



BRIDGE HOUSE

of Twyford



Frequently Asked Questions Bridge Park of Twyford

At Bridge Park of Twyford, we aim to provide as many details as possible to help you in making your decision when purchasing one of our cottages or luxury apartments.

These FAQs cover both the existing community and our planned Phase 2 development of communal facilities and 120 properties for independent or assisted living.

Below we provide answers to many of the questions our clients have asked.

If you have any other questions, please feel free to contact our sales team for assistance.

Construction

What will the completed retirement community offer?

Phase 2 of our retirement community will add a further 120 properties, to build on the established care homes (Bridge House and Bridge Court), and the 11 Phase 1 Bridge Park cottages and apartments completed in 2015. Phase 2 will provide 90 leasehold properties for independent living (62 apartments and 28 cottages), 30 rental apartments for assisted living, and further communal facilities. The FAQs below refer to Phase 2, unless otherwise stated

Which construction company is building the properties at Bridge Park of Twyford?

Axis Construction is the construction company building Bridge Park of Twyford and is part of the Castle House Group. The design of the first phase of the development has been implemented by Pope Priestly Architects LLP, specialists in the later living sector, with additional scope by RM Architects, who are also retirement and care sector professionals.

Which accreditations apply to this construction?

We register our warranty scheme with NHBC who give a ten-year warranty for structural defects.

What documentation is available for the Buildings Insurance?

We will provide a full schedule of insurances on completion.

Are Energy Performance Certificates provided for my property?

Yes, we will provide this certificate on completion.

Design and Specification

What is the construction of the building?

External walls are all brick-built.

Can structural changes be made to cottages or apartments?

We can make non-structural changes to internal walls. An application to our management team is required to ensure we adhere to building regulations.

Are water softeners provided?

We do provide water softeners here at Bridge Park of Twyford.

What type of heating will I have, and where is its source?

The provision of heating throughout your cottage / apartment comes from electric underfloor heating, some of the later development phase two may take in ground source heat pumps. (Under review).

Where are the meters for both electricity and water?

The location of electricity and water meters are within range of each cottage/apartment and are as close each to property as possible.

Are the plug sockets be installed at a higher height?

Where possible, the sockets are installed at a suitable height for accessibility.

Are there smoke, heat and carbon dioxide detectors in all cottages, apartments and throughout the communal areas?

Yes smoke, heat and carbon dioxide detectors are to be found in all accommodation throughout the community.

Will TV sockets be accessible in the lounge and bedrooms of each apartment?

Yes, we look to ensure sockets are set at sensible levels

Do cottage roofs have solar panels?

There are no solar panels on properties at this site.

Are grab rails in place in properties?

These can be provided and set to fit your personal needs.

May we have a bath or bidet?

Yes this can be provided where possible at an additional cost.

May we see individual kitchen layouts to each cottage or apartment?

Our sales manager will assist with details relating to kitchen floorplans.

May we have additional internal fittings or dividers within our kitchen units?

These can be discussed and organised via our supplier as an optional extra.

Will kitchen appliances be provided as part of the purchase price or are they optional extras?

The following ‘white goods’ appliances are included in the purchase price. Neff dishwasher, Neff washer dryer, Neff fridge freezer, Neff single oven and Neff microwave, induction hob and extraction hood. Options to upgrade to Miele appliances are available and further adaptations can be made at additional cost where possible.

Are fitted wardrobes available?

We can organise customised wardrobes via our supplier, at additional cost.



Are there balconies on all apartments and if so how large are they?

This applies to Bridge Park, phase 2 properties only; the measurements depend on the individual apartment you have selected. Please ask our Sales Manager for a sales apartment plan for full details.

Will there be patio areas to Ground Floor apartments and gardens with cottages, will they provide privacy?

Some phase 2 apartments, will have patio areas and there will be privacy panels between each patio. Our cottages will have gardens for you to enjoy.

Who is responsible for the maintenance of the patios and balconies?

We are responsible for maintaining all communal garden spaces. Private patios, gardens and balconies, are however, the responsibility of the residents and should be maintained in keeping with the ambience of the overall development, and with consideration of how this is done i.e. respectful of people below.

Is an outside water source provided?

Communal taps are within the grounds, an outside tap can be fitted on a cottage or a ground floor apartment as an extra.

Are there any curtains /voiles included?

No these are not included.

Are there any storage areas?

No additional storage is not available.

Will there be car charging points?

Universal charging points are available.

Financing and Purchasing

Who is the company solicitor?

Our company solicitors are Kendall and Davies, based in Stow on the Wold. We use Robert Wellington; however you are entirely free to choose your own solicitor.

Are there any financial incentives?

We avoid financial incentives as they are generally offered to subsidise an unrealistic property market price. We take every opportunity to ensure our prices are measured against similar offerings and reflect the current market within our development's catchment area.

How much is the reservation fee?

Our reservation fee is £5000.00. The amount is the same whether the property is an apartment or cottage. The fee is a refundable deposit subject to us incurring any legal costs. Please ask our sales team for the full conditions that apply with this fee.

How long does the reservation deposit secure an apartment?

We look at each situation individually and mutually agree a timescale at time of the reservation.

How much do I get back if I am unable to continue with my purchase?

This will be dependant on our investment of time and any legal costs incurred. Full conditions will be available from your sales team.

Should I allow for any extra cost?

You will need to consider the Monthly Service charge, and Transfer Fee on leaving, as detailed below.

Is there a ground rent charge?

Ground rent is payable on all Phase 1 resale properties but not on the new builds in Phase 2. The current annual fee for Phase 1 properties is £300. The fee is reviewed every five years with the next review due in 2025.

What fees are payable on resale?

A Transfer Fee is payable on reselling a property. The rate applied to the sale price depends on the period of ownership. On a resale in the first year, the fee is 6% of the sale price; for resales in years 1-2, the fee is 8%; for a property owned for more than two years, the fee is 10%. See our Key Facts and Fees and Charges Explained documents for further details

Can I rent a property?

There is currently no provision to rent accommodation at Bridge Park in Phase One of the development. The Phase Two development at Bridge Park, will have rental opportunities available.

Should I allow for any extra cost?

Property owners pay Ground Rent annually (Phase 1 only), the Transfer Fee on resale (both Phases), and a monthly Management Service Charge (both Phases). Renters (both Phases) pay Rent and the Management Service Charge. A weekly Assisted Living Fee will be payable in addition by any resident (owner or renter) who lives in an Assisted Living property.

Do I own my own home?

Yes. We sell each property at Bridge Park on a long leasehold basis, of up to 125 years. It is your home, held as your asset, and of course you are free to sell this property at any stage.

Can I sublet my property?

Yes, but there is a commission fee of 12% of the years total rent for a management fee.

Can a younger member of the family live in my property?

As our development is age-restricted, the occupier of the property at any time will need to meet our minimum age requirement 55+.



Can I gift the apartment to a family member?

Yes, you can gift your apartment to a family member through your inheritance. They will need to meet our minimum age requirement if they intend to live here (55+).

Are utilities charged for centrally?

No, all properties within the retirement development are individually metered for gas, electricity and water, allowing the owner the flexibility to select which provider they wish to nominate as their supplier.

Do I have to pay for a car parking space?

No. If you are a car driver then one car parking space is allocated to your cottage or apartment. Once a resident ceases driving that space returns to the Bridge parking pool.

What is the Council Tax banding for Bridge Park?

Bridge Park council tax comes under the jurisdiction of Wokingham Council, one bedroom apartments come under band C, two bedroom cottages and apartments are under band D-E. Phase 2 bandings will be confirmed on completion.

Do you provide resale services?

We offer support for resales through our estate agency partners. They know Bridge Park well and understand its distinctive features. The costs of this service are covered by the transfer fee payable on all resales. You are free to choose alternative agents but will be liable for their fees as well as the transfer fee.

What guarantee do I have that my property will go up in value?

Whilst we can give no guarantees about resale values or how quickly a property will sell, what we can give is assurance that through continual investment (via the transfer fee’s) our development will always remain attractive to our buyers. We are able to provide timescales of sales and growth of market value of properties over the years as their ownership has changed hands.

How do I make the decision to move?

We have a team that aids residents in making the transition between lifestyles as smooth and as clear as possible. We recommend surrounding yourself with the right people, those who are seeking out your best interests. These might be family, close friends or professionals. There is always someone here to talk to about any aspect to this lifestyle choice. It is not something to be feared but more something to be gained.

Will someone help me move?

We are able to provide some local contacts for firms who assist with removals or storage facilities (if required) and also a down sizing service for those who are struggling to see how and what items they can eliminate and what items they can bring and how they will fit in.

Fees

How often does the service charge increase?

The service charge is reviewed annually. Any changes to the service charge is usually impacted by increased costs from suppliers as this is a not for profit account.

How often is the service charge collected?

The service charge is collected in advance every quarter.

Who looks after the service charge at Bridge Park of Twyford

The service charge is managed by Bridge House of Twyford Ltd.

How much is the service charge?

The 2024-2025 service charge is currently under review, and will be in the region of £6,000. This fee is the same for any size property on the development whether you own a cottage or an apartment.

May we have a breakdown?

Yes, please see Our Costs and Services Explained leaflet for details relating to our charges/fees.



General

Is there a manager on-site every day?

No, there is a manager on site Monday to Friday between the hours of 9am and 5pm each day. There will be a manager on-call at the weekends in case of emergencies. Likewise, we have maintenance on-call at the weekends.

Is there CCTV within the development?

No, it was agreed by the residents that we did not want CCTV across the development or within the communal areas.

Is there a 24-hour call response system?

Yes, it is manned within the village and is part of the service charge fee.

Who manages the 24-hour call service?

The 24 hour call system is managed in-house and will go straight through to a member of staff, it would then cascade to other team members if not answered immediately.

How would someone access our home in an emergency?

A set of keys is held in a secure cupboard on site to allow access in the event of an emergency (when your nurse call system is pressed) or should we need to gain access when you are away from the property.

What support is available on the development?

Within the retirement village we are able to offer the following support

- Assistance with housekeeping
- Assistance with maintenance issues
- Assistance with gardening
- Assistance with laundry
- Assistance with hospitality (meals)
- Assistance with domiciliary care (personal care/ medication visits/socialisation)
- Assistance with shopping
- Assistance with IT/communications etc

Additional charges apply



Will you look after my home when I’m on holiday?

You can go on holiday or visit your relatives for as long as you please, knowing that we will look after your home. If you wish, we can also inspect your home while you are away and make any arrangements for your return, including stocking your fridge with basics.

Are there any domestic/laundry services included at the retirement village?

Yes but fees are payable. Laundry services are not included within the monthly fee, but these can be arranged directly with our in house laundry through the reception desk. Dry cleaning can also be arranged.

Who provides the housekeeping?

This is an in house provision and charges are set out as required

Is there a handyman?

A handyman will be available on moving into your new home to assist with hanging pictures, hooks

etc. Arrangements can also be made to book the handyman at a cost for smaller jobs in your home.

How will postal services be managed?

There is a communal mailbox for outgoing mail at reception, each property has its own mailbox, with door to door delivery of your mail wherever possible

Will there be anywhere to store bikes and electric buggies?

No, storage is not available at Bridge Park.

Is there a bin store and is our rubbish collected?

We do not have a centralised store. Bins are collected from each home, along with recyclable refuse. Phase two at Bridge Park will see the inclusion of a centralised store, where collections will be made from each household, or access given.

Are there smoking areas within the development?

There is a no smoking policy in public and communal areas.

May I smoke in my property?

Yes, as it’s your property.

Are pets allowed in the properties and the communal areas?

Residents are very welcome to bring their pets to their new home, we do ask that they are well behaved and that they are kept on a lead in all the communal areas. We do not allow pets into any of the restaurants.

If someone is causing a nuisance, who will deal with this?

We ensure that our homeowners are protected, with our Manager being the first point of contact. The Lease provides the regulations and legal protections in this respect.

If a resident starts to show signs of dementia, who will deal with this?

Periodic assessments for residency require leaseholders to engage with our services to enable

them to continue to live independently. We assess the resident to ensure they have the capability of living independently, even with early stages of dementia.

Do you have an eligibility check in place to ensure that any residents can live here without any issues, i.e. health problems?

We will arrange a periodic health check in compliance Residency criteria with our lease require all residents to be capable of living independently within the support regime that is available.

Who is ARCO?

ARCO (Associated Retirement Community Operators) is the main body representing retirement community operators in the UK. The ARCO Consumer Code, launched in 2015, sets standards for the sector and provides a benchmark for good practice. It helps ensure that operators provide a trusted and high quality service for those living in, and considering moving to, a retirement community.

Facilities and Events

How do residents have a voice within the retirement village?

There are six monthly advisory body meetings for the residents at Bridge Park.

How does the hospitality work?

Food is available to order seven days a week. In phase two, a restaurant will be open for breakfast lunch and supper, as well as café facilities for less formal snacks and beverages.

Who is the restaurant caterer?

All our catering is delivered by our in house team.

Can I have room service in my apartment / cottage?

Yes, this is available by arrangement.

How do I pay for any meals?

You can pay on the day by cash or card or items can be invoiced on account and paid monthly.

Are there any discounts or loyalty cards?

No, we do not currently offer this facility at Bridge Park.

Are family and friends welcome to use the facilities at the retirement village?

Yes, we welcome friends and families at our retirement village, to join us for coffee, lunch or at any of the events we put on.

Is there a Library?

There will be a library provision in phase two at Bridge Park.

Is there a Guest Suite and how long can someone stay there?

We are planning accommodation for our next phase of the development. Two guest suites will be made available to book for a small charge.

Will there be events arranged and who will organise these?

Yes. It is entirely dependent on the individual or couple, just how much you are willing to do. The village team puts together a range of events, from which residents can choose to attend themed dinners, partake in film nights, get involved in trips to the theatre or even a few days on holiday.

Will there be free Wi-Fi in all the communal areas?

Yes, we provide this facility free of charge.

Is there a minibus or Chauffeur car?

Yes, there is both car and driver available to hire, plus minibus provision at Bridge Park.





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