

Essential information about living in one of our

Rental Homes

Please read this section as soon as you move in for:

- Information about your home.
- What to do when you move in.
- What you need to know as our tenant.

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How to contact us

By calling:

 **020 7898 1824**

By writing to us at:

 **The Church of England Pensions Board**
Housing Department
PO BOX 2026
Pershore
WR10 9BW

By emailing us at:

 **pbhcustomerservices@churchofengland.org**

Moving in

There are several things that you need to do once you have moved in. You can use this page to keep track on them.

Set up your utility suppliers (see page 6)	
Register for council tax (see page 7)	
Get home contents insurance	
Set up your rent payments (see page 10)	
Let us know your new telephone number	
Register on electoral roll	
Change your address with banks/building societies	
Change your address with your phone company	
Register with a doctor and dentist	
Contact your insurance companies	
Notify the DVLA of your change of address	
Change your address for any subscriptions	
Register with your library	
Register for a parking permit with your council if needed	

How to set up for utilities and register for council tax

You will need to register your details with utility companies for water, electricity and gas (if applicable).

Gas (if applicable)	Electricity	Water	Telephone

- You can either stay with the existing utility suppliers or switch suppliers.
- In both cases you will need to take your meter readings as soon as you move in.
- You can use this sheet to record them, if you wish.

Meter readings

Date:

Gas (if applicable)	Electricity	Water (if on a meter)

To stay with existing suppliers

- Call the current utility suppliers and give them the meter readings.
- You can register with them and set up payment

To change your home's utility suppliers

You are free to change your utility suppliers for electricity and gas (if applicable). You can use utility comparison websites to find out who can offer you the best deal.

For gas and electricity, a switch over to a new supplier can take up to 8 weeks. In the meantime, the existing energy company will continue to provide your utilities. They will need to know your opening meter readings, so they can bill you accurately for this period.

- Call the new supplier, register with them and set up your payment arrangements.
- Contact the existing supplier and let them know you are going to move to another energy supplier.
- Give your existing supplier your meter readings.
- Once your new utility company tells you they have taken over your gas/electricity supply, take meter readings again and provide these to both the new and old suppliers.

Telephone and internet

- If you want just a telephone service, call the existing provider and register with them.
- If you want an internet connection, it is often better value to get a package with a provider that includes telephone and internet
- There are several price comparison websites that can help you find the best deal.

Council Tax

- It is compulsory to register for Council Tax.
- To register for council tax, you will need to contact your local authority council tax department and advise them of the date you moved in.
- Remember to tell them if you are living alone so you get any discount that you are entitled to.

If you need any support or further information about setting your utilities up, please call us on **020 7898 1824**.

These are the essential things you need to be aware of whilst renting your home from us.

Your Tenancy Agreement

We will:

- Ensure your home is safe.
- Carry out any repairs that we are responsible for (see the *Looking after your home* section for more details).
- Get buildings insurance for your home

You must:

- Read your tenancy agreement.
- Pay your rent on time (**see page 10**).
- Get contents insurance cover.
- Use the property as your main home.
- Let us know if you are leaving your home unoccupied for 4 weeks or more.
- Undertake repair and replacement of some fixtures and fittings as detailed in the *Looking after your home* section.
- Report any repairs quickly to us.
- Take good care of your home
- Allow our staff and contractors into the property (with reasonable notice) to carry out repairs, servicing or improvement work.
- Keep your garden clear and maintained.
- Give us information about your home, as detailed

You must not:

- Breach any condition of your tenancy agreement or the terms within this guide.
- Sublet your home or take a lodger in.
- Cause or allow any occupiers or visitors to cause a nuisance to you neighbours.
- Plant trees or climbing plants (other than in pots) at the property.

You can:

- Have family members staying with you.
- Decorate your property. You may be able to:
- Make alterations to your property, but you need our written permission before you start any work. You will have to pay for any work you do.
- Have pets but please ask us before keeping a pet, as in some cases (e.g. if you garden is shared or you live in a flat) this may not be possible

Your rent

How to pay your rent

Your rent is paid monthly, in arrears. Please pay your rent by Direct Debit.

Please call **020 7898 1824** for more information on how to do this.

How and when we review rents

We review our rents annually in line with the terms of your tenancy agreement. Increases are usually in line with the September Retail Price Index.

Your rent will be reviewed on the 1st April each year. We will write to you at least one month before, telling you of any changes in the rental amount.

Rent Arrears

If you have difficulty paying your rent, please contact the Income and Revenue Team either by email at: **incomeandrevenue@churchofengland.org** or call us on: **020 7898 1824** and we can discuss setting up a payment plan with you.

How to make a complaint

If for any reason you aren't happy with any part of our service - including companies who work on our behalf - you can make a complaint.

You can make a complaint in several ways

By calling us on:

 **020 7898 1824**

By writing to us at:

 **The Church of England Pensions Board**
Housing Department
PO Box 2026
Pershore
WR10 9BW

By emailing us at:

 **pbhcustomerservices@churchofengland.org**

We will acknowledge your complaint within 7 days and tell you who will deal with your complaint with their contact details.

We will investigate and respond to your complaint, in writing, within 14 days.

How to make a complaint

What to do if you aren't happy with our response

If you are not happy with the response to your complaint, you can ask for your complaint to be looked at by a manager.

Please do this by writing to the person dealing with your complaint.

A manager will then contact you within 7 days to talk thorough your concerns. They may arrange a meeting with you to discuss your complaint further.

They will then respond to your complaint within 28 days.

If you are still not happy with the response to your complaint, you can write to our Chief Executive, John Ball, at the following address:

 **The Church of England Pensions Board**
Housing Department
PO Box 2026
Pershore
WR10 9BW

John will respond to your complaint within 28 days.

What to do in an emergency

If your home has a gas emergency

- If you smell gas; do not switch on any lights, sockets or electrical appliances.
- Do not use your phone within the property - go outside and use a mobile or ask to use a neighbour's phone.
- Call the National Gas Emergency Service on: **0800 111 999**
- An engineer will come to make safe any leak.
- Ask the engineer to write down the details of any repair needed.
- Call Sanctuary Maintenance on **0800 916 1434** (or **0330 123 3566** from a mobile) to arrange any repairs.

If your home has a fire

- Do not put yourself in danger by attempting to put out the fire.
- Get out of your home.
- Call the fire brigade on **999**.
- Call us on **020 7898 1824**.

If your home has a leak

- Turn off your water supply at the stopcock.
- Call Sanctuary Maintenance on **0800 916 1434** (or **0330 123 3566** from a mobile).

What to do in an emergency

If your home is at risk of flooding

- Turn off gas, electricity and water supplies when flood water is about to enter your home, if it is safe to do so.
- Gather essential items together - such as torches, medication and waterproofs.
- Fill jugs and saucepans with clean water.
- Move your family and pets upstairs or to a high place with a means of escape.
- Do not touch sources of electricity when standing in flood water.
- Keep listening to local radio for updates or call the Environment Agency Floodline on **0845 988 1188**.
- Call **999** if you are in danger.

If your home has been broken in to

- Call the police on **999**.
- Call your contents insurance company.
- Call us on **020 7898 1824** if there has been any damage to the property itself e.g. through forced entry.
- We will need the crime number given to you by the police to pass on to our insurers.
- Call Sanctuary Maintenance on **0800 916 1434** (or **0330 123 3566** from a mobile) for help with making your home secure again.

If you get locked out

- You will need to cover the costs of any work needed by a locksmith

If your home is damaged

- If a third party damages your home e.g. through forced entry, damage caused by a driver or arson - please report it to your local police station.
- Call us on 020 7898 1824 with the crime reference number.
- Call Sanctuary Maintenance on 0800 916 1434 (or 0330 123 3566 from a mobile) to arrange any repair work.

What to do if you want to move out

If you want to move out, you will need to write to us to let us know, at least 4 weeks before your planned move out date. Bear in mind that you will need to continue to pay rent until the property has been vacated and emptied of all your contents.

There are several things you will need to do to prepare for moving out:

Cancel all utility supplies

- Call all your utility companies and your council.
- Give them any meter readings, close your accounts and provide a forwarding address for your final bills.
- Give utility companies and your local authority our address for subsequent bills.
- Let us know who your utility companies are and tell us your readings - complete the *moving out information* form in this pack and send it to us.

Other things to do upon moving out

- Ensure you have taken all your possessions including anything stored in the loft/shed/garage.
- Leave the property in a clean and tidy condition.
- Turn water, gas and electricity supplies off at the mains.
- Deposit your keys in the key safe. We will install one when you give us notice to vacate.

Checklist

Here is a list of things that you may need to do when you move out:

Contact your utility suppliers.	
Cancel your home contents insurance.	
Cancel your phone and internet provider.	
Change your electoral role details.	
Change your address with banks/building societies.	
Change your address with mobile phone providers.	
Contact your insurance companies.	
Notify the DVLA of your change of address.	
Change your address for any subscriptions.	
Complete the moving out information overleaf.	
Redirect your post, with Royal Mail	