

Our Community

Living Charter



Welcome to Pegasus Homes. This guide is here to help us all get the most out of living at a Pegasus Homes Community. It works alongside your lease or tenancy agreement to keep things running smoothly and ensure everyone feels at home.

We believe a great community is built on shared responsibility. By following these simple guidelines, we can all enjoy a safe, private, and high-quality lifestyle together.

Our Shared Commitment

We're here for you. Our team is committed to keeping your community well-maintained and listening to your feedback with the professional respect you deserve. We'll always aim to be fair and transparent in everything we do.

In return, we just ask for that same respect. Being a good neighbour means looking out for each other, taking care of our communal spaces, and treating our staff and fellow residents with respect and kindness.

Below we have outlined (in alphabetical order) expectations for community life, including maintaining communal and personal spaces, adhering to safety protocols like fire and security procedures, and following guidelines for parking, pets, and visitors

Call Monitoring System

- All properties and communal areas are linked to a 24/7 call monitoring system. You can speak directly to an operator by pressing the button on your pendant or where applicable pulling a red cord, or using a call point, if you have one.
- The system operates 24 hours a day, 365 days of the year. They can organise emergency services to assist you in a medical emergency or contact your nominated emergency contact.
- They are also linked through to our fire safety system. In the event that the fire alarm in your property or in the communal area is activated, they will be alerted and help co-ordinate the appropriate response.

Care

- Full time or live in care services are generally not permitted in our communities. However, we are aware that as we age, things that used to be easy for us to do may become a struggle. There will also always be exceptions due to extenuating circumstances, which can be considered on a temporary basis, to ensure the comfort of all of our residents.
- Additional care and support may be required following an accident, hospitalisation or short period of ill health, for a temporary period to aid recovery. In this situation, it is essential that the onsite team are made aware, and any care needs should be agreed with the Pegasus Homes Health & Wellbeing Team to ensure the safety and wellbeing of the resident and community.

Cleaning

- While our cleaners take care of the cleaning in communal areas, we would appreciate you playing your part by tidying up after yourself when using the communal areas. Your own apartment is your responsibility to keep clean and habitable.
- Need a hand with housekeeping? Just ask the onsite team. They can connect you with reliable agencies; coordinating appointments and making payment would then be between you and the agency. If you notice a communal area needs attention, let us know so we can deal with it.
- Window cleaning is carried out at a frequency determined by the site team, this will always include the external windows. If you require specific details on the cleaning, please contact your on-site team.

For more information, please refer to the Independent Living Policy and Support Services Handbook.

Communal Spaces

Our lounges and gardens are the heart of the community, and they belong to everyone.

- Please help us keep these areas welcoming. Clear away your litter, report any breakages, and put furniture back where it belongs.
- These spaces are for everyone. Please be mindful and inclusive of all residents during informal gatherings.
- To keep our air fresh and our spaces safe, smoking and vaping are only permitted in designated outdoor zones.

Communication

- We value a culture of kindness. Aggressive behaviour or harassment toward anyone, our staff, visitors or your neighbours will not be tolerated.
- When communicating with any member of the Pegasus team or your fellow residents, please maintain a polite and constructive tone in both written and verbal communications.
- Resident led communications such as WhatsApp groups or Events will not be monitored by our on-site teams but we expect these activities and communications to be respectful, kind and inclusive.

Complaints

- We hope you love living here, but if something isn't right, we want to hear about it. Please let your on-site team know if something is concerning you in the first instance.
- If you have alerted your on-site team to your concerns and do not feel that it has been adequately addressed, please then speak with your Buildings and Communities Manager.
- Should you wish to raise a complaint more formally, you can then follow our formal complaints procedure (found on notice boards or our website) so we can address your concerns properly.

Contents Insurance

- While the building is insured by Pegasus, your personal belongings are not covered as part of this and therefore we strongly recommend maintaining a valid contents insurance policy.

Dress Code

- Help us maintain the pleasant atmosphere of our home by dressing appropriately when using the communal areas.
- If you live in a community with a pool, please change from your swimwear in the changing rooms and avoid coming in to the lounge areas in swimwear.
- Please be mindful that some residents may need to wear certain medical aids and they should feel comfortable to be able to do this in our shared spaces.

Fire Safety Procedures (stay put and communal)

- All apartments are fitted with smoke and heat detectors in the kitchen. Please do not tamper with them as doing so may endanger lives. These will be tested for you on an annual basis.
- We operate a firm "Stay Put" policy. If the alarm sounds and you are inside your apartment, and the fire isn't in your apartment, stay inside. If you are in a communal area, you need to evacuate. The Fire Brigade is alerted automatically and will provide further instructions if an evacuation is needed.
- If you see a fire and the alarm has not sounded, press the nearest 'break glass' panel. The alarm will sound and the Fire Brigade will be alerted immediately.
- If you have any difficulties being alerted to a fire within your apartment, e.g. due to hearing impairment, please speak to your onsite team who can help explore other additional equipment options with you.

Garden

- The garden is for the use of all residents and is the responsibility of Pegasus to maintain.
- To keep pests away, we ask that you don't use bird feeders or tables in the garden.
- We understand that many of our residents have a passion for gardening and the outdoors and want to be involved in the upkeep of the grounds. If you wish to make any alterations to the garden areas, you must first get permission from the Landlord via the on-site team.
- If your property comes with private outdoor space, please seek permission from the Landlord via the on-site team before putting out any furniture or accessories such as loungers or large planters.
- BBQ's are not permitted on balconies
- We generally refrain from allowing BBQs in our communities however if safety provision allows, permission can be sought for a communal BBQ, that would be paid for and maintained by the service charge.

Guest Suite

- Guest suites in each community are available to be booked for visiting friends and family of the residents at each community. Some of our communities also allow residents from other Pegasus Communities to utilise their guest suites. Please see your on-site team if you are interested in visiting another Pegasus community.
- Guest suite payments must be settled either in advance or before guest departures.

Health and Wellbeing

The health and wellbeing of residents has always been the priority of Pegasus Homes, but we recognise that sometimes people's circumstances may change and they may require more support to be able to live independently.

- We have a dedicated Health and Wellbeing team who are here to support those residents and their families, identify and navigate when more support may be required, so they can continue to live independently in our communities.
- We also have a duty of care to all residents, as well as our staff, and if we feel that a person is at risk of harm or abuse, we are legally required to report these concerns as we deem appropriate.

Independent Living

- Pegasus Homes are proud to be an 'independent later-living' developer and operator. In its simplest terms, this means that we create communities for people of an eligible age who are able to live independently.
- Our definition of independent living is 'a person who is capable of maintaining an independent, and should they choose to do so, an active lifestyle. They should be able to take full advantage of the facilities offered at the community from time to time.

- Essentially, as a resident you should be able to maintain your home, including keeping up with financial matters, and be able to carry out essential activities of daily living like bathing, dressing, or eating, without assistance.
- Most importantly, residents' behaviour or circumstances should not be detrimental to their own welfare, or the welfare of our residents, visitors or staff.

For more information, please refer to our Independent Later Living policy.

Keys

- Any lost keys or fobs should be reported to your on-site team, and if a replacement is required, may result in a charge.
- Please do not copy fobs or get keys cut yourself as this compromises the safety and security of the building.

Lounge

- Food and drink may be taken into the lounge and kitchenette providing you clean up afterwards.
- Please put the furniture back to its original place when leaving the lounge to assist with cleaning the next day.
- Sleeping is not permitted in the lounge.

Making Changes

- We want you to feel at home in your new property, but you must consult the on-site team and wait for approval before making any permanent structural changes, or significant decorative alterations to the property. This would include for example, changing the flooring in your apartment or installing a different kitchen or bathroom.
- Landlord approval must be obtained before any changes take place. If you rent your home, you would be responsible to cover the cost of any alteration and would need to return the property to its original standard when you leave.

Mobility Scooters

- Please speak to your onsite team prior to purchasing a Mobility Scooter to complete the Mobility Scooter application form.
- Upon successful approval of your Mobility Scooter application, you will be asked to provide Public Liability Insurance for it.
- Mobility Scooters must be stored and charged inside your apartment or in the buggy stores if provided.
- You are responsible for ensuring that both your Mobility Scooter and associated chargers and charging cables are regularly inspected and serviced.
- Mobility Scooters are not to be left in any communal areas or corridor.

On-site Team

Our on-site team members, Building and Community Managers, maintenance teams and restaurant operators are here to support the community.

Whilst living here, please maintain regular contact with your on-site team. They are here to:

- Organise and encourage you to participate in. Social activities, and foster a community spirit within the community.
- Ensure the smooth running of the community, identify and report maintenance issues and repair requirements and ensure that Health and Safety procedures are complied with.
- Deal with emergencies as they arise and summon the relevant help as necessary.
- Residents are expected to treat all staff and visiting contractors with courtesy and respect.
- Any form of verbal abuse, harassment, or discrimination toward staff or other residents or visitors to the community, will not be tolerated.

Parking

- Car parking is for the personal use of residents living in the community who drive their own car. Parking is usually paid for separately and a space is usually allocated to each paying resident. Please only park in your assigned parking space.
- Some of our communities have the addition of a small number of visitor parking spaces. Please ensure your visitors only park in these bays and not those belonging to other residents.
- The parking restrictions in place only allow for cars or motorbikes to be parked onsite, should you have a motorhome or other vehicle, we ask that this is not kept in the car park.
- Vehicles must be taxed and insured and as the owner of the vehicle you are responsible to adhere to the parking rules.
- Full details of parking restrictions for your community will be supplied within your permit or lease.

Pets

Pets are part of our family, however there are strict rules regarding pets in our communities.

- Before moving into one of our communities, if you wish to bring a pet you must first obtain permission from the Landlord. You can do this at the time of reservation, by completing a 'pet application form'. If you are already living in one of our communities and would like a pet, you must still apply through the onsite team, using the pet application form.
- It is your responsibility to ensure your pets do not cause a nuisance (such as excessive barking) or mess in shared spaces or in our gardens.
- You must appoint a person to care for your pet in emergencies and pet paperwork must have been completed. Please speak with your on-site team for further information on this.
- Any fouling in the communal grounds/areas must be cleaned up immediately and if not, a charge may be incurred for any cleaning that needs to be arranged, and a review of your pet licence will be undertaken.

For more information, please refer to our Pets Policy.

Refuse and Recycling

- Please take your rubbish out regularly and place it inside the refuse bins provided. Please do not leave any large unwanted items in the corridors or bin areas.
- Large items should not be stored in the bin stores as it poses a Fire Risk. Please use the recycling bins provided in the refuse area.
- If you have broken glass, please use any specific broken glass bins provided in the communal bin stores or otherwise where these are not available, ensure these are double wrapped securely in paper or similar to ensure that it does not cause injury to others.
- For any large items of rubbish, please consult your on-site team as to how best to dispose of these.

Repairs

- It is your responsibility to arrange access for any external contractors or suppliers engaged directly by you and like any visitor we will expect them to abide by the rules of the site.
- Please report any repairs required in communal areas (or in your apartment if you are a tenant) to your on-site team.
- If it is an out of hours emergency, please call the out of hours number on 01962 587375.

Respecting Your Neighbours

To maintain the peaceful atmosphere of the community, we ask all residents to:

- Keep it peaceful: Please be mindful of noise, especially between 10:00 PM and 8:00 AM.
- Respect Privacy: While we encourage social interaction, please respect your neighbours' right to privacy and "quiet enjoyment" of their own homes.
- Communication: Address any minor disagreements directly and politely with your neighbour as a first step toward resolution.
- Everyones experience of noise is different so please respect this. Any escalated noise related issues will be handled as a noise complaint and dealt with accordingly.

Television

- You are responsible for your own individual TV Licence.
- If there is a communal Television onsite, then the licence for this will be included in the service charge.

Security

The safety of our residents is our highest priority.

- Please keep your apartments locked when you are out and do not allow any visitors into the building unless they are your own. You can allow access to your visitors via the intercom system in your apartment.

- Be mindful of unauthorised access by way of ‘tailgating’ as you enter the building.
- Do not prop open external security doors or allow unidentified individuals into the building.
- Ensure you understand how to use the emergency systems provided, but please use them only for genuine emergencies to ensure help is available for those in need.
- Keep hallways and communal thoroughfares clear of personal items (such as mobility scooters or potted plants) that could pose a trip hazard or block emergency exits.
- We have CCTV installed in many communal areas, as well as situated around the outside of the building, which aids us in the management and security of the building.
- Do not enter others apartments unless you have been explicitly invited as this can constitute trespassing.

Visitors

We welcome your friends and family to the community.

- Please do not leave visitors unaccompanied in communal areas. You have a responsibility to ensure that your visitors (and their pets if they bring them) conduct themselves in a way which does not cause a nuisance, offence, disturbance or put others at risk.
- Your visitors (including deliveries) are your responsibility and you should not rely on the on-site team or fellow residents to allow them access or to escort them in the building.
- Please do not let other people’s visitors or contractors into the building and speak to your onsite team if you have concerns about someone either trying to get into the building or who has already gained access.
- Your visitors are welcome to stay with you in your apartment or in our guest suite. Please notify an on-site team member if you have guests staying in your apartment or if you have booked the Guest Suite to ensure compliance with fire safety regulations. Any person not registered as living in your apartment is unable to stay with you longer than one month.

We hope you enjoy your new home. This guide is here to make community living at Pegasus straightforward and enjoyable for everyone.

If you have any questions about this guide or any other aspect of community living here at Pegasus, your on-site team is always ready to help. By following these standards, we help ensure a respectful, harmonious community for all.