

HEBRON COURT

Key Facts for Tenants 2025/26



Property Details

Operator	MHA - Methodist Homes
Community	Woodland House: Flats 1-27, Hebron Court, 46 Rollesbrook Gardens, SOUTHAMPTON, SO15 5WB Acorn House: Flats 28-43, Hebron Court, 35 Hill Lane, SOUTHAMPTON, SO15 5WE. Opened in 2012.
Property type	43 Apartments (1-bed & 2-bed).
Status	All pre-rented.
Occupancy	Suitable for one or two people.
Tenure	Assured (non-shorthold) tenancy.
Subletting	Subletting is not permitted.
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.

Cost of moving in

Holding Deposit	Not applicable.
Tenancy Deposit	Not applicable.
Joining Fee	Not applicable.
Advance Charges	Weekly charges are collected monthly in advance.
Other Costs	Other costs are likely to be incurred (e.g Removal Charges, Solicitors fees)

Ongoing charges payable to MHA

Rent	The rent will be advised at the time of availability. This is payable a month in arrears.
Service Charge	£55.97 per week (per apartment) This is payable a month in advance.

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

For further information see ***Service Charge Guide for Tenants***.

Utilities	Water is included in the service charge – please note that water in individual flats is not eligible for housing benefit.
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Wellbeing Charge	£80.26 per week (per apartment) This is payable a month in arrears.
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This includes 24-hour staffing on site. Activities are co-ordinated separately by the Live at Home Service.

Emergency alarm	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.
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Care charges

Personal care	£30.52 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.
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Nursing care	MHA does not provide nursing care at Hebron Court.
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Additional MHA Services - Charges from 1st April 2025

Maintenance service	£27.00* 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.
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Domestic service	£21.00 per hour This is chargeable in 15-minute intervals.
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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	£10.00 per load A laundry service is available.
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Guest room	£48.00* per night A guest room is available.
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**VAT included*

Ongoing charges payable to third parties

Utility bills	It is the Tenants responsibility to have their own contracts with a utilities supplier, as only water is included in the service charge.
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Council tax	It is the Residents responsibility to arrange payment of Council Tax. Details are available from Southampton City Council.
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TV licence	Please see www.tvlicensing.co.uk
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Internet & Telephone	Free Wi-Fi is provided in communal areas only. Residents are responsible for arranging their own broadband supplier and telephone lines.
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Digital TV	Resident's choice of external provider
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Charges when leaving

On going charges	Liability for the rent and service charge remains with the tenant or the Estate until the 4-week notice period has ended.
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Redecoration costs	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.
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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.

Insurance

Arranged by the operator	Buildings, Public Liability and Employers' Liability are all included in the service charge.
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Arranged by the owner	Home contents insurance is strongly recommended. Residents are responsible for selecting their own provider.
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Funding of capital expenditure

All capital expenditure (major repairs) for tenants is born from the rent that is paid.

Within the service charge there is an item called “amount set aside for replacements”, this is a charge which goes towards the future replacement of items like: lifts, emergency call systems, door entry systems, fire alarms, communal carpets and furniture.

Constraints on letting

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.

Date

The information in this document is correct as of **1st April 2025**.

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 integrated retirement community.

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