

**All you
need to
know about
renting at
Riverstone**



Introduction

Our “Renting at Riverstone” guide sets out all the important information you need to know about renting an apartment at Riverstone Kensington. You will also find answers to the questions we’re asked most often.

This is an exciting opportunity to experience first-hand what it means to live at Riverstone Kensington and the community we are building by moving into one of our selected apartments for a 12-18 month stay.

We hope you enjoy your stay at Riverstone Kensington and might consider buying one of the apartments, but you will be under no legal obligation to do so. If you don’t decide to buy with us, we will expect you to vacate the apartment at the end of your stay.

If you need any help or support, one of our client advisors will be on hand to answer any questions. We’re here to help every step of the way.

Key facts for renting at Riverstone

Length of stay	12-18 months only
Agreement type	We use assured shorthold tenancy agreements (ASTs). ASTs are the standard tenancy agreement type used for short term rental arrangements
Apartments	A limited selection of 1, 2 and 3 bed apartments. Please ask Knight Frank or one of our client advisors for more information about the apartments available
Agent	We have appointed Knight Frank to oversee the letting management process and handle rent collection on our behalf. They will also carry out the usual KYC and other pre-letting checks required by law (e.g. the Right to Rent checks)
Rent	Rents range from £3,140 to £7,050 per month depending on the apartment you select. Please ask Knight Frank for further information
Membership Fee	You will also pay a Membership Fee which varies according to apartment size: 1 bed: £1,335 per month 2 beds: £1,485 per month 3 beds: £1,700 per month The Membership Fee is payable in addition to the rent (Please refer to page 5 of this guide for the full scope of services and amenities covered by the Membership Fee)
Additional costs	Tenants are responsible for paying their utility bills, council tax, TV licence, cable or satellite TV and telephone costs
Insurance	Tenants are responsible for taking out their own contents insurance
Rent Deposit	5 weeks’ rent. Knight Frank register all rent deposits under the Tenancy Deposit Scheme. 1 week’s rent holding deposit is required to reserve an apartment
Eligibility	At least one of the named tenants must be aged 55 or over
Riverstone suitability checks	<p>Knight Frank, our appointed agents, will carry out credit and financial standing checks and will also require evidence you have sufficient income cover to pay the rent and membership fee.</p> <p>We also ask all tenants to have conversation with our health & wellbeing team to check Riverstone Kensington is a safe and suitable place for tenants to live during their stay. Please refer to FAQ 3 below for more information</p>

Frequently asked questions

Knight Frank and our Riverstone client advisors are always available to answer any questions about renting at Riverstone Kensington. They will be on hand to help every step of the way. We set out below some answers to questions we are often asked.

1. How do I reserve an apartment?

Knight Frank are our appointed lettings agent. The first step is for you to pay Knight Frank a refundable holding deposit of 1 week's rent which will secure the apartment whilst Knight Frank work through the paperwork and checks with you prior to you signing the tenancy agreement. The holding deposit will count towards the 5 weeks' rent deposit that Knight Frank collect from you when you sign the tenancy agreement.

If at any point you change your mind and decide not to proceed, please let the Knight Frank team know and we will refund the reservation fee. However, we will deduct an amount to cover our reasonable costs and expenses incurred up to the point you confirm you are no longer interested in staying at Riverstone.

2. How will Riverstone help me during the move in process?

Knight Frank will handle the letting process on our behalf, from the first initial viewing with you through to arranging the paperwork which you need to sign. The Riverstone team will also want to meet you before you sign the tenancy agreement, to discuss suitability and initiate health & wellbeing conversations. Before you move in, Riverstone will provide you with a welcome pack which contains all the useful information you need to know about our Kensington residence. Throughout the process, our move-in team will act as a point of contact between you, Knight Frank, your removal company and any other parties involved. We aim to take the stress away so you can focus on settling into life at Riverstone Kensington. Once you arrive, we will be on hand to assist with setting up your utilities, induct you to the MyRiverstone app, introduce you to the on-site team, and should you wish, your fellow residents.

3. What are the suitability checks and why does Riverstone do these?

In addition to the usual "Know Your Customer" and "Right to Rent" checks which landlords carry out, we also carry out our own "suitability checks". This comprises two elements. Knight Frank will carry out financial checks to make sure you can afford to pay the rent and Membership Fee during your stay. Secondly, we also expect all prospective tenants to have a conversation with our health & wellbeing team to make sure that Riverstone Kensington will be a safe and suitable place for you during your stay. We do these suitability checks for all residents living at Riverstone to ensure everyone has peace of mind that Riverstone is the right place for them to live.

4. What is Knight Frank's role?

We have appointed Knight Frank as our agent to handle the initial letting management process. They will arrange apartment viewings, take you through the reservation process, complete the KYC and affordability checks (see FAQ 3 above), collect the rent deposit and coordinate the process right up to when you sign the tenancy agreement. Once you have moved in, their role is limited to handling the rent collection process on our behalf. If you have any queries or issues relating to the apartment, you would contact the Riverstone concierge team rather than Knight Frank.

5. Can I stay beyond the agreed term?

"Renting at Riverstone" is a short-term rental opportunity only. We do expect you to vacate the apartment at the end of the contractual term because we will need to take the apartment to market it for sale after your stay. It is important you understand that Riverstone operates a "for-sale" business model where we sell our apartments rather than renting them out on a longer term basis. Our short-term "Renting at Riverstone" offering should not be confused with other retirement living operators who do allow residents to rent longer term.

Prior to moving in, we will ask you to confirm that you have accommodation arrangements in place for when you move out. This is important given the short-term nature of your stay and we want to make sure you have a home to move to after your stay at Riverstone.

6. Can I terminate my tenancy agreement?

We do not offer any earlier tenant break rights other than termination at the end of the contractual term, by serving not less than 2 months' notice. The earliest date Riverstone can bring the tenancy to an end is at the end of the contractual month term and we must give you at least 2 months' notice to do so.

7. Will I get my rent deposit back at the end of the tenancy agreement?

We collect a 5 week rent deposit when you sign the agreement which Knight Frank will register with the Government accredited Tenancy Deposit Scheme. Typically, landlords have the right to retain part of the deposit where there has been damage to the apartment or if there are unpaid rent arrears at the end of the agreement. We will always adhere to the rules of the Tenancy Deposit Scheme when repaying the rent deposit and/or where we believe part of the rent deposit needs to be retained.

8. Can I buy the apartment I rent at Riverstone Kensington?

Of course! We really hope you enjoy your stay so much that you decide Riverstone Kensington should be your permanent home – whether you buy the apartment you have rented or another apartment in our residence is your choice. You are under no obligation to purchase but our client advisor team will be on hand to discuss purchase price and deal terms which would need to be separately agreed and documented. If you decide to buy an apartment at Riverstone Kensington, then we will happily deduct the rent you have paid during your stay off the purchase price payable.

9. What is the Membership Fee and what does it cover?

Our Membership Fee is a fixed monthly charge paid in advance. This is similar to a service charge and won't increase during your stay. The Membership Fee is paid in addition to the rent. Knight Frank will collect payment of the Membership Fee from you on our behalf.

The Membership Fee allows you to enjoy all the amenities on offer at Riverstone Kensington and also covers the staffing, management and upkeep of the building and the cost of utilities and services in the communal areas. We provide an overview of the services covered by the Membership Fee at the back of this "Renting at Riverstone" guide.

10. What is not included within the Membership Fee?

Costs of the normal running of your apartment are not included in the Membership Fee. The Membership Fee does not cover certain on-demand services such as:

- Lifestyle and concierge services (including apartment cleaning, laundry services, chauffeur services, spa treatments and some fitness classes)
- Dining and drinking in our restaurant and bar. You will have the benefit of a resident discount at the bar and restaurant at Riverstone Kensington
- Personal support or home-care packages. Please ask our client advisors for a copy of the The Good Care Group at Riverstone brochure for more information

Full listings of the on-demand services and prices are available from our client advisors.

11. Who can I live with and what are the minimum age requirements?

Riverstone is operating a later living community at Riverstone Kensington. This is why, when you rent an apartment at Riverstone, at least one of the named tenants must be aged 55 or over. Only the tenants named on the tenancy agreement (as well as any live-in carers supporting the resident) can live full time during your stay but guests and visitors are of course welcome. Each visitor can stay for up to 100 nights per year during stay at Riverstone.

12. Other than the Membership Fee, what other costs will I pay?

You have to pay for utilities, Council Tax, TV Licence and any other media or phone packages you buy for your apartment during your stay. You can enjoy on-demand services which you pay for on top of the Membership Fee. This includes personal care packages, as well as lifestyle services (e.g., apartment cleaning, chauffeur services and spa treatments). You will also pay for dining and drinking in our restaurant and bar. Please ask our client advisors for more information about the on-demand services.

13. How would you describe the hospitality services at Riverstone?

We see the hospitality services as an integral part of the lifestyle offering at Riverstone Kensington. Our friendly and experienced concierge team will be on site 24/7 to help all residents feel safe and secure at all times. This is very important for us. They will be on hand to help with booking theatre tickets, recommending restaurants, helping with deliveries and valet parking. They also provide IT support and the emergency call response.

14. Will I have access to care at Riverstone Kensington during my stay?

All Riverstone residents can make use of Riverstone's personal support and care services. You can choose anything from 30-minute slots to 24-hour live-in care, all in the comfort of your own home. You can access as little or as much help as you need, depending on how your needs change over time. Please request a copy of the The Good Care Group at Riverstone brochure for more information. We do not include the cost of these services in the Membership Fee. This means you pay for these services as and when you need to.

There might be exceptional circumstances when Riverstone is no longer able to ensure your safety and wellbeing. Should this happen, Riverstone will work with you and the people that matter to you to find a solution that is in your best interests.

15. Do the apartments come furnished?

The apartments are offered unfurnished. However, furniture arrangements can be organised for an additional cost. Please let Knight Frank know if you would prefer a furnished apartment and they can talk you through the range of options and costs.

16. Who do I contact if something needs fixing in the apartment?

The Riverstone on-site team will be available to fix any issues that crop up in your apartment, you don't need to contact Knight Frank - just let our concierge team know and they will get on the case.

17. What happens if I can't pay my rent or Membership Fee?

We understand everyone's financial situation is different, if you have payments in arrears, we will work with you to put in place a payment plan. If payments cannot be made, we reserve the right to terminate the tenancy agreement and ask you to vacate the apartment.

18. Can I sublet out my rented apartment?

No. Renting or subletting your apartment is not allowed under the terms of the tenancy agreement. This includes renting your apartment, or any part of it, online or via agency websites such as Airbnb.

19. Can I carry out works to my apartment?

No, none are permitted. This is a standard position for short-term rental stays.

20. Can I bring my car?

We have limited car parking spaces so please let us know if you intend to bring a car. This is subject to availability. A separate car parking licence fee of £300 per month would be payable. We will provide a valet service to take away the stress of parking and collecting your car. Visitor parking is offered, subject to availability.

21. Can I bring my pets?

Pets are of course welcome provided they are safe and do not represent a danger to you and other residents! Please let us know if you intend to bring a pet with you during your stay.

22. Is housekeeping available?

Residents benefit from a range of housekeeping services including laundry and dry-cleaning services, apartment cleaning and a bed linen change service. This is an extra cost and payable in addition to the Membership Fee.

23. Is there Wi-Fi coverage and television access?

Yes, Wi-Fi and television will be available in all communal areas and in your apartment. This is all covered by the Membership Fee. This means you can stay connected wherever you are in Riverstone Kensington.

24. Who are ARCO and what do they do?

The Associated Retirement Community Operators (ARCO) is the main body representing the retirement community sector in the UK. ARCO aims to create confidence in the sector by setting rigorous standards for retirement communities. ARCO actively enforces these standards through robust self-regulation. As an ARCO Approved Operator, we aim to comply at all times with the ARCO Consumer Code. Our client advisors will be happy to give you a copy of the ARCO Consumer Code.

25. Do I need to get any further advice?

Yes, it's very important that you understand the financial and legal commitments you make when renting at Riverstone. We will always encourage you to get separate independent advice.

Overview of services and amenities covered by the Membership Fee

Amenities

- Espresso Bar
- Club Room and Library
- Restaurant and Bar
- Vitality Pool with Changing Rooms
- Exercise and Fitness Studio
- Spa with Treatment Rooms, Sauna and Steam Room
- Private Cinema
- Landscaped Gardens
- Secure Underground Parking and Storage Facilities

Concierge services & Riverstone Club

- 24-hour concierge service including managing visitor access, handling deliveries, providing an emergency call response service and helping residents with making bookings and reservations
- Access to IT support services and valet parking
- A daily shuttle to local amenities such as shopping areas or places of interest
- Access to all the amenities at our other Riverstone locations as part of The Riverstone Club
- Access to the Riverstone Wellbeing services, including the Forever Curious programme
- Staffing of the residents' Club Room

Health and wellbeing

- An on-site management team responsible for resident wellbeing, safety and security as well as estate upkeep and presentation
- The Riverstone Wellbeing team, comprised of the Wellbeing Ambassador, Fitness Instructor and Community Manager
- Access to a registered care manager from The Good Care Group at Riverstone and an annual wellbeing conversation with the Riverstone Wellbeing team
- Supporting residents to access all aspects of healthcare such as GPs, physiotherapy and hospital care
- Housekeeping services for the communal areas
- Emergency call system, estate management system, and building management system installed. We do this to make sure Riverstone is a safe and secure place for residents to live
- A resident portal where residents can make reservations, ask us questions and provide feedback. Residents can also arrange deliveries and receive information about events and promotions at Riverstone Kensington.

To discover more about Riverstone please get in touch:

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Setting Standards for
Retirement Communities



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