

The Paddock

Key Facts

for Tenants 2026/27



Property details

Operator	MHA - Methodist Homes
Landlord	MHHA – Methodist Homes Housing Association
Community	The Paddock, Meadow Drive, Muswell Hill, London, N10 1PL. Purpose-built in 1987.
Property type	31 Apartments (All x 1-bed).
Status	All pre-rented.
Occupancy	Suitable for one or two people.
Tenure	Assured (non-shorthold) tenancy.
Nomination arrangements	A waiting list in place and referrals are also taken from Haringey Council.
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).

Ongoing charges payable to MHA

Rent £130.96 to £138.51 per week (per apartment)

This is payable in advance for the month ahead.

Service charge £79.46 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 a heating and hot water charge and are responsible for their own electricity and water.

Heating and hot water: £12.28 per week (per apartment)

Wellbeing charge £93.27 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.

Emergency response This is not a care service but will provide support during an emergency and may involve co-ordinating external agencies.

Staff are only on-site between the hours of 8am and 10pm, whilst pull cords and pendants are answered and assisted by Astraline between 10pm and 8am.

Care charges

Personal care £37.36 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 Paddock.

Additional MHA services - charges from 1st April 2026

Maintenance service £31.46* 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 £23.84 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.

Escort service £37.36 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.

**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. Bands B is the band for the properties. Details are available from Haringey Council.
TV licence	The Paddock has a concessionary TV licence in place. Residents aged 75 and over are entitled to a free TV licence, while those under 75 are required to pay an annual fee of £7.50.
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. During periods of planned maintenance, staff will make reasonable arrangements to support residents. At The Paddock, this may include access to a communal toilet and an assisted communal bathroom. Please note that there are no communal kitchen facilities available for resident use. Staff will work with residents on an individual basis to minimise disruption and ensure essential needs are met during any works.

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.