

Torrwood Retirement Living Apartments

Key Facts for Tenants 2026/27



Property details

Operator	MHA - Methodist Homes.
Landlord	MHA - Methodist Homes.
Community	Torrwood, Gilbert Scott Road, South Horrington, Wells, Somerset, BA5 3FB
Property type	25 Apartments.
Status	All pre-rented.
Occupancy	Suitable for one or two people.
Tenure	Assured (non-shorthold) tenancy.
Subletting	Subletting is not permitted.

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: £162.66 per week (per apartment) 2-bed: £177.69 per week (per apartment)
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This is payable in advance for the month ahead.

Service charge	1-bed: £65.25 per week (per apartment) 2-bed: £99.84 per week (per apartment)
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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 and the personal supply of electricity, gas and water to the Tenants 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	Electricity, gas and water to the tenant's apartment are included in the service charge.
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Care charges

Personal care	MHA does not provide personal care at Torrwood.
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Nursing care	MHA does not provide nursing care at Torrwood.
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Ongoing charges payable to third parties

Utilities	Electricity, gas and water to the tenant's apartment are included in the service charge.
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Council tax	Residents are responsible for paying Council Tax. Bands C & D are the bands for the properties. Details are available from Mendip District Council.
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TV licence	Please see www.tvlicensing.co.uk
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Telephone	Residents are responsible for arranging their own telephone lines.
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Internet/ Broadband	Residents are responsible for arranging their own broadband supplier.
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Digital TV	Residents are responsible for arranging contracts with external providers.
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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.

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.