** JANEVA COURT**

Key Facts for Tenants 2025/26

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| **Property Details** | | |
| **Operator** | MHA - Methodist Homes | |
| **Community** | Liskeard Road, Saltash, Cornwall, PL12 4FD. Opened in 2007. | |
| **Property type** | 24 Apartments (all 1 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) |

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| **Ongoing charges payable to MHA** | |
| **Rent** | The weekly rent is payable in advance for the month ahead. This will be advised at the time of availability. |
| **Service Charge** | **£43.69** 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.  For further information see ***Service Charge Guide for Tenants.*** |
| **Utilities Charge** | Tenants are responsible for their own utilities. |
| **Emergency alarm** | Covered by the service charge |
| **Care charges** | |

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| **Personal care** | MHA does not provide personal care at Janeva Court. |
| **Nursing care** | MHA does not provide nursing care at Janeva Court. |

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| **Ongoing charges payable to third parties** | | |
| **Utility bills** | It is the Tenants responsibility to arrange contracts with utility suppliers. | |
| **Council tax** | It is the Residents responsibility to arrange payment of Council Tax. Details are available from Saltash Town Council | |
| **TV licence** | Please see www.tvlicensing.co.uk | |
| **Internet & Telephone** | Free Wi-Fi is provided in communal areas only. Residents are responsible for arranging their own broadband supplier and telephone lines. | |
| **Digital TV** | Resident’s choice of external provider | |
| **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. |
| **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.  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. | |
| **Arranged by the owner** | Home contents insurance is strongly recommended. Residents are responsible for selecting their own provider. | |
| **Funding of capital expenditure** | | |
| All capital expenditure (major repairs) for tenants is born from the rent that is paid. | | |
| **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.

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| **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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