

# FITZWARREN COURT: KEY FACTS FOR TENANTS

## Property details

Section	Details
<b>Name of operator</b>	MHA - Methodist Homes
<b>Name of scheme</b>	FITZWARREN COURT Kingsdown Road, Swindon, SN3 4TD
<b>Description</b>	37 Apartments:  3 x 2-Large bed 23 x 2-bed 7 x 1-bed 4 x studio  On 3 floors (one lift), unfurnished, gas central heating, 1 & 2 bed apartments have fitted kitchen with hob, oven, fridge/freezer. Studios have fitted kitchen with fridge and microwave.
<b>Status of apartments</b>	Purpose-built in 2015. All Pre-Rented
<b>Occupancy</b>	For one or two people
<b>Tenure</b>	Assured (non-shorthold) Tenancy Pre-owned / Pre-rented
<b>Nomination arrangements</b>	There are no nomination arrangements in place with the local authority.  MHA may seek references prior to agreeing the tenancy.
<b>Care provider</b>	Tenants can choose a care agency of their choice. MHA do provide personal care for those who wish to purchase this from the on-site team.
<b>Further information</b>	Please see the Residents' Handbook and the Care Service Guide



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## Charges when leaving, selling or subletting the property

Section	Details
<b>Repair and redecoration costs</b>	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.
<b>Further information</b>	Please see the Residents' Handbook

## Cost of moving into the property

Section	Details
<b>Advance payments</b>	One month's Inclusive charge is payable in advance for the month ahead.
<b>Other costs</b>	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.
<b>Further information</b>	Please see the Residents' Handbook



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## Ongoing charges payable to MHA

### The Inclusive Living Plan

The **Inclusive Living Plan** includes your rent, wellbeing service, food and service charge.

**Wellbeing Service:** This includes 24-hour staffing on site, help in an emergency, signposting to other support, advice, befriending and advocacy services and the co-ordination of an activities and events programme. It also includes Emergency Response which provides support in a medical emergency and will co-ordinate calls to a GP or emergency service. Any other care will be included in your care plan(s) and form part of your care agreement(s) and will be charged for separately.

**Food Charge:** This includes one meal a day

**Service Charge:** This is based on the weekly charges shown (which vary by the type of apartment, occupancy, and meals provided). It covers building insurance and estate management, external window cleaning, the upkeep of shared facilities, the costs of water and sewerage, heat and power to your apartment and one hour domestic assistance per week. MHA does not receive any incentives from suppliers for services paid for through the service charge.

The charges payable per week for the different apartments, with one or two occupants, are set out below:

Type of Apartment	Weekly Charge
Rental Studio Apartments (1 person – one meal)	£309.38
Rental Studio Apartments (2 people – one meal)	£387.73
Rental 1 Bed Apartment (1 person – one meal)	£397.01
Rental 1 Bed Apartment (2 people – one meal)	£475.36
Rental 2 Bed Apartment (1 person – one meal)	£471.40
Rental 2 Bed Apartment (2 people – one meal)	£549.75
Rental 2 Bed Large Apartment (1 person – one meal)	£595.23
Rental 2 Bed Large Apartment (2 people – one meal)	£673.58

**Further information**

Please see the Residents' Handbook



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## Care costs

Section	Details	Cost
<b>Personal care charge</b>	This covers the cost of any personal care that is individual to you and provided by MHA. <b>For example:</b> washing, dressing, medication assistance, etc.	£18.56 per hour This can be charged in 15 minute intervals.
<b>Nursing Care</b>	MHA does not provide nursing care.	N/A
<b>Further information</b>	Please see the Care Services Guide	

## Additional MHA services

Section	Details	Cost
<b>Maintenance service</b>	Maintenance carried out within a resident's own property. <b>For example:</b> small jobs and repairs	£18.56 per hour This can be charged in 15 minute intervals.
<b>Domestic service charge</b>	This covers the cost of any domestic service that is individual to you and provided by MHA. <b>For example:</b> housework (vacuuming, dusting, cleaning kitchens/bathrooms etc.)	£15.90 per hour This can be charged in 15 minute intervals.
<b>Carpet cleaning</b>	A carpet cleaning service is available.	£22.85 per unit
<b>Laundry service</b>	A laundry service is available on site.	<b>Laundry:</b> £15.90 per unit <b>Ironing:</b> £15.90 per unit
<b>Escort service</b>	An escort service is available. <b>For example:</b> for a member of staff to accompany you to appointments, to go shopping etc. if required.	£18.56 per hour This can be charged in 15 minute intervals.
All additional services quoted are the same cost at weekends and Bank holidays.		



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## Ongoing costs to external bodies

Section	Details	Cost
<b>Utilities charges</b>	The gas, water and electricity is included in the Inclusive Charge.	Covered by the inclusive charge
<b>Council tax</b>	It is the Tenants responsibility to arrange payment of council tax.	Band B: £1,431.36 Band C: £1,635.84
<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.	£154.50 annual charge
<b>Internet &amp; Telephone provider</b>	Free Wi-Fi is provided in communal areas only.  Tenants are responsible for arranging their own broadband & telephone supplier.	N/A
<b>Further information</b>	Please see the Residents' Handbook	

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## Insurance arrangements

Section	Details
<b>Responsibility of the operator (MHA)</b>	Buildings Insurance, Public Liability and Employers' Liability are included in the service charge.
<b>Responsibility of the owner</b>	Home contents insurance is strongly recommended. Leaseholders can select their own provider. There is an option of taking insurance out through MHA. The Manager can provide more information.
<b>Further information</b>	Please see the Residents' Handbook

## Your responsibilities

Section	Details
<b>Access for Inspections and Maintenance</b>	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.
<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

Section	Details
<b>Restrictions on Re-letting the Property</b>	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.
<b>Further information</b>	Please see the Residents' Handbook

<b>Date</b>	1 <sup>st</sup> April 2019
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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 lease.

