

The Hawthorns

Key Facts

for Tenants 2026/27



Property details

Operator	MHA - Methodist Homes
Landlord	MHHA – Methodist Homes Housing Association
Community	The Hawthorns, Naylor Crescent, Ellesmere Port, CH66 ITW. Built in 1997.
Property type	41 Apartments (34 x 1 bed single occupancy; 6 x 1 bed double occupancy & 1 x 2 bed).
Status	All pre-rented.
Occupancy	Suitable for one or two people.
Tenure	Assured (non-shorthold) tenancy.
Nomination arrangements	Not applicable.
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.
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 1-bed small: **£105.92** per week (per apartment)
1-bed medium: **£113.14** per week (per apartment)
2-bed: **£126.47** per week (per apartment)

This is payable in advance for the month ahead.

Service charge **£70.60** 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.

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

Utilities Tenants pay for their own heating, hot water and water.

Heating & hot water charges:

1-bed : **£13.16** per week (per apartment)
2-bed : **£17.68** per week (per apartment)

Water charges:

1-bed : **£3.46** per week (per apartment)
2-bed : **£4.65** per week (per apartment)

Wellbeing charge **£95.14** per week (per apartment)

This is payable in advance for the month ahead.

This includes 24-hour staffing on site. Activities are co-ordinated separately by the Activities Coordinator.

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.

Care charges

Personal care **£32.72** 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 Hawthorns.

Additional MHA services - charges from 1st April 2026

Maintenance service **£25.72*** 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 **£20.80** 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.

Ironing **£20.80** per hour

An ironing service is available.

Laundry **£12.80** per load

A laundry service is available.

Guest room **£40.45** per night

A guest room is available.

**VAT included*

Ongoing charges payable to third parties

Utilities	Tenants are responsible for arranging contracts with an electricity supplier.
Council tax	Residents are responsible for paying Council Tax. Band A is the band for the properties. Details are available from Cheshire West & Chester Council.
TV licence	Please see www.tvlicensing.co.uk
Telephone	Residents are responsible for arranging their own telephone lines.
Internet	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.

Charges when leaving

Ongoing 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	Tenants may be charged for any repairs and redecoration that MHA deems necessary to put the property in good order for re-letting.

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

Tenants contribute to capital expenditure (to cover major repairs) through the rent. No additional liabilities will fall on tenants.

Within the service charge there is also 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.

Access 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.

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 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/benefits and any other appropriate advice, support and representation, in connection with a move to an integrated retirement community.