

# St Monica Trust

## Monica Wills House Key Facts

Extra Care Housing Rental Properties



### Property details

#### **Description, occupancy and status**

The extra care housing rental properties at Monica Wills House are one and two bedroom apartments. The properties are for rental only through the Extra Care Housing Partnership with Bristol City Council. All are suitable for sole or dual occupancy.

#### **Tenure type**

This is an assured non shorthold monthly tenancy. Tenants do not own the apartment or the land it sits on. The land remains owned by the landlord, the St Monica Trust.

#### **Nomination**

The nomination procedure is through the Health and Social Care Department of Bristol City Council (via Care Direct and a social worker assessment).

#### **Care provider**

The St Monica Trust provides a full care and support service. Provision of care and support by the Trust is a requirement of the current block contract agreement with Bristol City Council.

Residents receive a specific number of hours from Bristol City Council at no extra cost. For additional hours an application can be made through the Trust to Bristol City Council. If this application is declined the resident will need to pay for the additional hours through a private package. Residents can choose to select a provider of their choice for either the private element or the element provided by Bristol City Council.

Details of the Trust's costs are shown below.

### Costs of moving in

Before beginning the tenancy, one month's rent and service charge is required in advance.

#### **Other costs**

Residents pay their own removal costs. We can suggest removal firms or you are free to choose your own.

## Ongoing charges while living at Monica Wills House

### Rent

All rental amounts are payable in advance on the first calendar day of each month. The amounts payable from April 2024 to March 2025 are:

- 1 bedroom apartment - £553.63
- 2 bedroom apartment - £613.29

Tenants eligible for Housing Benefit will be advised of their contributions towards the above.

Rent is reviewed annually each April.

### Service charge

All tenants pay a contribution to the running and services of St Monica Trust and Monica Wills House. This is called the service charge. It is a variable charge based on actual costs only. It is held on trust for residents. The community fee is an annual payment that is charged monthly in advance by direct debit. It covers (amongst others):

- 24 hour emergency response service including care and support assistance, porter security and emergency repairs.
- A weekly visit by the housekeeping team.
- Recreational activities and entertainment.
- Restaurant, health spa and fitness centre, computer suite and library service.
- Transport service.

- Buggy parks with recharging facilities.
- Welfare benefits advice.
- Communal television connection.
- Buildings and other insurances.
- Window cleaning and maintenance of the alarm call system, security equipment including CCTV, fire alarm system and lifts in communal areas.
- Physiotherapy and occupational therapy service (subject to referral or payment of appropriate fees).
- A contribution to the Sinking Fund.
- A management fee payable to the Trust.

The service is charged monthly in advance by direct debit. The cost per apartment between April 2024 and March 2025 is £410.15 per month. Tenants eligible for Housing Benefit will be advised of their contributions towards the above.

The service charge budget is compiled at the beginning of each financial year and subject to change the 1st of April each year depending upon the maintenance and running costs incurred within any given year. The increase is always capped at a maximum of 3% above RPI.

Tenants receive at least 28 days notice of the change. They receive the annual accounts for the previous year and budget for the next year every Autumn and are welcome to comment on these documents. Any shortfall in funding on the previous year will not be added to the service charge for the following year; any surplus income will be applied to the

sinking fund. The Trust will manage as necessary any significant failure to provide a service covered by the service charge.

## Care costs

Care costs are assessed by Bristol City Council's Health and Social Care Department and the tenant pays directly to the authority at the rate advised by Bristol City Council.

The Trust is paid on a block contract by Bristol City Council and does not invoice those within the care contract directly for care (unless self-funding is arranged, then the charges below apply).

## Packages

Should tenants choose to have extra care in addition to the time provided by Bristol City Council, the following St Monica Trust charges will apply.

The charges for these services will vary depending on the level of domiciliary care and support required. Indicative charges for domiciliary care and support packages are:

	<b>Price (inc.VAT)</b>
Monday - Sunday *	1 hour visit £25.75
	45 mins visit £20.50
	30 mins visit £14.00
Waking Nights	£26.75 per hour
Sleeping Nights	Price on request

*\* Special rates apply for all Bank Holidays*

We can direct residents to access a GP.

## Ongoing additional fees payable to third parties

### Utility charges

Electricity, gas and water utilities are all payable by individual residents. Electricity and gas providers are chosen by the resident, the cost of the water is passed on by the Trust.

### Council tax

All residents are responsible for paying council tax directly to the council. This is by far the most efficient way of ensuring that any possible allowances are accessible by residents.

### Freeview and satellite TV

All apartments at Monica Wills House are connected to a central TV and satellite system, therefore, negating the need for multiple aerials and dishes.

It is the residents' responsibility to pay for their own satellite TV service. Residents do not need to pay for a TV licence as there is a communal arrangement.

## Internet

Residents of Monica Wills House pay for their own internet connection and liaise directly with their own provider.

## Insurance

### Our insurance responsibility

The St Monica Trust arranges and maintains insurance cover for buildings, public liability and employer's liability. Residents contribute to the cost through the service charge.

**Residents' insurance responsibility**  
It is the residents' responsibility to obtain contents insurance for their home.

## Restrictions on renters

Renters must be at least 55 or be registered disabled, have a care need as well as being a resident in Bristol.

## Charges when leaving or selling your property

Residents must give one month's notice in writing. There are no charges when leaving the property, regardless if the resident has passed away or handed notice in.

There is a 28 day notice period when the rent and service charge are still liable and the property has to be cleared. There is no deposit to return and no reinstatement costs are owed.

## Sub-letting

Sub-letting is not permitted.

## Sources of further information

We have a range of documents that provide further information.

These include:

- The Bristol City Council Extra Care Housing brochure
- The Monica Wills House guide

If you would like to see any of these, please ask a member of staff for a copy.

This document was updated in July 2024. Please note: charges are correct at the date shown but may change annually or at other intervals over the period of residence.



We encourage you to discuss your housing options with your family and friends and to seek independent advice, support and representation as appropriate, in connection with a move to Monica Wills House. Please note: charges are correct at the date shown but may change annually or at other intervals over the period of residence.