

## Your guide to our Property Bulletin

### Introduction

You are receiving this as you have applied for help from us for your retirement housing, or have asked to be re-housed by us during your retirement.

This bulletin provides information on the empty properties we have available, which you may like to choose as your future home.

### Our homes

Our property portfolio changes frequently as vacancies become available.

The bulletin includes essential information about each home including pictures and, where possible, a floorplan, to give you an indication of what they are currently like.

### Improvements we make to homes

All of our empty homes will have maintenance work carried out on them before customers move in to ensure they are safe, secure and meet our quality standards.

We will replace kitchens and bathrooms, for example, if they are likely to wear out within the next 10 years. We will aim to give you full details of the specific work that will be done to your chosen home after you have viewed the property.

### How to select homes that interest you

If you see any properties that interest you in the bulletin, please indicate this in the following way:

1. Select 'Reply' in your email menu bar.
2. Address the reply email to [housingservices@churchofengland.org](mailto:housingservices@churchofengland.org)
3. Include your name in the reply email
4. Include up to three addresses for the properties you are interested in, indicating your 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> preference.
5. Send

You can select up to **3** properties that interest you on every bulletin. Please rank your chosen properties by indicating which one is your 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choice.

Please indicate your interest to us by the closing date specified on the top of the bulletin.

If you would like to discuss any of the properties featured in the bulletin then please contact your housing officer and they will be able to help you. If you don't know who your housing

officer is, please call the Housing Helpline on 0207 898 1824 or email [housingservices@churchofengland.org](mailto:housingservices@churchofengland.org)

If you do not see a property that interests you on this bulletin, you do not need to respond. Please be assured we will be adding new properties as they become available, each month.

### **How the CHARM Rental Scheme works**

Once the date for all property choices has closed, the Housing Services team will look all the chosen properties made by our customers. Where more than one person is interested in the same property, we prioritise viewings for people with the most urgent circumstances, in line with our Allocations Policy.

We will contact you within 10 days of the closing date, to let you know if you have been successful with your selection(s).

If you have been successful, you will then be offered an opportunity to view each property and decide whether any are right for you.

If you do not like any of properties that you view, you can continue to look for your retirement home on future bulletins.

If you have not been prioritised to view a property, we will let you know within 10 days. You are welcome to select the same property again, should it reappear on future bulletins.