

# FITZWARREN COURT

## Key Facts for Tenants 2024/25



### Property Details

<b>Operator</b>	MHA - Methodist Homes
<b>Landlord</b>	MHA - Methodist Homes
<b>Address</b>	Kingsdown Road, Swindon, SN3 4TD
<b>Description</b>	37 Apartments (4 x Studios, 8 x 1-bedroom, 22 x 2-bedroom & 3 x 2-large bedroom).
<b>Status</b>	Purpose-built in 2015. All Pre-rented.
<b>Occupancy</b>	Suitable for one or two people.
<b>Tenure</b>	Assured (non-shorthold) tenancy.
<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.

### Charges when leaving 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 pass away.
<b>Subletting charges</b>	Tenants can't sublet their properties at Fitzwarren Court.

### Cost of moving in to the property

<b>Advance payments</b>	Four weeks rent charge, service charge and wellbeing charge 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.

### Ongoing charges payable to MHA

**Rent** This will be advised at the time of availability. This is payable in advance for the month ahead.

**Service Charge** Studio: **£48.41** per week (per studio)  
1-bed: **£74.73** per week (per apartment)  
2-bed: **£92.92** per week (per apartment)  
2-bed large: **£138.41** 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.

MHA does not receive any incentives from suppliers for services paid for through the service charge.

**Utilities Charge** Tenants pay for their own gas, electricity and water in addition to the service charge.

Gas & Electricity – Studio: **£13.89** per week (per studio)  
Gas & Electricity – 1-bed: **£21.44** per week (per apartment)  
Gas & Electricity – 2-bed: **£23.55** per week (per apartment)  
Gas & Electricity – 2-bed large: **£23.55** per week (per apartment)

Water – Studio: **£1.59** per week (per studio)  
Water – 1-bed: **£2.45** per week (per apartment)  
Water – 2-bed: **£3.06** per week (per apartment)  
Water – 2-bed large: **£4.55** per week (per apartment)

**Wellbeing Charge** **£77.24** 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.

*\*Please note that the wellbeing service is due to change in March 2025.*

**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

**Nursing care** MHA does not provide nursing care at Fitzwarren Court.

## Additional MHA Services - Charges from 1<sup>st</sup> April 2024

**Maintenance service** **£24.63\*** 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** **£21.11** 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** **£10.58** per load (Additional **£21.11** per hour for ironing)  
A laundry service is available.

**Carpet cleaning** **£29.50** per room  
A carpet cleaning service is available.

**Escort service** **£32.90** 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.

*\*20% VAT applicable to charge*

## Ongoing costs to external bodies

**Utility bills** All utilities are payable to MHA in addition to the service charge.

**Council tax** It is the Tenants responsibility to arrange payment of Council Tax.

**TV licence** **£169.50** annual charge  
It is the Tenants responsibility to buy their own TV licence.  
A free licence is available by application to those over 75, who are also in receipt of pension credit.

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](http://www.tvlicensing.co.uk).

**Internet & Telephone**

Free Wi-Fi is provided in communal areas only. It is the Tenants responsibility to arrange their own broadband supplier and telephone lines.

**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 **1<sup>st</sup> 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.