

HELP SHEET: HOW TO RENT/PURCHASE

Hanover is one of the largest specialist providers of retirement housing in England. With housing in the Isles of Scilly, Folkestone, Carlisle and Abergavenny, we cover most of the country; so we have something to suit everybody.

We provide high quality properties for older people who wish to rent or buy, and take pride in giving straight forward advice about the right type of housing for you.

Our Lettings and Enquiries team can take you through the process step by step, whether you want to rent or buy, and help you to make the best decision.

About our properties

We provide both retirement housing and extra care housing. Regardless of the housing you choose we provide a tailored service on each of our estates, which we agree with the residents, enabling them to decide what is most important to them.

Each of our properties typically provides:

- A self contained property with a bathroom and fitted kitchen
- An Estate Manager service (Monday to Friday)
- Access to an out of hours alarm and monitoring service
- An on-site care team (Extra care estates only)

Most of our rented properties operate a waiting list. We do however operate a list of properties that are 'available now' – which can be viewed on our website www.hanover.org.uk or sent to you on request.

You can use our interactive property search on our website to view properties to rent or buy. You can even add a property to a 'wishlist' and send it through to us to obtain further information.

What to consider when looking for retirement housing

There's a lot to think about when looking for a new home, including;

- **Your preferences;** such as whether you want to rent or buy, would like a 1 or 2 bedroom home, or a property on the ground or first floor.

- **The location**; where would you like to live? Is the estate convenient for keeping in touch with any friends or family, and does the local community provide what you need?
- **The estate**; does it provide you with an estate manager service? Are the facilities available what you need? Is it attractive and well cared for?
- **Your home**; make sure you view the property before you make a decision as to whether it is right for you. Does it suit your needs? Is there room for your belongings?
- **Support and care**; are there good links with social and health services? Is the local GP within easy reach? Is a cleaning service available nearby?

Eligibility criteria

If you are looking to rent and are aged over 55 you can apply to us for housing. You will usually need to be aged 60 years or over to be rehoused. Some estates do have different requirements though so please do check with us.

To purchase a property there will generally be a lease or transfer agreement which will contain an age requirement – we can tell you more about this.

For further information and how to apply

For enquiries about properties to rent, please contact one of our Lettings and Enquiries Advisors on 0800 280 2575. Alternatively you can complete an application form (which can be obtained from our website www.hanover.org.uk) or sent to you on request.

For enquiries about properties for sale, please visit our website www.hanover.org.uk or call our Sales Services Team on 0870 600 3074.