

# Pilgrims Court

## Key Facts for Tenants (2020/2021)



### Property Details

<b>Name of operator</b>	MHA - Methodist Holmes
<b>Name of scheme</b>	PILGRIMS COURT Eslington Terrace, Newcastle-upon-Tyne, NE2 4RL
<b>Description</b>	<p>41 Apartments:</p> <p>Pilgrims Court is a four storey building containing 29 flats. 28 x 1 bedroom 1 x 2 bedrooms</p> <p>There is a smaller north annex block containing 3 flats 1 x 2 bedrooms 2 x 1 bedroom</p> <p>There is a larger south block, three storey building containing 9 flats all with 1 bedroom</p> <p>The properties are all unfurnished with gas central heating and a selection of fitted kitchen cupboards. There are no white goods supplied</p>
<b>Status of apartments</b>	The scheme was built as a purpose built sheltered housing scheme in 1985 and was converted to a housing with care scheme in 2009. Pre-Rented
<b>Occupancy</b>	Single Occupation x 33. Double Occupation x 8 (for couples)
<b>Tenure</b>	Assured (non-shorthold) tenancy.
<b>Nomination arrangements</b>	MHA has full nomination rights and may seek references prior to agreeing the tenancy.
<b>Care provider</b>	<p>Tenants can choose a care agency of their choice.</p> <p>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.</p>

*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 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>The weekly rent is payable in advance for the month ahead.</p> <p><b>1-bed:</b> £75.03 – £78.66 per week <b>2-bed:</b> £94.43 – £95.29 per week</p>
<b>Service Charge</b>	<p>The service charge is payable in advance for the month ahead. £47.43 per week</p> <p>It 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>Utility charge is payable in advance for the month ahead. Tenants pay for their own heating and hot water, depending on the individual flat.</p> <p>Heating &amp; Hot Water (Rate 1): £5.25 per week Heating &amp; Hot Water (Rate 2): £6.70 per week Heating &amp; Hot Water (Rate 3): £7.42 per week</p> <p>Personal Water (Rate 1): £5.00 per week Personal Water (Rate 2): £5.19 per week Personal Water (Rate 3): £5.27 per week Personal Water (Rate 4): £5.90 per week Personal Water (Rate 5): £5.96 per week Personal Water (Rate 6): £6.06 per week Personal Water (Rate 7): £6.43 per week</p>

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

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### Ongoing charges payable to MHA (continued)

<b>Wellbeing Charge</b>	<p>The Wellbeing Charge is payable in advance for the month ahead.</p> <p>This includes 24 hour staffing on site, help in an emergency and the co-ordination of an activities and events programme.</p>	£65.80 per week (per apartment)
<b>Emergency Response</b>	<p>Emergency response is covered by the <b>Wellbeing charge</b>.</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

<b>Personal care charge</b>	<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><b>For example:</b> for washing, dressing, medication assistance, etc.</p>	<p>£17.79 per hour</p> <p><b>(Note:</b> This is chargeable in 15 minute intervals)</p>
<b>Nursing Care</b>	<p>MHA does not provide nursing care at this location.</p>	-

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

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### Additional MHA Services

<b>Maintenance service</b>	Maintenance carried out within a residents own property. <b>For example:</b> small jobs and repairs	£17.79 per hour <b>(Note:</b> This is chargeable 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.)	£14.23 per hour <b>(Note:</b> This is chargeable in 15 minute intervals)
<b>Laundry service</b>	Washing is available on site.	£7.11 per load
<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.	£17.79 per hour <b>(Note:</b> This is chargeable in 15 minute intervals)
<b>Carpet cleaning</b>	A carpet cleaning service is available.	£35.36 per carpet

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

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### Ongoing costs to external bodies

<b>Utility bills</b>	It is the Tenants responsibility to arrange contracts with utility suppliers for electricity.	
<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.  A concessionary license may be available to tenants that are retired, aged between 60 and 75, or disabled.	£157.50 annual charge
<b>Internet &amp; Telephone provider</b>	Free Wifi is provided in communal areas only.  Tenants are responsible for arranging their own broadband supplier and telephone lines.	-

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### Insurance arrangements

<b>Responsibility of the operator (MHA)</b>	Buildings, Public Liability and Employers' Liability Insurance. Included in the service charge.
<b>Responsibility of the owner</b>	Home contents insurance is strongly recommended. Tenants can select their own provider. There is an option of taking out insurance 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, 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

#### 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 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.