

## **Welcome to Canada Block, Royal Haslar**

Royal Haslar provides an exclusive development of retirement apartments that allows residents to maintain independence and privacy within a secure community, have access to a wide range of essential services and unique activities and enjoy a fulfilling lifestyle.

Canada House is the first available senior living residence in the prestigious Royal Haslar development, providing 36 luxury waterfront apartments designed for residents who value their independence, with the reassurance that attentive support can be right there if needs be.

As a resident of Canada Block you will enjoy the benefits of a beautifully appointed development including:

- Lifts to all floors
- Camera and fob entry system
- 24/7 care support, emergency call and monitoring
- Intruder, smoke and fire alarms
- CCTV security
- NHBC building warranty
- Refuse room

Within Royal Haslar there will be a number of outstanding on-site amenities including leisure, hospitality, healthcare facilities and more. Residents, their families and guests will all be able to enjoy these facilities set in Royal Haslar's tranquil landscaped gardens with stunning sea views.

- Gym, pool, spa and hair salon
- Resident lounge
- Resident library
- Resident treatment room (hairdressing, chiropody)
- Café and restaurant
- Private dining room

## **Amenities and Timeline**

The on-site communal centre will be centrally located in Blocks E & F. The redevelopment of these blocks that will provide all of the amenities is planned to start in early 2020 and will be open to residents in 2021.

## **Development Overview**

Royal Haslar is set in 62 acres of mature parkland and overlooking the English Channel. The refurbishment of existing buildings and new buildings will create a residential village incorporating exclusive listed residential properties, retirement homes, community healthcare hub, hotel and spa, restaurants and business space.

We have calculated the initial service charge figures based upon the accommodation schedule provided and floor plans. This budget is for 36 Canada Block units for Independent Living residents.

All costs are estimated at this stage and subject to final specification. We will review all costs and service levels as the re-development progresses.

The initial service charge budget, costs and information notes are subject to final review and subject to future increase as amenities and additional services become available to residents.  
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There are two service levels options for residents:

- Independent Luxury Living
- Assisted Living

Our Independent Luxury Level service which comes as standard, provides for a variety of options available to residents, to add on to create a more Assisted Living Experience, as and when required.

### **Development Costs**

The current development costs have been split on an equal basis at this stage. The pricing matrix and schedule 1 in the service charge budget only show the contribution for Canada Block.

We have experience in managing developments with a similar set up to Royal Haslar and we have apportioned the costs equally between all units. Costs have been based on our experience of managing similar size developments.

### **Block Service Charge Headings**

This schedule will cover both internal and external communal areas of Canada Block. There is an additional separate service charge budget covering the Estate costs.

Independent Luxury Living residents will benefit from shared amenities and we have included schedules with costs for the gym, spa and dining facilities. We have allowed for rental, maintenance of equipment, contracts and licenses where applicable. The costs have been apportioned on sq. ft basis for this schedule.

### **Block Costs**

- **Staffing** – There will be two Development Managers required to manage the Independent Living blocks.
- **Insurance** - To make sure that a full and comparable service charge budget is provided, we have allowed for buildings, terrorism and lift insurance.
- **Monitoring Service** – This essential service covers all residents and staff are available 24/7 as part of our Extra Care scheme. All calls will be received by the on-site staff first with the Appello operators acting as a 'fall back' position only.
- **Monitoring Telephone** – A monitoring telephone will be required on site, the costs are the standard for this service.
- **Electricity** - Allowance for electricity for the lifts, communal areas and bulb replacement.
- **Water & Sewerage** – The blocks will be charged for the water and sewerage costs as part of the service charge.
- **Window Cleaning** – Pole and reach equipment will be used to clean the windows and facades.
- **Cleaning** – We have allowed for cleaning, dusting of all communal seating areas and carpets on the landings including dusting of rails. Annual carpet cleaning has also been included to all carpeted areas. We have included costs for jet washing the bins and cleaning the bin stores on a quarterly basis.
- **Grounds Maintenance** - A provision for minor repairs to the surface parking has also been included. Any major works will be added to the reserves.

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- **Lifts** – A final lift specification and details of expected service level will be required to provide a final and accurate estimate. There are two lifts per block from the plans provided. Costs include lift phone line, insurance and inspection; costs will be lower in the first year due to warranties.
- **Fire Systems Maintenance** – We have allowed costs for emergency light maintenance, AOV and fire alarm maintenance.
- **Door entry system** – There is a video door entry system and emergency system. We have allowed for the maintenance contract.
- **TV System** – We understand that there will be one communal TV system per block the budget is for any ad-hoc repairs required during the first year.
- **Planned Maintenance** – There is a provision for planned maintenance. Maintenance to include TV license, gutter cleaning, PAT Testing and CCTV maintenance.
- **General Maintenance** – A provision has been included to allow for any general repairs required to the blocks. We have also allowed for minor repairs and general repairs to the cycle stores, storage rooms, mobility scooter store and the cost of an annual service to the scooters assuming they have been purchased outright. Any major repairs will be added to the reserves.
- **Plant & Machinery** – There are two gas condensed boilers in Canada Block we have included servicing costs. We are assuming that the boilers will be covered under warranty for any repairs for the first year.
- **Pest Control** – Pest control is included, to allow for rodent control.
- **Management Fee** – This covers the management of the block including managing maintenance, service charge, providing operational information, liaising with customers, Property Manager and Regional Manager.
- **Accountancy and Audit Fees** – Costs are for an audit with FirstPort's external auditors BDO. All accounts management and preparation fees are included within the management fees.
- **Reserves** – A full asset management plan will be created once a full M&E specification and asset register is provided. This information will then be used to estimate the amount we need to collect into reserves each year to ensure a healthy reserve balance at all times.

#### **Amenity Costs – Gym, Pool & Spa**

- **Electricity** – A separate landlords supply and an allowance for lighting and electricity supply for the equipment within the gym.
- **Insurance** – We have also included the engineering insurance for the plant & machinery.
- **Water** – Costs are for the water supply to the gym, pool and SPA.
- **Communal Area Cleaning** – We have included a provision for cleaning supplies and equipment.
- **Gymnasium** – We based the cost on a total fit contract we have at another development for the leasing of the gym equipment. We have also included the annual servicing and maintenance of all equipment, hygiene rental, consumables and water cooler rental.
- **Plant & Machinery** – We have allowed for servicing and repairing the pumps, costs based on similar developments we manage.
- **Licenses** – We have allowed for a TV license and the monthly Wi-Fi costs.

- **General Maintenance** - Allowance for any repairs, which may be needed.
- **Reserves** - Contribution towards non-annual expenditure such as major repairs and redecorations.
- **Health and Safety** – We have allowed for annual Statutory Inspection of the gym equipment, equipment safety checks and the annual PAT testing.

### **Residents Dining Area**

A third party will run a Catering Management Service, a service that we have provided residents in a number of our retirement developments. The management company will be responsible for paying the overheads, catering wages and the operating fee.

The catering contract in the service charge consists of the catering company providing one chef every day and one kitchen assistant to offer a three-course meal at lunchtime at an additional cost of £4.20 for residents.

Also included in the contract is the coffee bar in the lounge, the supply of tea and coffee through the day with fresh baked biscuits in the morning and cake in the afternoon.

The catering company also train their own staff but we have to supply and maintain all equipment. Residents can opt in for a supper at a cost of £3.20 each.

Another extra provided is a small shop where residents can purchase milk, bread, cheese and butter from the kitchen. The catering company will cater events at an extra cost to the resident.

### **Assisted Care Summary**

This service provides more support for older residents. Residents will still have access to all the above plus additional Care packages, which will be outsourced by partnering with a national or local care organisation. The average cost for extra care service vary from **£16 –£20** per hour.

The type of services typically offered are:

#### **Personal Care services:**

- Bathing
- Dressing
- Assistance with getting up
- Assistance with going to bed
- Medication Support
- Reposition bed-bound clients to help prevent skin breakdown
- Assist with active range of motion activities

#### **Home Care Services:**

- Meal Planning/Preparation
- Cooking
- Housework
- Shopping
- Dog walking
- Respite/relief
- Day/night sitting service
- High Dependency

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# Canada Block Royal Haslar Waterfront Buildings Initial Service Charge Budget Information



**FIRST  
PORT**

Retirement  
Property  
Services

- Live in care
- Accompaniment to appointments

## Enablement Services:

- Companion Care Services
- Conversation
- Reading
- Companionship
- Transport to appointments
- Sitting service
- Social support and recreation

## Canada Block – Initial Service Charge Budget Apartment Contributions

Set out in the below schedule, are the initial Service Charge budget contributions for each of the 36 luxury apartments at Canada Block. Contributions are calculated on a per sq. ft basis, dependant of the size of the apartment.

Canada Block at Royal Haslar Schedule Contribution									
Schedule Contribution			S1 Shared Services	S2 Canada Block Charges	S3 Gym/Spa/Pool	S4 Resi Dining	S5 Extra Care Services	Man Fee	TOTAL Annual charge per Apartment
Apartment	Units Contributing	SQ FT	503 Units	36 Units	503 Units	250 Units	250 Units	36 Units	
1	Canada Block	1130	£19.17	£2,788.94	£263.32	£768.47	£0.00	£390.00	£4,229.91
2	Canada Block	904	£19.17	£2,231.15	£263.32	£768.47	£0.00	£390.00	£3,672.12
3	Canada Block	947	£19.17	£2,337.40	£263.32	£768.47	£0.00	£390.00	£3,778.37
4	Canada Block	484	£19.17	£1,195.26	£263.32	£768.47	£0.00	£390.00	£2,636.23
5	Canada Block	484	£19.17	£1,195.26	£263.32	£768.47	£0.00	£390.00	£2,636.23
6	Canada Block	958	£19.17	£2,363.96	£263.32	£768.47	£0.00	£390.00	£3,804.93
7	Canada Block	958	£19.17	£2,363.96	£263.32	£768.47	£0.00	£390.00	£3,804.93
8	Canada Block	958	£19.17	£2,363.96	£263.32	£768.47	£0.00	£390.00	£3,804.93
9	Canada Block	506	£19.17	£1,248.38	£263.32	£768.47	£0.00	£390.00	£2,689.35
10	Canada Block	495	£19.17	£1,221.82	£263.32	£768.47	£0.00	£390.00	£2,662.79
11	Canada Block	915	£19.17	£2,257.71	£263.32	£768.47	£0.00	£390.00	£3,698.68
12	Canada Block	915	£19.17	£2,257.71	£263.32	£768.47	£0.00	£390.00	£3,698.68
13	Canada Block	1152	£19.17	£2,842.06	£263.32	£768.47	£0.00	£390.00	£4,283.03
14	Canada Block	926	£19.17	£2,284.27	£263.32	£768.47	£0.00	£390.00	£3,725.24
15	Canada Block	980	£19.17	£2,417.08	£263.32	£768.47	£0.00	£390.00	£3,858.05
16	Canada Block	517	£19.17	£1,274.94	£263.32	£768.47	£0.00	£390.00	£2,715.91
17	Canada Block	495	£19.17	£1,221.82	£263.32	£768.47	£0.00	£390.00	£2,662.79
18	Canada Block	990	£19.17	£2,443.64	£263.32	£768.47	£0.00	£390.00	£3,884.61
19	Canada Block	969	£19.17	£2,390.52	£263.32	£768.47	£0.00	£390.00	£3,831.49
20	Canada Block	980	£19.17	£2,417.08	£263.32	£768.47	£0.00	£390.00	£3,858.05
21	Canada Block	517	£19.17	£1,274.94	£263.32	£768.47	£0.00	£390.00	£2,715.91
22	Canada Block	517	£19.17	£1,274.94	£263.32	£768.47	£0.00	£390.00	£2,715.91
23	Canada Block	947	£19.17	£2,337.40	£263.32	£768.47	£0.00	£390.00	£3,778.37
24	Canada Block	915	£19.17	£2,257.71	£263.32	£768.47	£0.00	£390.00	£3,698.68
25	Canada Block	1152	£19.17	£2,842.06	£263.32	£768.47	£0.00	£390.00	£4,283.03
26	Canada Block	926	£19.17	£2,284.27	£263.32	£768.47	£0.00	£390.00	£3,725.24
27	Canada Block	980	£19.17	£2,417.08	£263.32	£768.47	£0.00	£390.00	£3,858.05
28	Canada Block	517	£19.17	£1,274.94	£263.32	£768.47	£0.00	£390.00	£2,715.91
29	Canada Block	495	£19.17	£1,221.82	£263.32	£768.47	£0.00	£390.00	£2,662.79
30	Canada Block	980	£19.17	£2,417.08	£263.32	£768.47	£0.00	£390.00	£3,858.05
31	Canada Block	969	£19.17	£2,390.52	£263.32	£768.47	£0.00	£390.00	£3,831.49
32	Canada Block	980	£19.17	£2,417.08	£263.32	£768.47	£0.00	£390.00	£3,858.05
33	Canada Block	517	£19.17	£1,274.94	£263.32	£768.47	£0.00	£390.00	£2,715.91
34	Canada Block	517	£19.17	£1,274.94	£263.32	£768.47	£0.00	£390.00	£2,715.91
35	Canada Block	947	£19.17	£2,337.40	£263.32	£768.47	£0.00	£390.00	£3,778.37
36	Canada Block	915	£19.17	£2,257.71	£263.32	£768.47	£0.00	£390.00	£3,698.68
Total annual service charge per schedule			£690	£72,672	£9,480	£27,665	£0	£14,040	£124,547

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