

# Maidment Court

## Key Facts for Tenants (2020/2021)



### Property Details

<b>Name of operator</b>	MHA - Methodist Homes
<b>Name of scheme</b>	MAIDMENT COURT 47 Parkstone Road, Poole, BH15 2FS
<b>Description</b>	40 x Studios  Unfurnished studio apartments on 2 floors, with 2 lifts, communal roof top terrace. Large wet-room, fitted kitchen with fridge, microwave and plumbing for washing machine.
<b>Status of apartments</b>	Purpose-built in 2016. All pre-rented.
<b>Occupancy</b>	Single person occupancy
<b>Tenure</b>	Assured (non-shorthold) Tenancy
<b>Care provider</b>	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.

*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 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 if they move into nursing care or on their estate.

#### Subletting charges

MHA do not allow Tenants to sublet their properties.

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## Key Facts for Tenants (2020/2021)



### Cost of moving into the property

**Advance payments** Four weeks rent, service charge and wellbeing charge is payable in advance for the month ahead.

**Other costs** There is no charge for a care assessment done by MHA.

*For further information please see the Residents' Handbook*

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## Key Facts for Tenants (2020/2021)



### Ongoing charges payable to MHA

<b>Rent</b>	The weekly rent is payable in advance for the month ahead.	£204.31 per week
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<b>Service Charge</b>	The service charge is payable in advance for the month ahead.	£70.89 per week
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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 and heating, water and hot water in the apartments.

<b>Utilities Charge</b>	Heating, water and hot water is included in the <b>service charge</b> .	
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*Ongoing charges payable to MHA continue on the **next page**.*

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## Key Facts for Tenants (2020/2021)



### 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>	£52.58 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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## Key Facts for Tenants (2020/2021)



### 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>£18.78 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 resident's own property. <b>For example:</b> small jobs and repairs.	£18.78 per hour <b>(Note:</b> This is chargeable in 15 minute intervals)
<b>Domestic service charge</b>	This covers the cost of any domestic care that is individual to you and provided by MHA. <b>For example:</b> housework (vacuuming, dusting, cleaning kitchens/bathrooms etc.)	£16.72 per hour <b>(Note:</b> This is chargeable in 15 minute intervals)
<b>Laundry service</b>	A laundry service is available onsite, and it is returned to your home.	£7.02 per load
<b>Guest room</b>	A guest room is available.	£31.61 per room (£15.30 per extra guest)

*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>	Water, hot water, heating and electricity are included in the service charge.	-
<b>Council tax</b>	Council tax is included in the service charge for the studios.	-
<b>TV licence</b>	<p>It is the Tenants responsibility to buy their own TV licence.</p> <p>A free licence is available on application to those over 75.</p> <p>If you are blind (severely sight impaired), you are still able to apply for a 50% concession.</p>	£157.50 annual charge
<b>Internet &amp; Telephone provider</b>	<p>Free Wi-Fi is provided in communal areas only.</p> <p>Tenants are responsible for arranging their own telephone lines and broadband supplier.</p>	-

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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. You do not have the right to refuse such work but the Estates team will give you notice of such work and will make arrangements for you to use communal kitchens and bathrooms during work periods.
<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, the Estates team will give you notice of such work.

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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.