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First-tier Tribunal Property Chamber
(Residential Property)

Ref no. (for office use only)

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Application for the dispensation of all or any of the consultation requirements provided for by section 20 of the Landlord and Tenant Act 1985

Section 20ZA of the Landlord and Tenant Act 1985

It is important that you read the notes below carefully before you complete this form.

This is the correct form to use if you want to ask the Tribunal to dispense with all or any of the consultation requirements set out in section 20 of the Landlord and Tenant Act 1985 and in the Service Charges (Consultation Requirements)(England) Regulations 2003.

A fee is payable for this application (see section 13 for Help with Fees).

Applications should be sent as a Microsoft Word document by **email** to the relevant regional tribunal address shown in the Annex to this form. You must also send by email **the documents listed in section 13 of this form**. If you cannot access email or find someone to assist you in lodging your application by email, then a paper application will be acceptable although there may be a delay in dealing with this. Sending an application on paper will not be suitable in urgent cases.

You can now pay the **the fee (if applicable) by an on-line banking payment or by cheque/postal order enclosed with the application form.**

If you want to be sent online banking payment details by email, please tick this box

Please make sure a copy of the application is served on the other party/parties to the application. If you are unable to serve a copy on the other party/parties, please bring this to the tribunal's attention in the covering email or if sending by post in a covering letter.

Please do not send any other documents. When further evidence is needed, you will be asked to send it in separately.

If you have any questions about how to fill in this form, the fee payable, or the procedures the Tribunal will use please contact the appropriate regional office.

If you are completing this form by hand please use **BLOCK CAPITAL LETTERS**.

1. DETAILS OF APPLICANT(S) (if there are multiple applicants please continue on a separate sheet)

Name:

Capacity:

Address (including postcode):

Address for correspondence (if different from above):

Telephone:
 Day: Evening: Mobile:

Email address: Fax:

Representative name and address, and other contact details: Where details of a representative have been given, all correspondence and communications will be with them until the Tribunal is notified that they are no longer acting for you.

Name:

Reference no. (if any)

Address (including postcode):

Telephone:
 Day: Mobile:

Email address: Fax:

2. ADDRESS (including postcode) of SUBJECT PROPERTY (if not already given)

See Schedule 1

4. BRIEF DESCRIPTION OF BUILDING *(e.g. 2 bedroom flat in purpose built block of 12 flats)*

Various retirement schemes containing either purpose built flats or individual bungalows, as more particularly described at Schedule 2.

3. DETAILS OF RESPONDENT (S) the person against whom an applicant seeks determination from the tribunal – this will only be the landlord's managing agent if they are a party to the lease. If there are multiple respondents, please continue on a separate sheet.

Name:

Capacity

Address (including postcode):

Reference no. for correspondence (if any)

Address for correspondence (if different from above):

Telephone:

Day: Evening: Mobile:

Email address:

Fax:

Note: If this is an application by a landlord, then usually all tenants liable to pay a service charge for the costs in question should be joined as respondents. If tenants are not joined in this way, the landlord should provide the Tribunal with a list of the names and addresses of service charge payers. If this is not possible or is impractical, then a written explanation must be provided with this application.

If you are the landlord/management company making the application please omit, if known, the telephone/fax numbers and email address of the respondent(s) when completing Box 4 and include them on a separate sheet. This is because the application form may be copied by the tribunal to other appropriate persons (e.g. other service charge paying leaseholders in the building or development).

5. DETAILS OF LANDLORD (if not already given)

Name:

Address (including postcode):

Reference no. for correspondence (if any)

Telephone:

Day: Evening: Mobile:

Email address:

Fax:

6. DETAILS OF ANY RECOGNISED TENANTS' ASSOCIATION (if known)

Name of Secretary

N/A

Address (including postcode):

Telephone:

Day:

Evening:

Mobile:

Email address:

Fax:

7. DISPENSATION SOUGHT

Applicants may seek a dispensation of all or any of the consultation requirements in respect of either qualifying works or long-term agreements.

Does the application concern qualifying works?

Yes No

If Yes, have the works started/been carried out?

Yes No

Does the application concern a qualifying long-term agreement?

Yes No

If Yes, has the agreement already been entered into?

Yes No

For each set of qualifying works and/or qualifying long-term agreements please complete one of the sheets of paper entitled ' **GROUNDS FOR SEEKING DISPENSATION** '

8. OTHER APPLICATIONS

Do you know of any other cases involving either: (a) related or similar issues about the management of this property; or (b) the same landlord or tenant or property as in this application?

Yes No

If Yes, please give details

The Applicant is making, alongside this Application, an Application under s.27A for a determination of reasonableness and payability of service charges relating to the costs incurred and to be incurred in respect of gas and electric.

9. CAN WE DEAL WITH YOUR APPLICATION WITHOUT A HEARING?

If the Tribunal thinks it is appropriate, and all the parties and others notified of their right to attend a hearing consent, it is possible for your application to be dealt with entirely on the basis of written representations and documents and without the need for parties to attend and make oral representations. ('A paper determination').

Please let us know if you would be content with a paper determination if the Tribunal thinks it appropriate. Yes No

Note: Even if you have asked for a paper determination the Tribunal may decide that a hearing is necessary. Please complete the remainder of this form on the assumption that a hearing will be held. Where there is to be a hearing, a fee of £200 will become payable by you when you receive notice of the hearing date.

10. TRACK PREFERENCES

We need to decide whether to deal with the case on the Fast Track or the Standard Track (see Guidance Note for an explanation of what a track is). Please let us know which track you think appropriate for this case. Fast Track Standard Track

Is there any special reason for urgency in this case? Yes No

If Yes, please explain how urgent it is and why:

Note

The Tribunal will normally deal with a case in one of three ways: on paper (see section 10 above) or 'fast track' or 'standard track'. The fast track is designed for cases that need a hearing but are very simple and will not generate a great deal of paperwork or argument. A fast track case will usually be heard within 10 weeks of your application. You should indicate here if you think your case is very simple and can be easily dealt with. The standard track is designed for more complicated cases where there may be numerous issues to be decided or where for example, a lot of documentation is involved. A standard track case may involve the parties being invited to a Case Management Conference which is a meeting at which the steps that need to be taken to bring the case to a final hearing can be discussed.

11. AVAILABILITY

If there are any dates or days we must avoid during the next four months (either for your convenience or the convenience of any expert you may wish to call) please list them here.

Please list the dates on which you will NOT be available:

N/A

12. VENUE REQUIREMENTS

Please provide details of any special requirements you or anyone who will be coming with you may have (e.g. the use of a wheelchair and/or the presence of a translator):

N/A

Applications handled by the London regional office are usually heard in Alfred Place, which is fully wheelchair accessible. Elsewhere, hearings are held in local venues which are not all so accessible and the case officers will find it useful to know if you or anyone you want to come to the hearing with you has any special requirements of this kind.

13. CHECKLIST

Please check that you have completed this form fully. The Tribunal will not process your application until this has been done. Please ensure that the following are enclosed with your application and tick the appropriate box to confirm:

A copy of the lease(s).

A statement that service charge payers have been named as respondents or a list of names and addresses of service charge payers

EITHER

A crossed cheque or postal order made out to HM Courts and Tribunal Service for the application fee of £100 (if applicable) is enclosed. **Please write your name and address on the back of the cheque or postal order. Please also send a paper copy of your application with your cheque or postal order, regardless of whether you have already emailed the application.**

OR

You have ticked the box at the top of this form to say you want the relevant regional tribunal office to send you details on how to pay the application fee of £100 by on-line banking. **The unique payment reference the tribunal office supplies MUST be used when making your on-line banking payment.**

DO NOT send cash under any circumstances. Cash payment will not be accepted.

Please note where there is to be a hearing, a fee of £200 will become payable by you when you receive notice of the hearing date.

Help with Fees

If you think you may be entitled to a reduced fee, the guide EX160A 'Apply for help with court, tribunal and probate fees' outlines how you can submit an application for Help with Fees.

You can submit your Help with Fees application online at www.gov.uk/help-with-court-fees or by completing the form EX160 'Apply for help with fees'. You can get a copy of the 'Apply for help with fees' form online at www.gov.uk/government/publications/apply-for-help-with-court-and-tribunal-fees or from your regional tribunal office.

If you have completed an online application for Help with Fees please enter the reference number you have been given here.

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If you have completed form EX160 "Apply for Help with Fees" it must be included with your application.

The 'Apply for help with fees' form will not be copied to other parties

14. STATEMENT OF TRUTH

The statement of truth must be signed and dated.

I believe that the facts stated in this application are true.

Signed: _____

Dated: 26.10.2023

GROUNDS FOR SEEKING DISPENSATION

Please use the space below to provide information mentioned in section 7 of this form.

You will be given an opportunity later to give further details of your case and to supply the Tribunal with any documents that support it. At this stage you should give a clear outline of your case so that the Tribunal understands what your application is about. Please continue on a separate sheet if necessary.

1. Describe the qualifying works or qualifying long-term agreement concerned, stating when the works were carried out or planned to be carried out or in the case of a long-term agreement, the date that agreement was entered into or the proposed date it is to be entered into.

The Applicant has seventeen Sheltered schemes where tenants are service charged for personal and/or communal gas and electric. In addition, personal utility charges are in respect of heating and hot water provided to individual flats by a communal heating system.

The Sheltered schemes were originally built by the Borough Council of Kings Lynn and West Norfolk, however was transferred to the Applicant as part of a Large Scale Voluntary Transfer (LSVT) which occurred on 3 April 2006.

In 2018 the Applicant entered into three year contract for the supply of gas and electricity, with Total Gas and Power for gas and Opus Energy for electric, which expired in September 2021. At that time energy prices had started to rise rapidly.

Due to the volatility of energy prices at that time, the Applicant decided not to renew their contract on a fixed rate, but instead chose to engage suppliers on 'out of contract' variable rates until such a time as energy prices stabilised.

In early February 2022, the Applicant entered into a six month contract which secured lower prices for both gas and electric. It was hoped that energy prices would stabilise over the life of this contract and a new longer term contract could then be entered into. Unfortunately, on 24 February 2022, Russia invaded Ukraine and prices for gas and electric increased very sharply.

Prior to the expiry of the 6 month contract, the Applicant started to look at the option of securing a longer term contract for its gas and electric.

The Applicant entered into a traditional fixed term contract for its gas and electric supply. The Applicant believes that this type of contract offers good value for money, as the market conditions at the point of contract were particularly volatile as a result of global pressures caused by the war in Ukraine with prices changing on an hourly basis. Entering into a contract offers the residents some stability in prices over the contract term and enables the residents to take advantage of "economies of scale" through the Applicant's purchasing power.

The problem for the Applicant following the Section 20 consultation procedure is that it would be obliged to comply with EU Procurement Regulations which require a "standstill" period of ten days between the decision to award the contract and the signing of the contract. The energy market does not operate in this way. Quotes provided by energy suppliers are only valid for the day they are provided due to the fact that the market changes daily and suppliers can technically pull the prices at any time if the market sees a jump. Accordingly, a quick decision is needed and very often only that decision has to be made in a matter of hours otherwise the price can change. Energy market open around 9am, quotes are obtained around midday and typically contracts have to be signed by 4.00pm

on the day of the quote to secure the price quoted.

It is impossible for the time periods for consultation laid down in section 20 LTA 1985 to be followed, since the quote price cannot be held for the period necessary to carry out the consultation. Hence the necessity for this application. The purpose of entering into this long term agreement at a fixed price for the supply for energy was to ensure, as far as reasonably possible, that the best price was achieved for that supply.

As the cost per leaseholder is likely to exceed £100.00 per annum in most cases, this contract will be a qualifying long term agreement and dispensation under s.20ZA Landlord and Tenant Act 1985 will be necessary.

2. Describe the consultation that has been carried out or is proposed to be carried out.

Due to the nature of energy procurement, the Applicant is unable to comply with the consultation requirements in s.20 Landlord and Tenant Act 1985. The nature of the market is such that, where energy prices fluctuate dramatically, as has been the case recently due to varied political and economic factors, failure to act promptly in securing a fixed contract can lead to engaging suppliers on less favourable terms at a later date. Given that the consultation timescales provide a mandatory delay of 30 days at each stage to allow lessees to respond, it would have been impossible for the Applicant to have complied with the consultation requirements under s.20 Landlord and Tenant Act 1985.

3. Explain why you seek dispensation of all or any of the consultation requirements.

Schedule 2 of the Service Charges (Consultation Requirements) regulations 2003 sets out the consultation requirements for qualifying long term agreements for which public notice is required. These regulations require a notice of intention to be sent to each tenant and recognised residents association, facilities for inspection of documents and impose a duty to have regard to residents' observations, followed by a detailed preparation of a landlord's proposal. This proposal should include the observations of the tenants and amount of estimated expenditure; and also allow a period of 30 days for tenants to make observations, to which the Landlord must have regard prior to entering into the contract.

The most pressing matter concerning the procurement of energy is the timescales involved in purchasing a commodity which operates differently to a typical procurement exercise for works. In procuring energy contracts, the procuring party only has a small time frame within which to accept the tendered price for the commodity being procured, typically this is a matter of a few hours. Because of considerable fluctuations in prices, suppliers were unwilling to hold open prices for any longer than normally 4pm of the day of the quote.

As a result of this it was not possible to offer a 30 day consultation period between obtaining estimated costs and entering into the contract. The Applicant therefore seeks dispensation from all of the requirements of Schedule 2 Service Charge (Consultation Requirements) (England) Regulations 2003.

It is perhaps worth remembering the statutory provisions by which the Tribunal are empowered to grant dispensation. That power derives from section 20ZA(1) and provides that the Tribunal may make a determination "if satisfied that it is reasonable to dispense with the requirements".

In *Daejan Investments Limited v Benson and others* [2013] UKSC 14 the majority of the Supreme Court held that the existence or absence of prejudice to lessees due to non-compliance with the Regulations is the fundamental (and normally sole) consideration for a Tribunal when considering whether to grant dispensation.

Daejan concerned qualifying works; however the principals apply equally to Qualifying Long Term Agreements. The majority confirmed that the obligation to consult has two purposes, being the means to the end of protecting lessees from (a) paying for inappropriate works, or (b) paying more than would be appropriate. As Lord Neuberger stated, the first of these purposes is encapsulated in section 19(1)(b), and the second in section

19(1)(a). The obligation to consult, in sections 20 and 20ZA, is “intended to reinforce, and to give practical effect to, those two purposes.” . As he then said:

“Thus, the obligation to consult the tenants in advance about proposed works goes to the issue of the appropriateness of those works, and the obligations to obtain more than one estimate and to consult about them go to both the quality and the cost of the proposed works.”

Consistent with this approach, in considering dispensation requests, the Tribunal should focus on whether the failure, or inability, to comply with the Regulations has caused, or will cause, lessees prejudice, either by having to pay for inappropriate works/services, or by having to pay more than would be appropriate. As Lord Neuberger said, it follows that in a case where the extent, quality and cost of the works/services is not affected by the failures, or inability, to comply with the Regulations, it is hard to see why dispensation should not be granted.

The Applicant submits that there can be no complaint from the proposed Respondents that the supply of electricity to communal areas or gas to communal boilers is an inappropriate service and the inability for the Applicant to consult under the Regulations cannot have caused the Respondents to suffer any relevant prejudice.

In fact, by acting promptly to secure a fixed contract energy price, the Applicant has managed to secure for lessees an average saving of £12.58 per kilowatt hour on gas bills, and £15.11 per kilowatt hour on electricity bills over the period from February 2022 to present. In addition, the Applicant's securing of the Long Term Agreement has qualified lessees for the Governmental Energy Bill Relief Scheme, which has provided further discounts of £9.1 per kilowatt hour and £34.50 per kilowatt hour for gas and electricity respectively for the period October 2022-March 2023. A breakdown of the periodic savings passed down to lessees is recorded at Schedule 3.

ANNEX: Addresses of Tribunal Regional Offices

NORTHERN REGION

HM Courts & Tribunals Service
First-tier Tribunal (Property Chamber) Residential
Property, 1st Floor, Piccadilly Exchange, Piccadilly
Plaza, Manchester M1 4AH

Telephone: 01612 379491

Fax: 01264 785 128

Email address: RPNorthern@justice.gov.uk

This office covers the following Metropolitan districts: Barnsley, Bolton, Bradford, Bury, Calderdale, Doncaster, Gateshead, Kirklees, Knowsley, Leeds, Liverpool, Manchester, Newcastle-upon-Tyne, Oldham, Rochdale, Rotherham, St. Helens, Salford, Sefton, Sheffield, Stockport, Sunderland, Tameside, Trafford, Tyneside (North & South), Wakefield, Wigan and Wirral.

It also covers the following unitary authorities: Hartlepool, Middlesbrough, Redcar and Cleveland, Darlington, Halton, Blackburn with Darwen, Blackpool, Kingston-upon-Hull, East Riding of Yorkshire, Northeast Lincolnshire, North Lincolnshire, Stockton-on-Tees, Warrington and York.

It also covers the following Counties: Cumbria, Durham, East Cheshire, Lancashire, Lincolnshire, Northumberland, North Yorkshire and West Cheshire.

MIDLAND REGION

HM Courts & Tribunals Service
First-tier Tribunal (Property Chamber) Residential
Property, Centre City Tower, 5-7 Hill Street,
Birmingham, B5 4UU

Telephone: 0121 600 7888

Fax: 01264 785 122

Email address: RPMidland@justice.gov.uk

This office covers the following Metropolitan districts: Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.

It also covers the following unitary authorities: Derby, Leicester, Rutland, Nottingham, Herefordshire, Telford and Wrekin and Stoke-on-Trent.

It also covers the following Counties: Derbyshire, Leicestershire, Nottinghamshire, Shropshire, Staffordshire, Warwickshire and Worcestershire.

EASTERN REGION

HM Courts & Tribunals Service
First-tier Tribunal (Property Chamber) Residential
Property, Cambridge County Court, 197 East Road
Cambridge, CB1 1BA

Telephone: 01223 841 524

Fax: 01264 785 129

Email address: RPEastern@justice.gov.uk

DX 97650 Cambridge 3

This office covers the following unitary authorities: Bracknell Forest, West Berkshire, Reading, Slough, Windsor and Maidenhead, Wokingham, Luton, Peterborough, Milton Keynes, Southend-on-Sea and Thurrock.

It also covers the following Counties: Bedfordshire, Berkshire, Buckinghamshire, Cambridgeshire,

Essex, Hertfordshire, Norfolk, Northamptonshire, Oxfordshire and Suffolk.

SOUTHERN REGION

HM Courts & Tribunals Service
First-tier Tribunal (Property Chamber) Residential
Property, Havant Justice Centre, The Court House,
Elmleigh Road, Havant, Hants, PO9 2AL

Telephone: 01243 779 394

Fax: 0870 7395 900

Email address: RPSouthern@justice.gov.uk

This office covers the following unitary authorities: Bath and Northeast Somerset, Bristol, North Somerset, South Gloucestershire, Bournemouth, Plymouth, Torbay, Poole, Swindon, Medway, Brighton and Hove, Portsmouth, Southampton and the Isle of Wight.

It also covers the following Counties: Cornwall and the Isles of Scilly, Devon, Dorset, East Sussex, Gloucestershire, Hampshire, Kent, Somerset, Surrey, West Sussex and Wiltshire.

LONDON REGION

HM Courts & Tribunals Service
First-tier Tribunal (Property Chamber) Residential
Property, 10 Alfred Place, London WC1E 7LR

Telephone: 020 7446 7700

Fax: 01264 785 060

Email address: London.RAP@justice.gov.uk

DX 134205 Tottenham Court Road 2

This office covers all the London boroughs.

The Ministry of Justice and HM Courts and Tribunals Service processes personal information about you in the context of tribunal proceedings.

For details of the standards we follow when processing your data, please visit the following address <https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service/about/personal-information-charter>

To receive a paper copy of this privacy notice, please call 0300 123 1024/ Textphone 18001 0300 123 1024.

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Schemes

The Paddock



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 32 flats. Built in 1983 and renovated in 2008. Sizes studio, 1 bedroom, 2 bedroom.
- Non-resident management staff and careline alarm service
- Lift, lounge, laundry, guest facilities, garden.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Freebridge Haven



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 35 bungalows. Built in 1964 and renovated in 2009. Sizes 1 bedroom, 2 bedrooms.
- Resident management staff, Visiting management staff (on call team) and careline alarm service.
- Lounge, laundry, guest facilities.
- Both cats & dogs generally excepted.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Prince Henry Place



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 27 bungalows. Built in 1985 and renovated in 2008. Sizes 2 bedroom. Includes mobility standard properties.
- Non-resident management staff and careline alarm service
- Lounge, laundry, garden, community centre.
- Both cats & dogs generally excepted.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Southfields



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 26 bungalows. Built in 1990 and renovated in 2008. Sizes 1 bedroom, 2 bedrooms. Includes mobility standard properties.
- Non-resident management staff and careline alarm service
- Lounge, laundry, garden, conservatory.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Beaupre Hall



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 25 flats, bungalows. Built in 1973. Size studio, 1 bedroom, 2 bedrooms.
- Non-resident management staff and careline alarm service
- Lounge, laundry, guest facilities, garden, activities room.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Clement Court



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 18 flats. Built in 1971. Size studios, 1 bedroom.
- Non-resident management staff and careline alarm service
- Lounge, laundry, guest facilities, garden, community centre. 3 shared bath & shower rooms for people with limited mobility.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Waterside



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 69 flats, bungalows. Built in 1987. Size studio, 1 bedroom, 2 bedrooms, 3 bedrooms.
- Non-resident management staff and careline alarm service
- Lift, lounge, dining room, laundry, guest facilities, garden, community centre.
- Both cats & dogs generally accepted (in bungalows only).
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Orchard close



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 28 bungalows. Built in 1974 and renovated in 2009. Sizes 1 bedroom.
- Non-resident management staff and careline alarm service
- Lounge, guest facilities, garden.
- Both cats & dogs generally accepted.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Neville Court



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 32 flats. Built in 1987 and renovated in 2008. Size studio, 1 bedroom, 2 bedroom. Includes mobility standard properties.
- Visiting management staff (emergency on call/relief), Non-resident management staff and careline alarm service.
- Lift, lounge laundry, guest facilities, garden, community centre.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Sutton Lea



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 30 bungalows. Built in 1980 and renovated in 2009. Sizes studio, 1 bedroom.
- Resident management staff and careline alarm service.
- Lounge, guest facilities, garden.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Sunnyside close



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 30 bungalows. Built in 1963 and renovated in 2009. Sizes 1 bedroom, 2 bedrooms.
- Non-resident management staff and careline alarm service
- Lounge, guest facilities, garden, activities room
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Columbia Way



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 27 bungalows. Built in 1964 and renovated in 2009. Sizes 1 bedroom, 2 bedrooms.
- Non-resident management staff and careline alarm service
- Lounge, guest facilities, garden.
- Both cats & dogs generally accepted.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Emmerich Court



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 31 flats, bungalows. Built in 1983 and renovated in 2009. Sizes 1 bedroom, 2 bedrooms. Includes mobility standard properties.
- Non-resident management staff and careline alarm service
- Lift, lounge, laundry, guest facilities, garden, community centre
- Both cats & dogs generally accepted (in bungalows only).
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Grove Gardens



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 28 flats, bungalows. Built in 1973. Size studios, 1 bedroom.
- Non-resident management staff and careline alarm service
- Lift, lounge, laundry, guest facilities, garden
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Henry Bell Close



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 37 Bungalows. Built in 1957 and renovated in 2009. Sizes 1 bedroom, 2 bedrooms.
- Non-resident management staff and careline alarm service
- Lounge, garden
- Both cats and dogs generally accepted, but not to be replaced.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Horsley's Court



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 36 flats, bungalows. Built in 1976. Size studio, 1 bedroom, 3 bedrooms.
- Non-resident management staff and careline alarm service
- Lounge, laundry, guest facilities, garden.
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Windsor Park



- Retirement Housing
- Tenure(s): Rent (social landlord)
- 39 flats, bungalows, houses. Built in 1972 and renovated in 2009. Sizes 1 bedroom, 2 bedrooms.
- Visiting management staff, Non-resident management staff (part time) and careline alarm service.
- Lift, lounge, laundry, garden
- Housing Authority: Kings Lynn and West Norfolk
- Social Care Authority: Norfolk

Gas

Date	Contract rate pKWh	Out of contract rate pKWh	Supplier
October 2018 - September 2021	2.48	11.84	Total Gas & Power
October 2021 - January 2022	11.84	11.84	Total Gas & Power
February 2022 - October 2022	8.38	11.84	Total Gas & Power
October 2022 Onwards	17.73	26.85	Total Gas & Power
EBRS Discount. Applied to bills from October 2022 - March 2023	-9.1		

Electric

Date	Contract rate pKWh	Out of contract rate pKWh	Supplier
October 2018 - September 2021	16.77	45.67	Total Gas & Power
October 2021 - January 2022	45.67	45.67	Total Gas & Power
February 2022 - October 2022	34.01	45.67	Total Gas & Power
October 2022 Onwards	68.30	71.75	Total Gas & Power
EBRS Discount. Applied to bills from October 2022 - March 2023	-34.50		