



A simple guide to our Concierge Fee

Chapelton

July 2018



Our Concierge Fee: The key to hassle-free living

The beauty of moving into a Brio home is that your life is truly your own. You can come and go as you please, spend time with your loved ones, set your own timetable and live life as you choose.

Our weekly concierge fee is designed to keep everyday life stress-free, by keeping you and your home safe, taking care of many of the chores that come with owning a property, and providing all the support you need for a happy, healthy retirement.

To keep this fee low, we calculate our costs on a not-for-profit basis, which allows us to simply pass the costs of providing the services you need on, without any extra mark-up. We also open our on-site brasserie, 'Slate & Grain' to the general public. While you enjoy discounted prices on all food and drink, non-residents pay full-price, and this generates extra income, which can then be used to offset our overall weekly costs, and subsidise your weekly fee.



Our subsidised, not-for-profit concierge fee is designed to bring you the everyday services you need and make your everyday finances hassle-free.



One weekly fee. Endless benefits

Your concierge fee covers the cost of many of the basics of living at Chapelton, removing the worry of unexpected bills.

This weekly fee (collected monthly) allows us to take care of the exterior of your home, maintain the grounds and gardens, and ensure that everything from our homeowners Club lounge and fitness suite, to the lifts in our Village Hub are spotlessly clean and ready to use. It also enables us to maintain the fire and call systems that protect your home.

What's more, this fee covers many of the things that make life at Landale Court such a pleasure – from essentials like broadband and shuttle buses, to our daily programme of social activities and the friendly team of professionals on hand to help, 24/7.



Open and honest pricing. Clear, no-nonsense pricing is all part of the Brio service and everything included in your weekly fee is fully itemised. Rest assured, we'll never ask you to pay unexplained charges or hidden fees.

What's included in your Concierge Fee

Activities

You can look forward to a wide range of social and leisure activities each day. Our events programme offers a variety of pursuits, from exercise classes, coffee mornings, wine tasting and bridge, to outings to places of interest and the theatre. (Please note, some activities or outings may incur a charge).

Peace of mind

Rest assured, there will always be a member of staff on hand, who you know and trust, 24/7, 365 days a year. So in the event of an emergency, such as a fall, illness or accident, there will always be someone there to help you and provide immediate assistance, day or night.

Administration

Your fee covers all on-site and off-site administration which is managed and operated by Brio Retirement Living.

Broadband

Your personal broadband and any inter-property telephone calls you make are automatically included.

Sky TV

Enjoy dramas, comedies, Sky Originals, music and documentaries with your Sky Entertainment package, included in your fee. Additional bundles such as Sky Sports and Sky Cinema can be added at an additional subscription cost paid directly to Sky.

Buildings insurance

To offer your property year-round protection, we provide comprehensive buildings insurance as standard.

Car parking

If you have your own car, or are expecting visitors, it's good to know that we provide a number of free car parking spaces. These are not allocated to individual apartments or cottages.

Utility bill savings

We buy all utilities (gas, water and electricity) directly from the suppliers for the entire retirement development passing on savings of up to 20% to our residents, excluding the electricity supply to individual homes. Residents are responsible for the payment of their own electricity and also have the option to change their electricity supplier.

Chapelton community membership

Residents of Chapelton pay a £250 membership to Chapelton Community Interest Company. This fee is included in your concierge fee. As a member, you will be entitled to participate in the management of the wider Chapelton community. To uphold the standards of community design and the specific architectural characteristic of the town, coordinate the management of common areas in accordance with the Chapelton Masterplan and the Community Deed of Condition.



Communal cleaning and repairs

Communal cleaning and repairs

We want the communal areas in your village to be as relaxing and luxurious as your own home. Your fee pays for regular cleaning and day-to-day housekeeping, repairs and refurbishment of the curtains, carpets, furnishings and décor.

Communal maintenance

Your village may periodically require extra care and maintenance. Everyday cleaning, maintenance or repairs to the estate roads, pathways and parking areas are covered by your concierge fee.

We'll also take care of the grounds and gardens, repair the guttering, roofing and brickwork and ensure windows are cleaned.

Security and safety

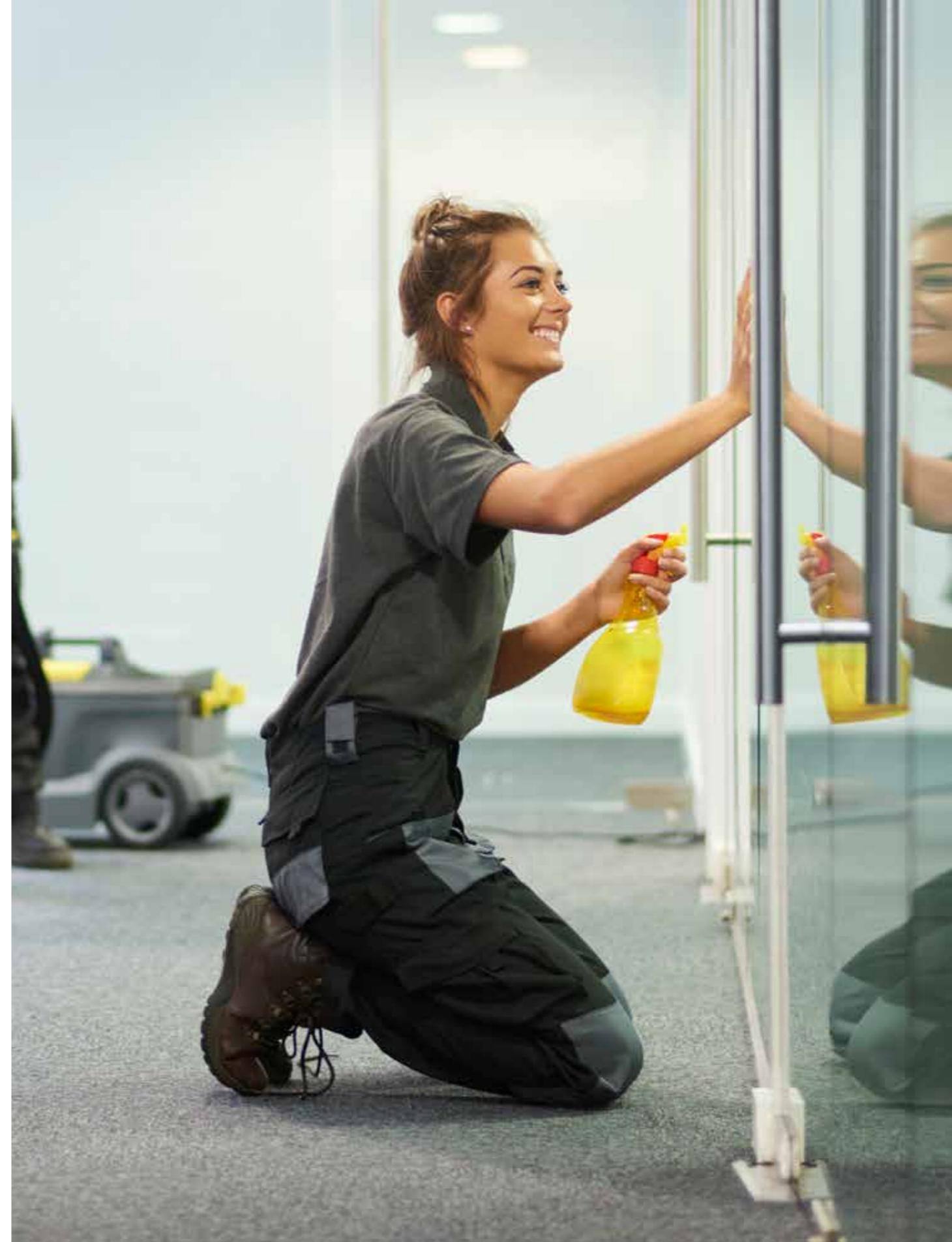
We want you to feel safe and secure in your new home. That's why your fee includes:

- Video door entry system (in apartments only)
- Service and maintenance of fire alarm systems
- Service and maintenance of emergency call systems

Sinking Fund Contribution:

From time to time, it may be necessary to make major repairs to the lifts, roofing, windows, doors, driveways, paths, rainwater guttering or fencing. To avoid sudden unexpected bills, we include a Sinking Fund Contribution within your weekly fee.

This fund, held in a separate account, acts as a 'residents' reserve' to help us offset the cost of major repairs, replacements or improvements within the village. To make sure that this reserve is large enough to support the village's future needs, we also regularly carry out professional surveys. In the unlikely event that the current Sinking Fund doesn't cover the cost of these improvements, we will always consult you before increasing weekly contributions.





Ongoing support:

Our team is here 24/7, 365 days a year to provide you, your family and friends with a wide range of services, from helping with queries, to welcoming visitors and receiving deliveries.

Village Hub

The Village Hub is the heart of the community and your weekly concierge fee includes all of these resident-only benefits:

- Preferential rates in the Slate & Grain brasserie and bar
- Use of the Homeowners Club lounge
- Use of the hobby / multi-purpose room
- Use of the fitness suite
- Access to the shuttle bus service
- A 24-hour on-site staff presence
- A rapid response in the event of an emergency
- A dedicated Village Manager and Team
- Free advice about your home and help with paperwork and bills
- Membership of the Chapelton Community
- Access to a range of social, leisure and well-being activities
- Free IT advice and support

Your fee additionally enables us to service and maintain the communal lifts, CCTV, heating and hot water systems, fire alarms, call systems and village lighting.



Additional services not covered by your concierge fee

Alongside our standard service, we offer a range of optional services that can be purchased to match your personal requirements. You can select these services as and when you need them, and we regularly review your needs to make sure we deliver the right levels of support.

Our optional services include:

Personal care

A range of services tailored to your individual needs and delivered by our on-site professionally qualified care team. We also offer short-term care and/or support for illness and recuperation

Household services

This includes help with everyday chores, including:

- Cleaning
- Laundry & ironing
- Shopping
- Preparing meals
- Spring cleaning
- Oven cleaning

Laundry service

A convenient washing and dry cleaning service is available.

Home Maintenance service

Our experienced tradesmen can carry out repairs and maintenance within your property such as picture hanging, re-decorating or odd jobs around the home.

Shopping / escort service

A shopping / escort service is available for a member of staff to accompany you to appointments and go shopping etc.

Fixed annual fees and fair increases

For added peace of mind and to allow you to accurately budget for the year ahead, our concierge fees only ever increase once a year, on 1st March. Any increases will be based upon the previous December retail price index (RPI) % figure - supplied by the ONS (Office for National Statistics).

In the event of a rise, we always give residents at least a month's notice of the RPI percentage increase for the following year. And to make sure we consistently deliver good value, we regularly consult residents about the services we offer.

The Sinking Fund Contribution is held in a separate account.

Disclosure of interest

We do not have a financial interest in any other firm involved in running our retirement communities or receive any incentive or commission from third party suppliers relating to any of the services paid for by residents through the concierge fee.

How our Concierge Fees compare

The average annual concierge fee for a Chapelton property will be £6,760 per annum. To help compare our not for profit concierge fees to what you might be paying for running your own home we have researched the following cost averages to compare.

Independent Household - Cost of Living 2017

Product / Service	Annual Cost	Brio Concierge Fee
Buildings insurance *	£263	Included
Contents insurance %	£135	Excluded
Broadband **	£368	Included
Utility bills (gas, water and electricity) ***	£328 = 20% extra utility bill cost compared to Brio	Savings Included
Sky TV entertainment package ****	£240 (once a month at £20)	Included
Grass maintenance #	£480 (grass cut twice a month at £20 per cut)	Included for Communal Areas
Garden improvements ~~	£545	Included for Communal Areas
External window cleaning #	£96 (once a month at £8)	Included
Gutter cleaning #	£95 (cleaned once a year)	Included
Gym ##	£828 (once a month at £59)	Included
Yoga ~	£364 (once a week at £7 per class)	Included
Car tax & fuel ^^	£803	Shuttle Bus Included
Repairs maintenance ^	£500-£1000	Included
Capital Repairs Fund (1% value of a £300K house) >	£3000	Included
Home call system +	£125	Included
Social club fees e.g Women's Institute =	£41	Included
TOTAL	£8,211 - £8,711	

* Buildings insurance in the first quarter of 2017, based on data from the Association of British Insurers (ABI). Source <https://boughtbymany.com/news/article/how-much-does-house-insurance-cost/>

% Contents insurance in the first quarter of 2017, based on data from the Association of British Insurers (ABI). Source <https://boughtbymany.com/news/article/how-much-does-house-insurance-cost/>

** Based on broadband packages recorded and analysed by BDRC Continental and Cable.co.uk between 18 Aug and 12 Oct 2017. <https://www.bdrc-group.com/opinions/global-study-broadband-pricing/>

*** Based on a 5+ bedroom house on a dual fuel bill arrangement £1639 (once a month at £137). Source https://www.ukpower.co.uk/home_energy/average-energy-bill-and-20% saving Brio Retirement Living will give.

**** Source <http://www.sky.com/shop/tv/>

Estimates based on a survey of local providers, and may vary based on location of service, quality of service, regularity of service etc. <https://www.gumtree.com/landscaping-gardening-services/aberdeen> <https://www.mumsnet.com/Talk/housekeeping/963965-window-cleaner-charges> <http://quotationcheck.com/average-cost-clear-roof-gutters/#>

-- A recent survey commissioned by GardeningExpress.co.uk found that British gardeners will spend an average of £30,000 on their gardens over their lifetimes. Source <http://www.independent.co.uk/property/gardening/britons-spend-an-average-of-30000-on-their-gardens-over-a-lifetime-9386795.html> Annual figure calculated by devising annual spend by 55 years (estimate of how long you own a garden for) as an estimate.

Based on a rolling monthly membership at Nuffield Health & Fitness Aberdeen. Source <https://www.nuffieldhealth.com/gyms/membership>

~ Based on weekly class at a city centre Aberdeen yoga studio called Love Yoga <http://www.loveyoga.co.uk/fees/>

^^ Based on annual car tax and fuel for a 2017 Ford Fiesta 1.0 EcoBoost Titanium travelling 7,900 miles per year (average annual mileage from National Travel Survey) Petrol price based on 121.9p per litre (<http://www.theaa.com/driving-advice/driving-costs/fuel-prices>) <https://www.fleetnews.co.uk/costs/fuel-cost-calculator/?FuelType=0&PencePerLitre=112&Mileage=7900&ManufacturerId=67&ModelGroupId=531&DerivativeId=61907>

^ Varies significantly from property to property based on age of property, age of components, location, weather conditions etc. Guidance only.

> Capital Repairs Fund is an amount of money which is set aside to cover any major work which is needed on a property in the future.

+ Based on careline yearly plan with 3 months free, excluding £40 one off set up fee. www.careline.co.uk/shop/careline-yearly-plan

= https://www.thewi.org.uk/_data/assets/pdf_file/0011/237773/2018-Subscription.pdf

Disclaimer: We would never recommend that you make a long-term financial decision based solely on these comparisons. The illustrated figures are included purely as a guide to overall living costs. You should consider these approximate costs, or their equivalents, when making your own financial calculations. If you are in any doubt about the true cost of your retirement, we strongly recommend that you seek independent financial advice.



Brio Retirement Living,
Landale Court, Chapelton,
Stonehaven AB39 8BF

enquiries@brioretirement.co.uk
www.brioretirement.co.uk



Setting Standards for
Retirement Communities



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Scotland SC557400. 1 Hay Avenue, Edinburgh EH16 4RW.