

# Janeva Court

## Key Facts for Tenants (2020/2021)



### Property Details

<b>Name of operator</b>	MHA - Methodist Homes
<b>Name of scheme</b>	JANEVA COURT Liskeard Road, Saltash, Cornwall, PL12 4FD
<b>Description</b>	23 flats – 9 apartments on the ground floor, and 14 apartments on the first floor.  Each apartment has one bedroom.
<b>Status of apartments</b>	Opened in 2007.
<b>Occupancy</b>	Suitable for single or double occupancy.
<b>Tenure</b>	Assured (non-shorthold) tenancy
<b>Nomination arrangements</b>	None.

*For further information please see the Residents' Handbook*

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### Charges when leaving, selling or subletting the property

<b>Repair and redecoration costs</b>	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.
<b>Other costs</b>	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.
<b>Subletting charges</b>	MHA do not allow Tenants to sublet their properties.

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### Cost of moving into the property

<b>Advance payments</b>	Four weeks rent, service charges and wellbeing charges are payable in advance for the month ahead.
<b>Other costs</b>	<p>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.</p> <p>The incoming tenant is responsible for informing the utility providers and the council tax office of the date they moved in.</p>

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### Ongoing charges payable to MHA

<b>Rent</b>	<p>Rent is payable in advance for the month ahead.</p> <p>This will be advised at the time of availability.</p>
<b>Service Charge</b>	<p>The service charge is payable in advance for the month ahead. £36.32 per week</p> <p>This covers communal cleaning and maintenance, external window cleaning, water and sewerage, buildings insurance and estate management. It includes the costs of heating, lighting and water for the communal areas only.</p> <p>MHA does not receive any incentives from suppliers for services paid for through the service charge.</p>
<b>Utilities Charge</b>	<p>Tenants are responsible for their own utilities.</p>
<b>Emergency Response</b>	<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>

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### Care costs

<b>Personal Care</b>	Not applicable at the scheme, but domiciliary care can be arranged with an external provider at the leaseholders cost if required.	-
<b>Nursing Care</b>	MHA does not provide nursing care at this location.	-

*For further information please contact the **Scheme Manager***

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### Ongoing costs to external bodies

<b>Utility bills</b>	Tenants are responsible for their own utilities.	-
<b>Council tax</b>	It is the Tenants responsibility to arrange payment of Council Tax.  The Council Tax rate varies depending on the property.	-
<b>TV licence</b>	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
<b>Internet &amp; Telephone provider</b>	There is free MHA Wi-Fi in the entrance hall, guest apartment and communal lounge.  This automatically comes up as 'MHA Guest' Wi-Fi on your laptop or mobile phone settings page.  Residents are also able to arrange for internet provision in their flats at their cost.	-

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### Insurance arrangements

<b>Responsibility of the operator (MHA)</b>	Buildings, Public Liability and Employers' Liability. Included in the service charge.
<b>Responsibility of the tenant</b>	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

<b>Access for inspections and maintenance</b>	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.
<b>Access for repairs</b>	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***

<b>Date</b>	1 <sup>st</sup> 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.