

# THE PADDOCK: KEY FACTS FOR TENANTS

## Property details

Section	Details
<b>Name of operator</b>	MHA - Methodist Homes
<b>Name of scheme</b>	THE PADDOCK Meadow Drive, Muswell Hill, London, N10 1PL
<b>Description</b>	31 one bedroom apartments.
<b>Status of apartments</b>	Opened in 1987.
<b>Occupancy</b>	Suitable for single or double occupancy.
<b>Tenure</b>	Assured (non-shorthold) tenancy
<b>Nomination arrangements</b>	Waiting list in place also referrals from Haringey Council
<b>Care provider</b>	Tenants can choose a care agency of their choice. MHA can provide personal care for those who wish to purchase this from MHA care and support 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 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.
<b>Further information</b>	Please see the Residents' Handbook

## Cost of moving into the property

Section	Details
<b>Advance payments</b>	Four weeks rent, service charges and wellbeing charges are 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. The incoming tenant is responsible for informing the utility providers and the council tax office of the date they moved in.
<b>Further information</b>	Please see the Residents' Handbook

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## Ongoing charges payable to MHA

Section	Details and Cost	
<b>Rent</b>	Rent is payable in advance for the month ahead. <b>1-bed:</b> £97.29 per week – single occupancy <b>1-bed:</b> £102.92 per week – double occupancy	
<b>Service Charge</b>	Service Charge is payable in advance for the month ahead.  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.  MHA does not receive any incentives from suppliers for services paid for through the service charge.	£47.87 per week
<b>Utilities Charge</b>	Residents are responsible for their own meter for electricity.	N/A
<b>Wellbeing Charge</b>	Care staff are on site between 8am and 10pm.  This charge includes help in an emergency, signposting to other support, advice, befriending and advocacy services and the co-ordination of an activities and events programme.  Wellbeing payable in advance for the month ahead.	£63.95 per week
Ongoing charges payable to MHA continue on the <b>next page</b> .		

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### Ongoing charges payable to MHA (continued)

Section	Details	Cost
<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>Pull cords and pendants are answered and assisted by Astraline who deal with any emergencies between 10pm and 8am.</p>	Included in the wellbeing charge
<b>Ground rent</b>	This is reviewed every fifth year from April 2019.	£338.40 per annum
<b>Further information</b>	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.	£20.87 per hour
<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 residents own property.  <b>For example:</b> for small jobs and repairs.	£16.67 per hour
<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.)  Not provided in flats, communal areas only.	£16.00 per hour
<b>Escort service</b>	An escort service is available.	£20.87 per hour
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>Utility bills</b>	Tenants are responsible for their own electricity meter.	N/A
<b>Council tax</b>	Tenants are responsible to register and pay Council Tax.	TBC
<b>TV licence</b>	<p>Tenants under 75 are eligible for a concessionary TV licence.</p> <p>The cost of a TV licence for the communal lounge is included in the Service Charge.</p>	<b>Concessionary licence:</b> £7.50 per annum
<b>Internet &amp; Telephone provider</b>	<p>Free Wifi is provided in communal areas only.</p> <p>Tenants are responsible for arranging their own broadband supplier and telephone lines.</p>	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, Public Liability and Employers' Liability. 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 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, 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
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.
Further information	Please see the Residents' Handbook

Date	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.

