

THE MAPLES

Key Facts for Tenants 2024/25



Property Details

Operator	MHA - Methodist Homes
Landlord	MHA - Methodist Homes
Address	Goldhay Way, Orton Goldhay, Peterborough, PE2 5SF
Description	50 Apartments (13 x Studio, 30 x 1-bed & 7 x 2-bed).
Status	Purpose-built in 2015. Pre-rented.
Occupancy	Suitable for one or two people.
Tenure	Assured (non-shorthold) tenancy.
Nomination Arrangements	There are no nomination arrangements in place with the local authority. MHA may seek references prior to agreeing the tenancy.
Care provider	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.

Charges when leaving 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, or their representative, if they move into nursing care or pass away.
Subletting charges	Tenants can't sublet their properties at The Maples.

Cost of moving into the property

Advance payments	Four weeks rent charge, service charge and wellbeing charge are payable in advance for the month ahead.
Other costs	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.

Ongoing charges payable to MHA

Rent Studio: **£108.00** per week (per apartment)
1-bed: **£134.00** per week (per apartment)
2-bed: **£185.00** per week (per apartment)

This is payable in advance for the month ahead.

Service Charge Studio: **£115.50** per week (per apartment)
1-bed: **£122.28** per week (per apartment)
2-bed: **£126.12** per week (per apartment)

This is payable in advance for the month ahead.

This covers communal cleaning and maintenance, external window cleaning, water and sewerage, heating, lighting for the communal areas, 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.

Utilities Charge Heating, electricity, water and hot water are included in the service charge.

Wellbeing Charge **£84.63** per week (per apartment)

This is payable in advance for the month ahead.

This includes 24-hour staffing on site, help in an emergency and the co-ordination of an activities and events programme.

Emergency Response 24-hour Emergency Response is provided through the **Wellbeing Charge**.

This is not a care service but will provide support during an emergency and may involve co-ordinating external agencies.

Any agreed night care package will be included in your care and support plan, form part of your care agreement and be charged for separately.

Care costs

Personal care **£27.00** per hour

This is chargeable in 15-minute intervals.

This covers the cost of any personal care that is individual to you and provided by MHA. For example: washing, dressing, medication assistance, etc.

Note: This will depend on staffing resources at the time. We will endeavour to meet your needs whenever possible.

Nursing care MHA does not provide nursing care at The Maples.

Additional MHA Services - Charges from 1st April 2024

Maintenance service	£21.00* per hour This is chargeable in 15-minute intervals. This includes maintenance carried out within a resident's own property. For example: small jobs and repairs.
Domestic service	£21.27 per hour This is chargeable in 15-minute intervals. This includes any domestic service that is individual to you and provided by MHA. For example: housework such as vacuuming, dusting, cleaning kitchens/bathrooms etc.
Laundry service	£9.26 per load (Additional £21.27 per load for ironing) A laundry service is available.
Escort service	£27.00 per hour This is chargeable in 15-minute intervals. For example: for a member of staff to accompany you to appointments, to go shopping, etc., if required.
Guest room	£38.19* per night A guest room is available.

**20% VAT applicable to charge*

Ongoing costs to external bodies

Utility bills	Heating, electricity, water and hot water are included in the service charge.
Council tax	It is the Tenants responsibility to arrange payment of Council Tax.
TV licence	The Maples have been granted a concessionary TV licence. Under this licence, there is no charge for any tenants over 75, whilst residents under 75 will need to pay £7.50 per annum . If you are blind (severely sight impaired), you are eligible to apply for a 50% concession. For further information, please visit www.tvlicensing.co.uk .
Internet & Telephone	Free Wi-Fi is provided in communal areas only. Tenants are responsible for arranging their own telephone lines and broadband supplier.

Insurance arrangements

Responsibility of the operator Buildings, Public Liability and Employers' Liability. Included in the service charge.

Responsibility of the tenant Home contents insurance is strongly recommended. Tenants are responsible for selecting their own provider.

Your Responsibilities

Access for inspections and maintenance 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.

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 Staff will make arrangements for you to use communal kitchens and bathrooms during work periods.

Restrictions

Restrictions on re-letting the property Tenants must satisfy the scheme's criteria (including age and support needs). The Staff 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.

The information in this document is correct as of **1st April 2024**.

The information in this document does not in any way form part of a contract or warranty. The tenancy agreement sets out the conditions to be observed by tenants and the charges applicable to the specific property.

For further information on any items detailed in this Key Facts document, please contact the **Staff** or consult the **Residents Handbook**.

Please note that all charges are variable and subject to a review, which is usually once a year.

Legal and Financial We encourage you to discuss your housing options with your family and friends, and to seek independent Legal and Financial advice, support and representation as appropriate, in connection with a move to an MHA retirement community.