

Hebron Court

Key Facts for Tenants (2020/2021)



Property Details

Name of operator	MHA - Methodist Homes
Name of scheme	HEBRON COURT Woodland House Flats 1-27, Hebron Court, 46 Rollesbrook Gardens, SOUTHAMPTON, SO15 5WB Acorn House Flats 28-43, Hebron Court, 35 Hill Lane, SOUTHAMPTON, SO15 5WE
Description	43 flats – both one and two bedroom apartments
Status of apartments	The apartments opened in 2012.
Occupancy	Suitable for single or double occupancy.
Tenure	7 of the apartments are available to rent.
Nomination arrangements	There are no nomination arrangements in place with the local authority. Choice-based lettings may be considered
Care provider	Residents 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.

*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. Servicing of gas boiler where in situ remains landlords responsibility. 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.

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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 support 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>The weekly rent is payable in advance for the month ahead.</p> <p>This will be advised at the time of availability.</p>
Service Charge	<p>The service charge is payable in advance for the month ahead. £49.94 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.</p> <p>MHA does not receive any incentives from suppliers for services paid for through the service charge.</p>
Utilities Charge	<p>Water charges are included in the service charge.</p>

*Ongoing charges payable to MHA continue on the **next page**.*

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Ongoing charges payable to MHA (continued)

Wellbeing Charge	<p>The Wellbeing Charge is payable in advance for the month ahead.</p> <p>This includes 24 hour staffing on site. Activities are co-ordinated separately by the Live at Home Service.</p>	£52.05 per week (per apartment)
Emergency Response	<p>Emergency response is covered by the Wellbeing charge.</p> <p>This is not a care service but will provide support in a medical emergency and will co-ordinate calls to GP or emergency services.</p> <p>Any other night care will be included in your care plan(s) and form part of your care agreement(s) and will be charged for separately.</p>	-

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Care costs

Personal care charge	<p>This covers the cost of any personal care that is individual to you and provided by MHA.</p> <p>This will depend on staffing resources at the time. We will endeavour to meet your needs whenever possible.</p> <p>For example: for washing, dressing, medication assistance, etc.</p>	<p>£19.26 per hour</p> <p>(Note: This is chargeable in 15 minute intervals)</p> <p>The hourly charge is doubled if two carers are required.</p>
Nursing Care	MHA does not provide nursing care at Hebron Court.	-

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

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Additional MHA Services

Domestic service charge	This covers the cost of any domestic care that is individual to you and provided by MHA. For example: housework (vacuuming, dusting, cleaning kitchens/bathrooms etc.)	£12.44 per hour (Note: This is chargeable in 15 minute intervals)
Laundry service	A laundry service is available on site.	£7.20 per load

All additional services quoted are the same cost at weekends and Bank holidays

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Ongoing costs to external bodies

Utility bills	Tenants are responsible for their own utilities – only water is included in the service charge.	
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	It is the Tenants responsibility to arrange their own broadband supplier. Telephone charges are billed from MHA direct to the tenant. If tenants choose to have a separate provider they will need to have an additional phone line installed.	-

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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).

*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.