

Supporting you during your retirement

Read this for information on how we can help if:

- > your spouse or partner dies;
- > you have mobility problems;
- > you are finding it difficult to live independently; or
- > you are experiencing financial hardship.

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How to contact us

You can contact us:

> by telephone: 020 7898 1824

> by post:

Pensions Board Housing Customer Services,
The Church of England Pensions Board,
PO Box 2026 ,
PERSHORE
WR10 9BW

> by e-mail:

pbhcustomerservices@churchofengland.org

If your spouse or civil partner dies

You do not need to move from your home if your spouse or civil partner dies.

If your tenancy agreement is in your spouse's or civil partner's name, we can put it in your name - this is known as transferring the tenancy agreement. Please get in touch with us as soon as you can, if you would like us to do this.

If you can no longer afford the rent for your current home on your own, we may be able to support you to apply for benefits and grants that you may be entitled to. See p7 for more information on this.

If you want to move, we can explore the options that might be open to you, such as moving you in a different property within our portfolio or with another housing provider.

For more information please call 020 7898 1824.

If you have mobility problems

If you or your partner/spouse are having problems moving around within or using your home, mobility aids such as grab-rails or a raised toilet seat can help you to stay in your home for as long as possible.

Sometimes adaptations, such as taking out your bath and replacing it with a shower or wet room may also help.

Getting mobility aids and adaptations made to your home

We can support you to contact your Local Authority, who will arrange a professional assessment of what would be needed for you to be able to continue to live in and use your home.

We can also help you to apply for funding to pay for the aids or adaptations they recommend. Furthermore, we can manage any building work needed to adapt your home or to put in the equipment.

If you think you could benefit from aids or adaptations made to your home, please call 020 7898 1824.

Finding you a more suitable or adapted home

If it is not possible to adapt your current home, we may be able to find you a different property from within our existing portfolio that would suit you better.

If you are finding it difficult to live independently

If you or your partner/spouse finds living independently to be difficult, we may be able to offer you a place in one of our 7 supported living schemes in England. There you could live in a self-contained flat but with the benefit of staff on hand for support, should you need it.

If you or your partner/spouse needs care, or are suffering from dementia, our care home in Surrey can provide care in a Christian environment, including specialised dementia care.

For more information on the support we can give if you find it difficult to live independently, call 020 7898 1824 and we will talk you through the options open to you.

More information on our supported schemes and care home can also be found on our website www.churchofengland.org/housing.

If you are experiencing financial hardship

If you are experiencing financial hardship, our Welfare Benefits Advisor can help you with:

- > applying for benefits;
- > accessing small grants; and
- > managing any debts.

Applying for state benefits

There are several benefits that you may be entitled to. Some are means-tested and others are available for anyone getting a pension. If you are a carer for a relative or friend you may also be entitled to additional financial support.

You may be able to get help with:

- > winter fuel costs;
- > prescription and healthcare costs;
- > travel costs;
- > housing costs; and
- > council tax costs.

After taking some details over the phone about your circumstances, we will be able to tell you what benefits you might be eligible for and help you complete any applications for them. Please call 020 7898 1824 for more information.

Getting small grants

If you have a low income and an unexpected expense comes up, there are several grant-giving charitable trusts that may be able to help you.

Our Welfare Benefits Advisor can help identify trusts that might be able to help and make an application to them on your behalf. Please call 020 7898 1824 for more information.

Managing debts

If you would like help managing debts or creditors, we can signpost you to debt-management charities who can help. For more information, please call 020 7898 1824. Any information you provide will remain confidential.