

Willcox Close

Key Facts for Tenants (2020/2021)



Property Details

Name of operator	MHA - Methodist Homes
Name of scheme	WILLCOX CLOSE Willcox Close, Glastonbury, Somerset, BA6 9AP
Description	18 flats 11 flats, 8 one bed and 3 two bed, 7 Bungalows, two 2 bed and 5 one bed. All have a fully fitted kitchen & bathroom
Status of apartments	Opened in 2004.
Occupancy	Suitable for single or double occupancy.
Tenure	Assured (non-shorthold) tenancy
Nomination arrangements	None.

*For further information please see the **Residents' Handbook***

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Charges when leaving, selling or subletting the property

Repair and redecoration costs	Tenants are responsible for repairs to fixtures, fittings and décor which are not due to fair wear and tear. At end of tenancy tenants may be charged for any repairs and redecoration that MHA deems necessary to put the property in good order for re-letting. Tenants will have to pay the usual costs associated with moving out of the property.
Other costs	Tenants who give notice are liable for all charges due during the four-week notice period. The same liability will fall on tenants, or their representative, if they move into nursing care or die.
Subletting charges	MHA do not allow Tenants to sublet their properties.

*For further information please see the **Residents' Handbook***

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Cost of moving into the property

Advance payments	Four weeks rent and service charge are payable in advance for the month ahead.
Other costs	There is no charge for a care assessment done by MHA. The incoming tenant will be responsible for their own legal costs (if any) and removal costs. The incoming tenant is responsible for informing the utility providers and the council tax office of the date they moved in.

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Ongoing charges payable to MHA

Rent	<p>Rent is payable in advance for the month ahead.</p> <p>1-bed apartments: £71.15 per week 2-bed apartments: £92.26 per week Bungalows: £73.43 per week</p>
Service Charge	<p>The service charge is payable in advance for the month ahead. £44.10 per week</p> <p>It covers communal cleaning and maintenance, external window cleaning, water and sewerage, buildings insurance and estate management.</p> <p>It includes the costs of heating, lighting and water for the communal areas.</p> <p>MHA does not receive any incentives from suppliers for services paid for through the service charge.</p>
Utilities Charge	<p>Tenants pay for their heating, hot water and personal water.</p> <p>Heating and hot water: 1-beds: £15.72 per week 2-beds: £20.25 per week Bungalows: £17.61 per week</p> <p>Personal water: 1-beds: £4.45 - £6.23 per week 2-beds: £6.01 - £7.01 per week Bungalows: £5.10 - £7.01 per week</p>
Emergency Response	<p>There is a call system is monitored by an external emergency response service 24hrs per day /365 days per year.</p> <p>The operators can contact nominated family or friends and/or emergency services as required.</p>

For further information please see the Residents Handbook.

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Care costs

Nursing Care	MHA does not provide nursing care at Willcox Close.	-
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*For further information please contact the **Scheme Manager***

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Ongoing costs to external bodies

Utility bills	Residents pay for their heating, hot water and personal water.	-
Council tax	It is the Tenants responsibility to arrange payment of Council Tax. The Council Tax rate varies depending on the property.	-
TV licence	It is the Tenants responsibility to buy their own TV licence. A free licence is available on application to those over 75. If you are blind (severely sight impaired), you are still able to apply for a 50% concession.	£157.50 annual charge
Internet & Telephone provider	Free Wifi is provided in the residents lounge only. Tenants are responsible for arranging their own broadband supplier and telephone lines.	-

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Insurance arrangements

Responsibility of the operator (MHA)	Buildings, Public Liability and Employers' Liability. Included in the service charge.
Responsibility of the tenant	Home contents insurance is strongly recommended. Tenants can select their own provider. There is an option of taking insurance out through MHA. The Manager can provide more information.

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Your responsibilities

Access for inspections and maintenance	You will be required to allow MHA reasonable access to carry out any emergency repairs, and to carry out 6 monthly property inspections. MHA will make every effort to agree a convenient time with you for any work carried out.
Access for repairs	MHA retain the right to carry out planned maintenance to your property if required. For example replacing kitchens or bathrooms on a scheme. You do not have the right to refuse such work but the Estates team will give you notice of such work and the scheme manager will make arrangements for you to use communal kitchens and bathrooms during work periods.

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Restrictions

Restrictions on re-letting the property

Tenants must satisfy the scheme's criteria (including age and support needs). The Manager will assess this prior to letting the property. If an individual has personal care needs then this will be assessed prior to letting to ensure these can be met either by MHA or a care agency chosen by the tenant.

*For further information please see the **Residents' Handbook***

Date	1 st April 2020
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For further information on any items, please contact the **Scheme Manager**.

We encourage you to discuss your housing options with your family and friends, and to seek independent advice, support and representation as appropriate, in connection with a move to an MHA retirement community.

MHA encourage all customers to take independent property valuations, legal and financial advice before signing a document produced in connection with the tenancy of a property.