in the leases of Signature House apartment. There may be information here purely to assist your understanding of the development and not written in the final leases. Budget indications for the level of Service Charge are included. The list is not exhaustive or definitive.

SUMMARY OF KEY TERMS:

1. **Parties:** SRT Signature House Limited (Landlord) and [Buyer] (Tenant)
2. **Start date of lease:** 1 October 2012
3. **Address of property:** Apartment [number]
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4. **Term of lease:** 125 years from 1 October 2012
5. **Premium:** The initial purchase price
6. **Service Charge:** Set on an annual basis for maintenance/provision of such items as:
 - Grounds maintenance
 - Property insurance (excluding contents)
 - Lift maintenance
 - Administration
 - Communal areas and facilities (including heat, light and power)

⇒ *Note: This list is not exhaustive but indicative of some of the items that will be included in the service charge. For more information, see Service Charge on previous page*



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7. **Ground Rent:**
- £150 per annum for 1 bed apartments
 - £250 per annum for 2 bed apartments
 - £350 per annum for 3 bed apartments

⇒ *Note: Such sum to double on every twenty-fifth anniversary of the Commencement Date for the first 100 years of the Term*

8. **Service Charge Payment:** In advance, on the 1st of each month

9. **Ground Rent Payment:** Annually on 1st October each year

10. **Landlord's title:** DT391085

11. **Leasehold title for each apartment:** To be allocated by the Land Registry

12. **Parking:** By separate licence agreement

13. **Communal areas:** The parts of Signature House open to residents and staff of the Landlord including:

- | | |
|------------------------------------|-----------------------------------|
| • reception seating area | • lifts and entrances |
| • door entry security system | • public open space/amenity areas |
| • piano lounge and café | • roof-top terrace and kitchen |
| • residents' library | • hairdressing salon |
| • mobility vehicle charging points | • drying room |
| • guest room | • WC |

and such other parts of the building which are used in common by the owners or occupiers of the Apartment or of any other lettable unit in the building

⇒ *Note: Maintenance of the communal areas is paid for through the service charge*



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14. **24-hour emergency call system:** To be provided either directly by the Landlord or another provider and recharged through the service charge
15. **House management services:** Such services as the Landlord shall from time to time provide and recharge through the service charge
16. **Age limit:** At least one member of the household to be either aged 55 years or over, or disabled

⇒ *Note: A surviving spouse/cohabitee may inherit if under 55 or not disabled*

17. **Form of lease:** A draft lease will be supplied with the contract pack
18. **Lease Schedules:** These will include:
- a detailed Apartment description and the maintained property at Signature House;
 - Tenant's rights, responsibilities and covenants and Landlords' reservations and covenants; and
 - calculation of service charge and regulations on the use of the Apartment and Signature House
19. **Sale of the Apartment:** Sale can only be to someone satisfying the age limit criteria. Consent of the Landlord will be required and any buyer must enter into a Deed of Covenant with the Landlord. There is no assignment fee however notice must be given of any transfer with copies of the documents provided to the Landlord together with payment of a nominal fee plus vat to cover any administrative costs
20. **Restriction on the Proprietorship Register:** There will be restriction on the leasehold title held at the Land Registry, preventing the registration of any disposal (e.g. sale/assignment/charge) without having first obtained the Landlord's consent



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21. **Use of Apartment:** Residential accommodation only. As a private dwelling house for persons satisfying the age limit and/or persons with a relevant disability (see Section 16) and taking care not to:
- permit any person (s) or children under the control of the Tenant to play in or about the maintained Property, including the landscaped areas and grounds, so as to cause annoyance to other occupiers of the Properties
 - permit any piano, record player, radio, loud-speaker or other electric electronic mechanical musical or other instrument of any kind to be played or used or singing to be practised in the Apartment so as to cause annoyance to other occupiers of the Properties or so as to be audible outside the Apartment at any time
 - remove any sound deadening material (if any) which is bonded to or laid on the floor of the Apartment in order to comply with building regulations
 - light or use any barbecues on any Balcony or Terrace
 - keep any animal as a pet in the Apartment that may cause a nuisance to neighbouring residents. That any animal kept in a Signature House apartment should have prior written consent of the Landlord. This consent may be revoked at the Landlord's discretion
22. **Exchange of contracts:** Within 8 weeks of receipt of the contract pack

⇒ *Note: This is for guidance only. If you proceed to a legal contract, we recommend you obtain full legal advice on the draft lease which will be provided with the contract pack. The Landlord may change any of the above details before exchange of contracts*



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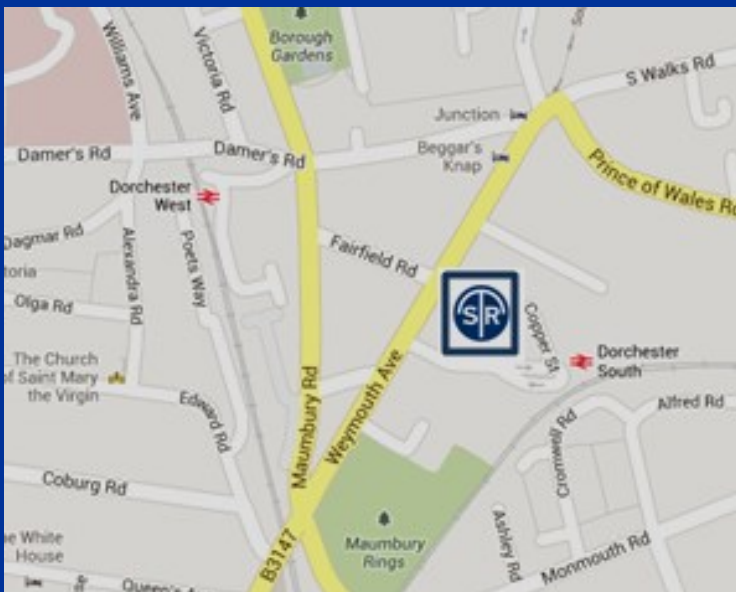
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www.signaturehouse.me



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