

You may have recently settled into your retirement home, or have been living in a Pensions Board property for some time. At the time when your tenancy with us began, you would have received some information about how our services work. This page contains links to the latest key documents, advice and guidance about living in Church retirement housing. This includes where to start if your circumstances change, and you feel you need some extra support.

We will add more information to this page over time. Please let us know if you have any suggestions on what you would like to see here.

Key documents, advice and guidance about your home

- [Tenants' handbook](#), including what you need to know as our tenant, tenancy agreement, some tenant ground rules and information about repairs
- [Introducing your patch officers](#), including housing officer, property service officer and voids and complex case managers for your area
- [Our approach to rent](#)
- [A guide to asbestos](#)
- [Fire safety in the home](#)
- [About condensation in your home](#)

If you need to report a repair need, please contact Sanctuary Maintenance on 0800 916 1434 (from landline) or 0300 123 3566 (from mobile).

Sanctuary is available 24/7 for urgent repair matters.

All residents are also welcome to join our Resident Panel, which meets three to four times a year online. [See more information here.](#)

Newsletters

[Winter Newsletter - December 2023](#)

Changing Circumstances

We understand that circumstances can change during retirement. This includes health conditions and financial circumstances, for you or your household members. It is important that you let us know as soon as possible so that we can guide you through the different options that may be available to you. Please use the form below to get in touch, email housingservices@churchofengland.org or ring us up at 020 7898 1824.

Our welfare advice and housing support services are also available to support you. Please click the image below for more details and contact us



[Welfare Advice and Housing Support](#)



[Change during retirement](#)

[Your Pensions](#)

[Information about Church of England Pension Schemes](#)

Shared Ownership

While we no longer accept applications to our shared ownership scheme, we continue to support existing shared owners in Pensions Board properties. Here are the key documents around the scheme for reference, including details on staircasing arrangements.

[Retirement Housing Shared Ownership Guide](#)

[Shared Ownership - key features](#)

Contact Us

- Current Start
- Preview
- Complete

1 of 3 (0%)

Name

Email Address

Subject

Message

Preview

Your Privacy

Our privacy notice sets out how we use personal data that we hold about you and gives information on how to exercise your legal rights. [You can find it here.](#)

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