

Callin Court

Key Facts for Tenants (2021/2022)



Property Details

Operator	MHA - Methodist Homes
Landlord	MHA - Methodist Homes
Scheme	CALLIN COURT Grey Friars, Chester, CH1 2NW
Description	44 Apartments: 22 x 1-bedroom 8 x 1-bedroom (large – single occupancy) 10 x 1-bedroom (large – double occupancy) 4 x 2-bedroom
Status of apartments	Built in 1983. Pre-rented.
Occupancy	The apartments are suitable for one or two people.
Tenure	Assured (non-shorthold) tenancy
Nomination Arrangements	MHA have full nomination rights although we work closely with Cheshire West & Chester Council and other social services.
Care provider	Tenants can choose a care agency of their choice. MHA does provide personal care with our onsite team dependent on staffing resources at the time. We will endeavour to meet your needs where possible.

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Charges when leaving, selling or subletting the property

Repair and redecoration costs	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	Tenants can't sublet their properties at Callin Court.

Cost of moving in to the property

Advance payments	For individuals that have housing benefit there are no upfront costs to pay - payments are made in arrears. For individuals not in receipt of housing benefit, four weeks rent charge, service charge and wellbeing charge costs 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

- 1-beds – £89.03 per week** (per apartment)
- 1-beds (large – single occupancy) – £94.82 per week** (per apartment)
- 1-beds (large – double occupancy) – £102.66 per week** (per apartment)
- 2-beds – £155.64 per week** (per apartment)

This is payable in advance for the month ahead.

Service Charge **£56.61 per week** (per apartment)

This is payable in advance for the month ahead.

This covers communal cleaning and maintenance, external window cleaning, water and sewerage, heating, lighting for the communal areas, buildings insurance and estate management. It includes the costs of heating, lighting and water for the communal areas only.

MHA does not receive any incentives from suppliers for services paid for through the service charge.

Utilities Charge Tenants pay for their own heating and hot water.

Heating and hot water charges:

- 1-beds – £3.13 per week** (per apartment)
- 1-beds (large – single occupancy) – £3.13 per week** (per apartment)
- 1-beds (large – double occupancy) – £3.41 per week** (per apartment)
- 2-beds – £3.75 per week** (per apartment)

Wellbeing Charge **£60.34 per week** (per apartment)

This is payable in advance for the month ahead.

This includes 24 hour staffing on site, help in an emergency and the co-ordination of an activities and events programme.

Emergency Response 24-hour Emergency Response is provided through the **Wellbeing Charge**.

This is not a care service but will provide support during an emergency, and may involve co-ordinating external agencies.

Any agreed night care package will be included in your care and support plan, form part of your care agreement and be charged for separately.

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Care costs

Personal care **£19.50 per hour**

This is chargeable in 15 minute intervals.

This covers the cost of any personal care that is individual to you and provided by MHA. For example: washing, dressing, medication assistance, etc.

Note: This will depend on staffing resources at the time. We will endeavour to meet your needs whenever possible.

Nursing care

MHA does not provide nursing care at Callin Court.

Additional MHA Services

Maintenance service **£18.70 per hour**

This is chargeable in 15 minute intervals.

This includes maintenance carried out within a residents own property. For example: small jobs and repairs.

Domestic service **£15.30 per hour**

This is chargeable in 15 minute intervals.

This includes any domestic service that is individual to you and provided by MHA. For example: housework such as vacuuming, dusting, cleaning kitchens/bathrooms etc.

Laundry Service **£5.00 per load (Additional £6.50 per load for ironing)**

A laundry service is available.

Escort service **£19.50 per hour**

This is chargeable in 15 minute intervals.

For example: for a member of staff to accompany you to appointments, to go shopping, etc., if required.

Carpet cleaning **£14.25 per room**

A carpet cleaning service is available.

Guest room **£30.00 per night**

A guest room is available.

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Ongoing costs to external bodies

Utility bills	It is the Tenants responsibility to have their own contracts with an electricity supplier.
Council tax	It is the Tenants responsibility to arrange payment of Council Tax.
TV licence	<p>A free licence is available by application to those over 75, who are also in receipt of pension credit.</p> <p>All tenants are included in the concessionary TV Licence of £7.50 per annum. Callin Court will pay a partial amount of this for each tenant under the age of 75.</p> <p>If you are blind (severely sight impaired), you are eligible to apply for a 50% concession.</p> <p>For further information, please visit www.tvlicensing.co.uk.</p>
Internet & Telephone provider	<p>Free Wi-Fi is provided in communal areas only.</p> <p>It is the Tenants responsibility to arrange their own broadband supplier and telephone lines.</p>

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, to service the boiler 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.

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.

The information in this document is correct as of **1st April 2021**.

The information in this document does not in any way form part of a contract or warranty.

For further information on any items detailed in this Key Facts document, please contact the **Housing with Care Manager** or consult the **Residents Handbook**.

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 acquisition of a property.