

Questions and answers – Transfer of Engagements

December 2024

1. What is a Transfer of Engagements?

A Transfer of Engagements (ToE) legally allows Johnnie Johnson Housing to transfer its assets, liabilities, properties, tenancies, and staff (known as ‘engagements’) to Sanctuary. The transferring society is dissolved upon completion of the ToE. A ToE is permitted under Section 110 Co-operative and Community Benefit Societies Act 2014.

2. Who will be my landlord?

From 1 February 2025, Sanctuary Housing Association will be your landlord.

3. Will my tenancy agreement change?

The only change will be that the name of your landlord/freeholder will change to Sanctuary Housing Association. You won’t need to sign a new tenancy agreement/lease, and you will have the same rights and protection that you have now.

4. How will you communicate with me?

We will continue to write to you with key information about your tenancy, including the outcome of rent reviews. The letters will be Sanctuary branded.

We’ll stop sending out printed newsletters to reduce our carbon footprint and put a greater focus on more accessible, digital communication. If we have your email address, you will receive an electronic newsletter from Sanctuary at least twice a year with useful information and news.

From 1 February 2025 you will be able to access everything you need from the Sanctuary website www.sanctuary.co.uk

5. How can I contact you from 1 February?

From 1 February 2025, you can get in touch with us in the following ways:

 0345 305 5335

 www.jjhousing.co.uk
general.enquiries@jjhousing.co.uk

 Eden Point, Three Acres Lane
Cheadle Hulme, Cheadle, SK8 6RL



- **General enquiries:** For any non-urgent general enquiries, please use the online enquiry form on the Sanctuary website or call [XXXX XXX XXXX](tel:XXXX XXX XXXX) between 9am and 5pm, Monday to Friday.
- **Repairs:** To raise a repair between 8am and 5pm, Monday to Friday, please complete the online repairs enquiry on the Sanctuary website or call [XXXX XXX XXXX](tel:XXXX XXX XXXX). For emergency repairs outside these hours, please call [XXXX XXX XXXX](tel:XXXX XXX XXXX).

6. How can I have my say on Sanctuary's services?

There are different ways to get involved with Sanctuary and share your views from 1 February. You can read more about how you can review and shape Sanctuary's services at www.sanctuary.co.uk/JJH

7. How can I make or escalate a complaint from 1 February?

The complaints processes will move to Sanctuary from 1 February. From this date, you can make a complaint by visiting the Sanctuary website www.sanctuary.co.uk/JJH

If you have an active complaint with Johnnie Johnson Housing that was raised before 31 January and you wish to escalate it after 1 February, you can do this by visiting the Sanctuary website www.sanctuary.co.uk or calling the Customer Service Hub on [XXXX XXX XXXX](tel:XXXX XXX XXXX).

8. Will my rent or service charge increase?

There will be no changes to your rent or service charge because of the ToE.

We will continue to follow Government's rules, which set out the maximum percentage that housing association rents can increase each year. We will complete an annual rent and service charge review as usual and send you a letter about this.

9. Will the way I pay my rent change?

If you pay your rent by direct debit, then you do not need to do anything differently for now.

If you pay your rent through other methods, then this will change from 1 February 2025. Please pay your rent in the way that suits you:

- **Direct Debit:** This is the most convenient way to pay rent on a regular basis. Payments can be set up to be made weekly, fortnightly, or monthly and on any working day. To set up a direct debit with Sanctuary, fill out the form at www.sanctuary.co.uk/set-direct-debit or call [0800 916 1516](tel:0800 916 1516) and Sanctuary will provide you with the details that you will need to set up your direct debit.
- **Standing order:** You can make payments by a standing order through your bank or make an online banking payment. To set up a standing order or online banking payment with Sanctuary, fill out the form at www.sanctuary.co.uk/request-your-account-reference-number-details

- **Online:** You can pay online by going to www.allpayments.net
- **Phone:** You can pay over the phone using our 24-hour automated payment line [0330 041 6497](tel:03300416497) (provided by allpay).
- **PayPoint:** Using your allpay rent card, cash payments can be made at any shop or outlet displaying the PayPoint logo.
- **Post Office:** Rent can be paid by cash or cheque at any Post Office using an allpay rent card.
- **Text:** You can use your mobile phone to make payment after registering with allpay at www.allpayments.net/TextPay

10. Do I need to update my Universal Credit accounts or other benefits?

You do not need to do anything. Your Universal Credit account will be updated automatically as part of the Transfer of Engagements.

11. Who will carry out my repairs?

Johnnie Johnson Housing's contract with Fortem will end on 31 January 2025.

After this date, your repairs will be carried out by Sanctuary. To raise a repair between 8am and 5pm, Monday to Friday, please complete the online repairs enquiry on the Sanctuary website or call [XXXX XXX XXXX](tel:XXXXXXX XXXX XXXX).

For emergency repairs outside these hours, please call [XXXX XXX XXXX](tel:XXXXXXX XXXX XXXX).

More information on how to request repairs can be found on the Sanctuary website at www.sanctuary.co.uk/JJH

12. What are Sanctuary's repair timescales?

- **Emergency repairs** (that pose an immediate risk to your health, safety or security) – attend within 24 hours.
- **Routine repairs** (that are not causing an immediate risk, but we still need to put something right) – complete within 45 days.
- **Major repairs** (works might take longer, due to their complexity and cost) – complete within 90 days.

13. Will I still be able to access the Johnnie Johnson Housing portal?

No. From 1 February 2025, all the information you need will be found at www.sanctuary.co.uk

14. I want to move home. Can I transfer to another Sanctuary property?

Yes, you will be able to apply to transfer to another Sanctuary property or swap your home with a resident of another social landlord. The way you will apply to move or exchange your property can be found on Sanctuary's website at www.sanctuary.co.uk/JJH

15. Will the level of customer service I receive change?

No. Sanctuary will continue to listen to you and put your needs first. Sanctuary wants every customer to get the best service possible.