



Residents' handbook and information pack



1	Introduction	4
1.1	Welcome to Amplus	4
1.2	Equality and Diversity	4
1.3	Data Protection and Personal Information	4
1.4	Our Homeownership Management Team	5
1.5	The ARHM Code of Practice	6
2	About your home ownership occupancy	7
2.1	Leasehold	7
2.2	Older Persons Shared Ownership (OPSO)	7
2.3	Freehold	7
3	Your rights in legislation	8
3.1	Your rights	8
3.2	Our obligations	8
3.3	Your obligations	8
4	Service charge and other costs	9
4.1	Service charges	9
4.2	What does the service charge cover	9
4.3	What is not covered in the service charge	9
4.4	Annual accounts	10
4.5	Sinking/reserve fund	11
4.6	Paying your charges	12
5	Living in your home	13
5.1	Scheme Manager	13
5.2	Communal areas	14
5.3	Communal services	15
6	Scheme management	16
6.1	Fire safety	16
6.2	Mobility scooter stores	16
6.3	Guest rooms	16
6.4	Smoking and vaping	16
6.5	Pets	17
6.6	Property alterations	17
6.7	Vermin	17
6.8	Car parking	17
6.9	Concessionary TV licence	18

6.10	Visitors/guests	18
6.11	Unoccupied properties	18
6.12	Anti-social behaviour and harrassment	18
6.13	Emergency call system	19
6.14	Master key	21
6.15	Key safes	22
6.16	What if you can't live independently anymore	22

7	Repairs and maintenance	23
7.1	Introduction	23
7.2	Reporting repairs and response times	23

8	Consultation and resident involvement	24
8.1	Service charge consultation	24
8.2	Major works and long-term agreements	24
8.3	Resident Associations	25

9	Moving in	26
9.1	What to expect when you move in	26

10	Selling your home	27
10.1	Selling your home process	27
10.2	Charges due under the terms of your lease	27
10.3	Resale administration fee	28
10.4	Reserve Fund when you sell your home	28

11	Complaints	30
11.1	How to make a complaint	30

1 Introduction

1.1 Welcome to Amplius

We are one of the largest housing providers across the Midlands, East and Southeast of England. We own and manage over 40,000 homes and deliver a range of quality services, including care and support, specialist housing and homeownership options. We're driven to have a positive impact on people's lives and provide affordable homes that make a difference.

This document explains the rights and obligations of later living homeownership and other useful information. It does not replace your lease/transfer however. Where this document differs to the conditions of your lease/transfer, the lease should be taken as the primary document.

1.2 Equality and Diversity

We are committed to treating everyone fairly, with dignity and respect. We aim to provide accessible services that meet our customers' needs.

1.3 Data Protection and Personal Information

All information we collect from you will be used in line with the General Data Protection Regulations 2016 and as part of our home ownership management work. We may share appropriate and relevant information about you with our agents and contractors in order to provide our key services. These may include the provision of an emergency alarm and monitoring service, repairs and maintenance, for customer surveys and research, and software providers for the

production/distribution of information to you electronically.

For full details about why we collect your personal information and how we use or share it, please read our Privacy Notice on our website.

 amplus.co.uk/privacy-notice

- 1.4 Our Homeownership Management Team
Some of our schemes benefit from a Scheme Manager. Where there is no Scheme Manager however, a dedicated Homeownership Manager has overall responsibility for the scheme. We also have a Homeownership team available to support our customers with any queries during their time with us.

We aim to provide a customer first approach and have a specific area on our website for homeowners, with useful forms and information. We also have a dedicated homeownership contact number for you to get in touch, so we can deal with your query efficiently.

 Amplus
K2, Timbold Drive,
Kents Hill, Milton Keynes
MK7 6BZ
 0800 111 4013
 amplus.co.uk/contact

1.5 The Association of Retirement Housing Managers' Code of Practice

We are members of the Association of Retirement Housing Managers (ARHM). The ARHM's Code of Practice for Private Retirement Housing sets out statutory obligations that we follow, as well as good management practice. We are committed to providing a professional, effective, and responsive service.

A copy of the Code of Practice is available at each of our schemes (where a communal notice board is provided) or can be viewed and downloaded from the ARHM's website.



www.arhm.org

2 About your Home-ownership occupancy

2.1 Leasehold

Leasehold means that you buy a lease from the freeholder (Amplus) who is effectively your landlord. The lease allows you to occupy the home for a number of years, called a term. The lease can be bought, sold and extended. Your lease is a legal agreement between you and the landlord. Your lease sets out the rights and obligations for you and the freeholder.

2.2 Older Persons Shared Ownership (OPSO)

OPSO means you own a proportion of the property on a lease. You must meet age restricted criteria and may be required to pay rent on the proportion of the property not owned.

2.3 Freehold

Freehold means that you buy the building and the land it stands on. The freehold can be bought and sold. You are issued a 'transfer absolute'. The transfer sets out the rights and obligations of both you and us.

3 Your Rights in Legislation

3.1 Your rights

The rights you have as a homeowner are set out in the lease/transfer. However, generally the following obligations are set out within an occupancy agreement.

3.2 Our obligations

- We will provide all services as detailed in your lease/transfer.
- We will consult with you, in accordance with Section 20 of the Landlord and Tenant Act 1985 (as amended), about any proposed changes to the services provided through your service charge or the management of your home.
- We will provide clear information regarding your occupancy.

3.3 Your obligations

- You must follow all conditions in your lease/transfer and use the property as your home.
- You must pay the service charge, any rent payable, and any other charge in accordance with your lease/transfer.
- You must ensure the property is well maintained and follow the scheme management conditions.

4 Service charge and other costs

4.1 Service charges

These are payments made by you to us for the costs of providing services to you as specified in the lease/transfer.

Details of what can be charged, when, and what your share of the total cost will be, are set out in the lease.

4.2 What does the service charge cover

Service charges vary from scheme to scheme and are dependent on the terms of the lease. They generally cover:

- Scheme Manager costs
- The emergency call system including maintenance and monitoring services
- communal utilities
- communal services such as grounds maintenance
- communal repairs
- fire alarm systems
- management fees
- contributions into the Sinking/Reserve Fund (see next page).

4.3 What is not covered in the service charge?

- Ground Rent, where payable for the land that your property is built on
- Administration Fees, such as asking for permission to make alterations or request a pet. A full list of our administration fees can be found on our website.
- other household costs, such as council tax, personal utilities, TV and broadband packages

-
- your own contents insurance for your own belongings. We strongly recommended you take out your own contents insurance to cover personal possessions, ensuring that it covers damage to fixtures and fittings, which may not be the Landlord's responsibility
 - Costs for major Works where there's insufficient resources in the sinking/ reserve fund.

If you are a freeholder, you may be required to take out your own building insurance; your transfer document will confirm this.

Please contact your Scheme Manager or Homeownership Manager if you require any further information on what your service charge covers.

4.4 Annual accounts

This is the scheme's actual income and expenditure for the costs of providing services to you.

Following the financial year end (31 March), the scheme's income and expenditure is reviewed, and annual accounts are prepared and certified by external Auditors. A copy of the scheme's Annual Accounts will be issued to you within six months of the financial year end (usually September) and will show the actual figure for the costs of the services provided to you.

Any difference between the actual costs and the estimated service charge budget will either be used in the following year's service charge or refunded/recharged to you. This depends on the terms of your lease/transfer.

4.5 Sinking/reserve fund

This is money collected in advance through your service charge and/or upon resale of the property, to ensure that funds are available for major works in the future.

The amount is protected for every scheme and is held in trust. The fund cannot be transferred or used for anything other than the scheme and as described in the lease.

The lease sets out what the sinking fund can be used for, but typical examples are:

- external decoration and internal decoration of communal areas
- replacement of communal facilities such as kitchens and furnishings
- replacement of the emergency call equipment
- major structural repairs, such as roof, lifts, windows and doors.

A sinking fund helps plan for major expenditures in the future and is also likely to improve the resale value of your home. If you sell your home, payments that you have made towards the sinking fund cannot be repaid to you.

If the sinking fund does not cover the cost of any work, the extra cost is shared amongst owners in the proportion set out in their lease/transfer. If this happens, we will send you an invoice for payment. We are not FCA regulated and therefore unable to offer repayment agreements for major works over 12 months.

4.6 Paying your charges

You will need to pay by direct debit. Our Homeownership Team will set this up with you when you buy the property. All payments are due as long as you still own your property, even if you do not occupy the property for any reason.

If you're having difficulties in making a payment, please contact our Homeownership Team as soon as possible. We can provide advice and assistance on debt and benefit support and may be able to arrange a repayment plan with you.

If you fail to make payments, this will be considered a breach of your lease. Under the terms of your lease, we may charge interest on late payments. You will also be charged for any legal costs incurred in recovering the debt. Your home is at risk if you do not keep up payments.

5 Living in your home

5.1 Scheme Manager

Where a Scheme Manager is provided, they will be your first point of contact and they will take care of the day-to-day management of the scheme, giving you the freedom to enjoy your own time.

The Scheme Manager is employed by Amplus and is responsible for housing management and compliance with Fire Safety and Health and Safety Regulations. The Scheme Manager will also support with facilitating scheme events and social activities, allowing you to enjoy the benefits of living in a communal environment.

The Scheme Manager cannot provide support with personal care duties such as administering medication or lifting you, and cannot handle customer money. They do have specific responsibilities for the general welfare of our residents and are available to you to help you to obtain the necessary help and assistance, together with dealing with any emergencies during working hours. They can also signpost you to third party services to help you to live independently for as long as possible.

Scheme Managers are not expected to be available outside of normal working hours. Occasionally they may be involved in dealing with an emergency situation or a scheme event that will involve working outside of their normal hours. In such cases, time off in lieu would be granted in line with our usual contract of employment conditions.

We are keen to ensure that all our staff continue to develop and undertake training to ensure good service delivery is maintained. Scheme Managers will therefore attend various training events throughout the year, together with attending meetings at our offices. While this will mean your Scheme Manager will occasionally be away from your scheme, the monitoring station will provide cover for the scheme during such absence. You will be notified in advance of any Scheme Manager absence periods.

Where a Scheme Manager is not provided, a Homeownership Manager has overall responsibility for the scheme. They will visit the scheme as required and will notify customers in advance of their visit, where possible.

5.2 Communal areas

These are parts of a scheme accessible to residents but that are not part of your own home, such as gardens, car parks, bin stores, mobility scooter store, communal lounges, guest rooms.

We inspect communal areas regularly to ensure they are maintained to a high standard. If you notice a problem with any communal areas, please contact your Scheme Manager or Homeownership Manager.

5.3 Communal services

Our contractors will carry out maintenance of the communal areas in accordance with a specification and health and safety procedures. Communal services include grounds maintenance, cleaning of communal areas and window cleaning. Residents are not permitted to add or remove shrubs or plants from the communal grounds or make any alterations or additions to the scheme, this includes providing furniture for the communal areas without permission from us.

Should you have any comments, complaints or requests for these services, you can contact your Scheme Manager or Homeownership Manager.

When our grounds maintenance operatives are using machinery, we would ask you not to approach them to talk to them. Sometimes objects, like stones, can be thrown out of the machinery and we really don't want anyone to get injured. We do value your feedback however, so should you have any questions or comments about our grounds maintenance, please get in touch with Amplus colleagues in the usual way.

6 Scheme management

6.1 Fire safety

Where required, fire procedures are displayed on the communal notice board.

6.2 Mobility scooter stores

If the scheme has a designated mobility scooter store, you can request permission from the Scheme Manager or Homeownership Manager. Permission will be given on a first come, first served basis and we will provide you with written permission. Please contact your Scheme Manager or Homeownership Manager for the terms and conditions. Please note that you may be charged a small fee for the use of the store.

To comply with Fire Regulations, scooters must not be kept in any internal communal areas other than designated areas. If you live in a flat and must store your scooter in your own property, please contact your Scheme Manager or Homeownership Manager who will complete a risk assessment to ensure your safety.

6.3 Guest rooms

If the scheme has a guest room, this can be booked through your Scheme Manager for a small charge. This income is used to help with the running costs of providing this facility.

6.4 Smoking and vaping

We operate a no smoking or vaping policy in our indoor communal areas. You may smoke outside the communal building in a designated area or in your own home.

6.5 Pets

If your lease/transfer allows pets, you will need to ask for our permission first. This can be done through our website.

6.6 Property alterations

If your lease/transfer allows alterations, you will need ask our permission. Again, this can be done through our website. An administration fee may be charged.

6.7 Vermin

You are responsible for removing all vermin such as mice, rats, wasps, bees and ants etc. from within your home.

6.8 Car parking

Some schemes have a limited number of parking spaces available on a first come, first served basis for customers and visitors. Your lease will confirm if you have a designated parking space.

It is a breach of lease to park caravans, lorries, vans, trailers, business vehicles and untaxed or unroadworthy vehicles at the scheme or to not park within a space. You must not carry out car maintenance on the scheme. Owners will be held responsible for the cost of any repairs required as a result of oil leaking from vehicles or other damage.

-
- 6.9 Concessionary TV licence
You may be entitled to a free or concessionary TV licence as granted by the Government. Please visit www.tvlicensing.co.uk for further information on eligibility criteria. Please contact the Scheme Manager or Homeownership Manager if you wish to arrange this.
- 6.10 Visitors/guests
You may have guests to stay overnight at your home. However, if you are likely to have a guest staying with you in your home for longer than three months you must obtain our written permission. If you want to invite another person to live with you permanently, you must ask us for our written permission.
- 6.11 Unoccupied properties
You are responsible for taking appropriate action if you will be away from your home for any length of time. If you have a Scheme Manager, please let them know you are going to be away, or activate your emergency call system to inform the monitoring station.
- 6.12 Anti-social behaviour and harassment
Certain situations must be accepted, such as reasonable cooking smells and acceptable noise during daytime hours. By signing your lease/transfer, you agree not to cause your neighbours any nuisance or annoyance. You also have a responsibility to ensure that your family or visitors do not cause any nuisance or annoyance to your neighbours.

We will not tolerate any verbal or physical abuse towards our staff or contractors from you or your visitors. We will pursue all measures to ensure the welfare and security of our staff. We view any form of nuisance, anti-social behaviour and harassment as a serious matter and action will be taken against perpetrators.

6.13 Emergency call system

A two-way speech module and alarm system is fitted in each property. We also provide one personal alarm pendant per property. If activated, these will go through to the Scheme Manager or monitoring station.

Smoke, heat, and carbon monoxide detectors may be fitted and connected to the emergency call system. If activated, these will go through to the Scheme Manager or monitoring station.

The speech module unit is located in a central location within your home and should pick up your voice from anywhere within it.

When activated, the Scheme Manager, if provided and on site, will be notified that you require emergency support. They will speak to you initially through the speech module and visit your home. Where a Scheme Manager is not provided or is unavailable, the alert will be answered by our monitoring station who will speak to you through the speech module and let

you know what action they are taking to support you.

If a pull cord, pendant, or alarm is activated by mistake, there is no need to worry as the operators are used to accidental calls. However, please wait and answer the operator, otherwise they will follow their response process which may mean emergency services attend your property.

The equipment belongs to the scheme. The speech module unit and pull cords should not be removed or tied up and the pendant should be returned to the Scheme Manager or left in the property, in the event you leave the scheme. We will accept no responsibility in the event of an emergency should the equipment have been damaged or altered by you. Any damage caused to the equipment, or failure to return a pendant, could result in you being charged a fee.

The emergency call system is designed to provide peace of mind whilst at the same time ensuring complete privacy and independence.

In the event of a power failure the system should continue to operate using standby batteries for several hours. This system is paid for within the service charge. There are no extra charges incurred for using it. Your Scheme Manager or Homeownership Manager will help you understand the emergency call system once you move in.

Should you wish to install additional pull cords or telecare devices or require an additional pendant to be installed and linked into the emergency call system, please contact us to arrange this. There is no opt out option for this service; equipment is installed and maintained and tested in accordance with the lease.

6.14 Master key

Where a Scheme Manager service is provided, your property doors are fitted with a specialised suited locking system. This enables us to gain access to any property via one key in case of emergencies. The key is kept locked in a safe location and access is granted only to Amplus staff and the emergency services.

You will be asked to sign a consent form, granting access to enter your home in certain emergency circumstances. We also recommend you nominate a local key holder, family or friend, as an emergency contact.

It is your responsibility to replace any missing keys. When you sell your home, it is also your responsibility to ensure that keys are available for the new purchaser.

If your property is fitted with a suited lock, spare keys must be obtained through your Scheme Manager. A charge will be made depending on how many keys are required.

6.15 Key safes

You must ask for our permission to install a key safe. Permission will not be withheld without good reason and will be provided in writing. The code should be provided to us for emergency situations. We will not accept liability for any consequences arising as a result of a key safe being fitted.

6.16 What happens if you become unable to live Independently?

Every effort is made to enable you to remain in your home for as long as possible. We will do our utmost to help you achieve this aim. Should your circumstances change through ill health, assistance is available to you through various care packages from Social Services and other agencies.

Should you require this type of help, please get in touch with your Scheme Manager or Homeownership Manager for advice. Ultimately, it should be you, together with your family and advisers, who decide when you can no longer maintain independence and may therefore need to move to accommodation which offers a higher level of care and supervision. However, we do reserve the right under the terms of the lease to obtain a medical opinion, if it is felt that you are no longer able to manage your affairs, thereby creating a danger to yourself and possibly your neighbours.

7 Repairs and maintenance

7.1 Introduction

As the landlord, we look after the building and communal areas in accordance with the lease. This includes external and structure repairs of the property and building, all equipment in communal areas, decoration of communal areas and some equipment in your home, such as the emergency call system and, in some instances, the heating system. You are generally responsible for all repairs within the property. Please refer to your lease for your full repair obligations.

Our repairs service includes:

- a responsive repairs service including a 24-hour emergency repairs service
- planned and cyclical maintenance programmes for communal areas
- regular site inspections from a qualified surveyor.

7.2 Reporting repairs and response times

You can report repairs to us by contacting the dedicated homeownership number, or you can contact your Scheme Manager who can report the repair through our system. Response times are found on our website or via your scheme manager.

8 Consultation and resident involvement


We encourage residents to be involved in the decisions we make on managing your home. To achieve this, we have developed a range of ways for you to have your say. Consultations provide an opportunity for you to give us your views on the standard and specification of services provided.

8.1 Service charge consultation

During the year, we will consult with you on the services you pay for through service charges. Usually in the summer months, we will invite you to a Service Provision Meeting where we will discuss the services provided to you, upcoming major works and discuss any other management matters. We will then use the information from the meeting to estimate the costs of providing the services to you for the upcoming year and prepare a proposed estimated service charge budget. This will be issued to you in writing along with an Annual Ground Rent Notice where applicable. If there is something in particular we need to discuss with you, we may invite you to a Service Charge Budget Meeting.

8.2 Major works and long-term agreements

Leaseholders have the right to be consulted on major works and long-term agreements that exceed the prescribed amount set out in the Commonhold and Leasehold Reform Act 2002. Details of the processes we must follow are available from the Leasehold Advisory Service:

 lease-advice.org

8.3 Resident Associations

We believe that residents should be involved in decisions that affect their home. We encourage residents on our schemes to form a properly constituted Residents Association to act on behalf of residents on scheme matters. We may formally recognise resident associations if they comply with the requirements. Formal recognition is important, as it gives the Residents Association rights that an unrecognised Residents Association does not have.

More information can be provided by your Scheme Manager or Homeownership Manager. Staff employed by Amplus cannot be a member of the Residents Association but will work closely with the association.

9 Moving in

- 9.1 What to expect when you move in
- Where the scheme has a Scheme Manager, you will be welcomed by them and introduced to other residents. The Scheme Manager will explain all services, local amenities and show you around the scheme. They will also show you where you can take your meter readings and will demonstrate how to use the emergency call system and other functions, such as your heating system. The Scheme Manager will complete a Customer Record Form with you, which is used by both the Scheme Manager and monitoring station. All such information is treated in the strictest confidence.

Where the scheme does not have a Scheme Manager, you will be contacted by the Homeownership Team who will provide you with information about your occupancy. If you have any further queries once you move in, please do not hesitate to contact the Homeownership Manager.

10 Selling your home

10.1 Selling your home process

This is the process if you wish to sell your home:

- you must notify us in writing before you take steps to sell it
- we will provide you with guidance on selling your home
- we will give you information on the charges you must pay under the terms of your lease
- you should get a valuation of your property and determine a sale price
- once you have found a buyer, we will contact them and ensure they are eligible to buy the property
- when this has been completed satisfactorily, solicitors can be instructed
- the sale can proceed.

10.2 Charges due under the terms of your lease

The fact sheet 'Examples of Fees Payable on Resale' will have been provided to you before you bought your home. Please get in touch if you need a further copy.

Your lease sets out the charges you must pay to us when you sell your home and how these are calculated. These are:

- administration fee
- our legal expenses plus VAT and disbursements
- where appropriate, contribution to the major repairs sinking fund (reserve fund)

-
- any arrears outstanding at the date of completion
 - any other debts due to us.

When you decide to sell your home, we strongly advise you to seek legal advice on the charges required under your lease and how these are calculated.

10.3 Resale administration fee

The administration fee covers services we provide to ensure the sale of your property is completed as smoothly as possible including:

- re-assignment of your lease
- use of a mailing list to advertise your property
- providing guidance to prospective buyers
- providing purchaser information including service charge information
- handling enquiries and correspondence related to the sale
- providing insurance and account information to solicitors
- preparation of legal documentation for solicitors
- co-ordination and administration of the sales process.

10.4 Reserve Fund when you sell your home

The terms of your lease will state what, if any, percentage of the proceeds of sale must be paid into the scheme's sinking fund for major repairs. This is deposited into an account held on behalf of the scheme to pay for major repairs in the future.

Building up a reserve fund in this way avoids leaseholders being faced with large unexpected bills in the future and keeps service charges to a minimum. The reserve fund is also an asset to the resale value of your property.

11 Complaints

11.1 How to make a complaint

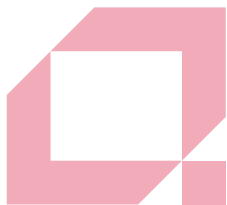
We aim to provide a high standard of service. However, we know things can go wrong from time to time. In the first instance, please contact us, and we will try to put things right there and then.

If you remain unhappy with our response, we have a formal complaints procedure which you can find displayed on the communal notice board or on our website.

If you are still unhappy with our response through our complaints procedure, you can contact the following for further support:

- Independent Housing Ombudsman – housing-ombudsman.org.uk
- Citizens Advice – citizensadvice.org.uk
- Leasehold Advisory Service (LEASE) – lease-advice.org
- Association of Retirement Housing Managers – arhm.org
- A solicitor may also be able to provide useful advice.

As a leaseholder, if we do not keep to our obligations as set out in your lease, you have the right to challenge us. If we cannot agree on a reasonable solution, you have the right to ask a First Tier Tribunal (FTT) to make a determination on your case.



Amplius

Amplius
K2, Timbold Drive,
Kents Hill, Milton Keynes
MK7 6BZ

↩ 0800 111 4013
® amplius.co.uk

AMPSTO-A406/01
Updated: April 2026