

The Fairways

Key Facts

for Leaseholders 2026/27



Property details

Operator	MHA - Methodist Homes
Landlord	MHA - Methodist Homes
Community	The Fairways Retirement Village, Malmesbury Road, Chippenham, SN15 5LJ. Purpose-built in 2014.
Property type	75 Apartments (28 x 1-bed, 29 x 2-bed, 11 x 2-bed duplex, 7 x 3-bed Apartments).
Status	All pre-owned.
Occupancy	Suitable for one or two people.
Tenure	Leasehold – 125 years from and including 1 st January 2014.
Subletting	Properties may be ‘underlet’ in the form of a permitted underlease only to an Approved Purchaser in accordance with the terms of the lease. The proposed occupier would need to be assessed by MHA before any assignment or ‘underletting’.
Care provider	Residents can choose a care agency of their choice. MHA are able to 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

Purchase price	This is set by the private vendor. Please see sales particulars for individual property pricing.
Reservation fee	Where MHA are selling, the reservation fee of £1,000 is held by MHA.
Deposit on exchange	This is agreed between the parties for a private sale. Where MHA are selling, 10% deposit on exchange. 4% deposit on exchange if using Rent Before You Buy (MHA purchases only). Deposits are protected by the operator's conveyancer.
Other costs	MHA do not charge for a care assessment. The person moving in will be responsible for their own legal and removal costs and any Stamp Duty Land Tax due.

Ongoing charges payable to MHA

Service charge	Band 1 £378.15 per month (per apartment) Band 2 £452.36 per month (per apartment) Band 3 £653.80 per month (per apartment)
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The service charge at The Fairways is split between apartments based on a percentage calculation. Each band has a different percentage. The percentages below for each band should match your lease:

- Band 1 - 1.07% as per the lease
- Band 2 - 1.28% as per the lease
- Band 3 - 1.85 % as per the lease

This 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.

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

Wellbeing charge **£279.95** per month (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.

Ground rent 1-bed: **£450.19** per annum (per apartment)
2-bed, 2-bed duplex, 3-bed & 3-bed duplex: **£600.70** per annum (per apartment)

The first Review Date was 1st April 2014, with a review on this date every fifth year thereafter calculated by reference to RPI. See the lease for further details.

If you both exchanged contracts and also completed a new lease on or after 1st April 2023, you will not be required to pay ground rent due to changes in the law. Your lease itself will contain further details regarding this.

Utilities Residents are responsible for arranging their own utility providers.

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 charges

Personal care **£43.24** 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 Fairways.

Additional MHA Services - Charges from 1st April 2026

Maintenance service	£31.48* 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	£26.24 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	£10.51 per load A laundry service is available.
Escort service	£43.24 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.
Ironing service	£26.24 per hour A laundry service is available.
Guest room	£47.21 per night A guest room is available.

**VAT included*

Ongoing charges payable to third parties

Utilities	It is the Residents responsibility to arrange contracts with utility suppliers.
Council tax	Bands C-E depending on the property. It is the Residents responsibility to arrange payment of Council Tax. Details are available from Wiltshire Council.
TV licence	Please see www.tvlicensing.co.uk
Telephone	Residents are responsible for arranging their own telephone lines.
Internet/ Broadband	Free Wi-Fi is provided in communal areas only. Residents are responsible for arranging their own broadband supplier.
Digital TV	Residents are responsible for arranging contracts with external providers. There are no communal ariels or satellite dishes.

Charges when leaving, selling or subletting

Contingency fee	<p>A contribution to the Contingency Fund is payable on sale or a transfer of ownership. The Fund covers spending for the repair or renewal of communal areas, roofs, lifts, etc. The contribution is 1% of the open market value of your apartment at the point of sale/ transfer, for each year or part-year of ownership.</p> <p>For example: a leaseholder who sells a property owned for five years for £250,000 will have to pay £12,500 calculated as follows:</p> <ul style="list-style-type: none">• 1% of £250,000 = £2,500• 5 years x £2,500 = £12,500 = Contingency Fund Contribution
MHA Administration fee for sale	Covers the costs of processing sale documents, dealing with enquiries from solicitors, and signing documents. The fee will be at least £372 including VAT.ki
Estate agency Charges	Not applicable. MHA does not offer an estate agency service.
Ongoing charges	The owner (or the owner's estate) will remain liable for all charges due until the buy back or resale has been completed.
Redecoration costs	<p>The owner (or the owner's estate) will remain liable for all charges due until the buy back or resale has been completed. This includes the inclusive charges as applicable. Owners to redecorate at least once in every seven years and in the event that the property is being sold back to MHA, the owners may need to redecorate otherwise they may be charged for any repairs and redecoration that MHA deems necessary to put the property in good order for them to re-sell.</p> <p>Owners will have to pay the usual costs associated with any property sale.</p>

Subletting charge Subtenants will be liable for all the charges shown in these key facts.

Insurance

Arranged by MHA Buildings, Public Liability and Employers' Liability are all included in the service charge.

Arranged by residents Home contents insurance is strongly recommended. Residents are responsible for selecting their own provider.

Funding of major repairs

The contingency fund is built up from deferred fees that are paid when properties are resold and the amount payable is determined by the terms of the lease. The fund is built up to cover major works, such as roof replacement, lift replacement, doors/windows etc. and MHA maintain detailed stock condition information on a scheme-by-scheme basis to ensure that sufficient funds are available when work is required.

Each year, MHA publish the balance of the contingency fund within the scheme's service charge accounts, and this will advise leaseholders and potential customers on the balance and what work has been completed in the financial year that the accounts cover.

In order to protect contingency fund monies for leaseholders these are held in individual scheme bank accounts, and this information is provided within the annual service charge accounts.

Contingency fund monies can only be used for the purpose for which it has been collected and the fund belongs to and is controlled by MHA. Contingency funds can go into deficit with MHA covering the cost of works as the freeholder. Leaseholders would not be required to "top up" the fund to cover works even if there was an insufficient balance.

Constraints on selling

Purchasers must satisfy the scheme's criteria (Minimum age is 60 and support needs). The Staff will assess this prior to purchase. If an individual has personal care needs this will be assessed prior to purchase to ensure these can be met either by MHA or a care agency chosen by the purchaser. The leasehold properties at The Fairways are **Non-Guaranteed Buy Backs**, therefore, MHA has an option to buy-back if they wish.

If MHA chooses to exercise this option, they will buy back the property at 95% of the open market value as determined by an independent valuer.

Date

The information in this document is correct as of **1st April 2026**.

The information in this document does not in any way form part of a contract or warranty.

The Lease sets out the conditions to be observed by owners 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, financial/benefits and any other appropriate advice, support and representation, in connection with a move to an integrated retirement community.