

HOUSE VISIT CHECKLIST

If you or a loved one is thinking of joining one of our Abbeyfield communities you are welcome to come and visit. It's the best way to see what we're about, get a feel for the house and whether it's the right fit.

There can be a lot to take in as you look around. This handy checklist will help to ensure that you've covered all areas, as you'll no doubt have lots of questions.

Use the list as a guide to spark discussion and make notes if you are visiting more than one property. We hope it helps and look forward to meeting you!

House Name:

House Location:

Date of Visit:

Contact:

GENERAL

- ☐ Can you give me an overview of the house and the service you provide?
- ☐ What is the age range of the people living here?
- ☐ Do you have the option for a pre-tenancy guest stay?

ROOMS & SERVICES

- ☐ What types of room are offered? Do you provide carpets & curtains?
- ☐ What facilities are in the rooms? *For example, kitchenette with room for microwave, kettle, toast. En-suite shower & WC.*
- ☐ What type of tenancy do you offer?
- ☐ What is the difference between rent and service charge?
- ☐ What services are included in the service charge? *For example, meals, utilities, property maintenance, gardening, council tax, domestic support, daily welfare support, TV licence.*

HOUSE VISIT CHECKLIST

ROOMS & SERVICES cont.

- How is the rent/service charge paid; does the rent/service charge increase each year?
- What are 'extras'? *For example, TV licence and wi-fi?*
- Are there regular tenant meetings?
- How do you report repairs & maintenance?
- Are pets allowed?

DINING

- Are the meals cooked on the premises? Can we see an example menus?
- Do you cater for special diets?
- What if I don't like what is on offer?

HOUSEKEEPING & SUPPORT

- Is cleaning of resident's accommodation included?
- Do you provide a laundry service?
- When is the house staffed? What are their roles?
- What happens in an emergency, when staff are not on duty?
- Are there groups or social activities?
- Can residents stay involved with the local community?
- Is the community alarm/telecare service included?
- If a resident's needs or condition changes, what happens then? *For example, domiciliary care.*



HOUSE VISIT CHECKLIST

TIPS FOR YOUR VISIT

You may also want to consider the following when visiting prospective houses, to ensure you pick the right community.

- Does the building feel safe and secure?
- Do the communal areas feel homely?
- How are the interactions between residents and staff?
- Are residents engaged in activities?
- Can you imagine yourself or a loved one living here?

TRIAL STAY

If, after your visit, you would like to join one of our houses we may be able to offer a trial stay (depending on location and availability). Test out the location, eat our home-cooked meals and meet other residents.

With such a big decision as moving home, this further ensures that you are 100% confident that it's the right move for you.

CONTACT DETAILS

To contact our central team, please call [01435 866539](tel:01435866539)

You can also email us at info@abbsd.co.uk

