

HOUSING IN THE DIOCESE OF CHELMSFORD

A GUIDE FOR RESIDENTS

October 2013

INTRODUCTION

This Guide has been prepared to assist clergy and lay workers and their families with the management of their home. It seeks to explain how the system of maintaining our houses works, and to clarify responsibilities. By describing the rights and duties of all involved, we seek to pre-empt any difficulties. We also explain the procedures in case things go wrong. The Guide is regularly reviewed, and comments and suggestions for improvements are welcomed. Please email Anna Franklin, (afranklin@chelmsford.anglican.org). It is always advisable to check the latest edition of this on the Diocesan Website.



Repair and maintenance work is carried out by private contractors and work is supervised and monitored by the Property Department in the Diocesan Office. The Department manages the budget it is allocated by the Diocese, and its work is monitored by the Houses Committee, which also sets the policies and standards for such work. The cost of all agreed repair work is paid for indirectly by parishes through Parish Share.

OUR AIMS are three-fold:

- To provide and maintain good quality houses for the clergy and their families at a cost effective price.
- To carry out work to houses quickly and efficiently within appropriate response times
- To carry out all works bearing in mind the budget constraints, both revenue and capital that affect the whole Diocese.

WHAT IS THE DIOCESAN RESPONSIBILITY FOR REPAIRS?

The DBF is legally responsible for:

- The structure and exterior of the building.
- The installations for space heating, water heating and sanitation, and supply of water, gas and electricity.
- Payment of council tax, water rates and insurance of the structure.
- Anything belonging with the house, ie: fixtures and fittings.
- Periodic (5 yearly) survey of the house.

WHAT IS THE RESIDENT'S RESPONSIBILITY?

You are responsible for:

- Anything that belongs to the those living in the house and for appropriate house contents insurance.
- Fuses, battery smoke detectors, tap washers, clearing (or paying the charge for clearing) negligently blocked waste pipes, gullies, man-holes and drains. Cleaning out gutters as necessary to ensure free flow.
- Replacement of basins, glass to windows, doors, etc., due to accidental damage (this may be covered by your own house contents insurance, or the Diocesan insurance of the structure - see page 9).
- Minor items of repair to the building and services up to the value of £50 including VAT. Examples of items the Board will not pay for include tap washers, batteries for door bells, plug chains etc.
- Internal decorations - the PCC is expected to help with decorating, or paying for decorating, one room a year on average (see Chelmsford File section E10. You should not leave the house decorated in colours which will make it difficult for your successor to redecorate, in other words please use neutral colours where possible and not brightly coloured gloss work.

- Repairs due to misuse, neglect or damage by you, your family, your visitors and by any domestic pets.
- Keeping the garden neat and tidy, grass mown and trees pruned (except species such as oak, ash, elm etc.). You should look after any sheds (including those provided by the Board), greenhouses, all shrubs and plants (including ivy/creeper types), hedges (to a maximum height of 2.5 metres), ponds, garden ornaments, and clothes posts/rotary dryers. Any essential major work to ornamental or fruit trees will be carried out as part of the works when you first arrive, after which they will be your responsibility.
- Pest Control. The eradication of pests and vermin. eg. wasps, bees, cockroaches, ants, mice, rats, rabbits, squirrels, birds etc. You should contact your local authority pest control officer.
- Replacement of lost keys (and door locks where necessary) or keys broken in locks.



- Paying all gas, electricity and telephone bills.
- Keeping the house in a good and clean condition during your occupancy (fair wear and tear excepted), and then removing all your personal property and rubbish from the house and grounds upon vacation.
- Allowing a Diocesan Surveyor or other consultants appointed by the DBF to inspect the house at all reasonable times by prior arrangement.
- If you have oil fired central heating - not letting the supply run too low before the next delivery thus avoiding silting up the boiler system.

You May Not:

- Sublet the house to anyone or take in a lodger without the prior written consent of the Senior Property Manager and your Archdeacon
- Make any alterations to the house or do anything that might affect the fire insurance premium without the previous written permission

of the Senior Property Manager. If in doubt please ask. In general, the legal situation is set out in the Repair of Benefice Buildings Measure 1972. In the words of the measure, your responsibility (as a resident living in accommodation provided as part of your terms of service) is 'equivalent to that of a tenant'.

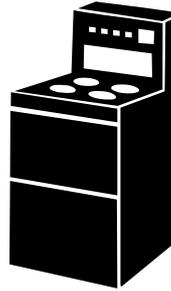
EQUIPMENT LIST (not belonging to the benefice)

The following are examples of equipment that might, typically be at a property, but are not provided or maintained by the Diocesan Board of Finance (DBF):-

Bathroom cabinet
Battery Operated Doorbells
Bedroom shelving
Burglar alarm system #
Clothes line, rotary clothes dryer
Curtain rails or poles
Dimmer switches
Dishwasher
Electric fires
Electric light bulbs
Extension leads
Extractor fans (except kitchens, bathrooms, utility rooms, shower rooms & cloakrooms)
Extractor hood
Fitted cupboards/units (except kitchen units)
Fitted wardrobes
Floor coverings (except wet areas)
Fluorescent tubes
Garden furniture
Garden ornaments
Garden ponds
Garden shed
Greenhouse
Hedges
IT equipment
Lamp shades
Loft ladders
Ornamental and fruit trees
Oven, hob, cooker, fridge, freezer



PIR security lights #
Plants
Radiant heaters/lamps
Satellite dish,
Secondary glazing
Shelving (except study shelves)
Shower curtain
Shrubs
Telephone handsets
Tumble-drier
TV aerial
Venetian & roller blinds, curtains & pelmets
Wall heaters
Wall lights
Wall mirrors
Washing machine



The DBF will service and repair gas fires but will not provide new or replacement units.

Grants are available towards the cost of security measures and PIR lighting but the resident is responsible for the ongoing payment of any maintenance costs.

HOW DO YOU GET SOMETHING REPAIRED?



When you need a repair that is not something you or the PCC are responsible for (see ‘What is the resident’s responsibility?’ above), contact the ‘**PROPERTY HELPDESK**’ on **01245 294471 (Sheila)**. It is helpful if you give as many details as possible including:

1. Your name, address and telephone number (where you can be contacted during the day).
2. What and where the problem is.
3. Access details or times during the week when a contractor or a member of staff can inspect or carry out the repair. Please be as flexible as possible, giving times for access, as it is often not possible to make specific appointments.

4. Any other information you think will be useful (e.g. the make of a central heating boiler).
5. Details of specific contractors that you think should be invited to tender for the work (where applicable).

HOW WILL YOU BE KEPT INFORMED?

The Property Department will confirm your request and provide details of the planned response. If the work is of a substantial nature you will normally receive a copy of a repair order indicating:

- The contractor who will carry out the work
- The date it was requested
- The access details you gave

HOW QUICKLY WILL WORK BE DONE?

We are committed to dealing with repairs as soon as possible. Given the range and number of repairs we receive, we have divided them into categories of urgency. Repair orders are regularly monitored by us in terms of response times. The following is a guide indicating how quickly we should respond to your repairs.

Priority 1 - Immediately/within 24 hours

Includes only work that is required to prevent danger to life and limb or extensive damage to property e.g. burst main water storage tank, no electricity (not a power cut), repair or renew front/back door lock, gas leaks.

Priority 2 - Within one week

Includes work to prevent acute discomfort or serious inconvenience to the residents, potential health risks or serious damage to the property e.g. defective central heating, no hot water, defec-

tive cold water tank.

Priority 3 - Within four weeks

Includes work which is not urgent but if left untreated would cause inconvenience to the residents or long term damage to the property e.g. repairs to gutters and down pipes, repairs to chimneys.

Priority 4 - Within agreed time scale

Includes work to put right long term defects, repair or renewal of boundary fences, boundary walls, outbuildings and garages, and cyclical work.

WHAT DO YOU DO IN AN EMERGENCY?

In an emergency (see Priority 1), during office hours, ring the **Property Helpdesk** and report these repairs in the normal way. If your emergency occurs outside office hours, then you should ring a local contractor and instruct them to carry out work sufficient to solve the emergency. A list of approved contractors who may be able to help in an emergency, with their telephone numbers, appears at the end of this Guide. Please ensure that you report your actions to the Property Department as soon as possible. If in doubt you may like to contact your Archdeacon for advice. **You will be required to pay all associated costs if you call out a contractor for repairs that do not require emergency attention.**

EMERGENCIES IN THE HOME



The following advice or information may be useful in an emergency:

Gas leaks If you smell gas take immediate action:

- put out any naked flames and cigarettes
- open windows
- turn off all gas appliances

- turn off the gas supply at your gas meter
- contact the gas supplier - 24 hour free service
- do not use any electrical appliances including lights, or operate electrical switches.
- inform the Property Department immediately.

What to do in case of fire

- Get everyone out of the building
- Call the Fire Service immediately on 999
- As you leave the building close all doors and windows (to prevent fire spreading). Do not allow people to re-enter the building.
- If possible switch off gas and electricity supplies
- Do not use water to douse a fire where it involves an electrical supply, fat, oil or spirit

You must inform the Property Department as soon as possible after any fire has occurred in your home.

Stopvalves : If you do not already know where stopvalves (formerly stopcocks) are located, you should find out and check them regularly.

Burst water pipes : You should either turn off the water supply to an appliance or to the whole house. If you have central heating, turn off the gas and any electrical controls as well. In all cases report the problem immediately to the Property Department.

WHAT IS COVERED ON THE DIOCESAN INSURANCE?



The property structure is insured by the DBF under a buildings policy. Some fixtures and fittings which are not the responsibility of the DBF may be included in the cover (e.g. built in ovens and hobs). The claimant would be expected to pay the excess (currently £100) on any claim involving these items. Insurance cover is always limited so if a property is expected to be left unoccupied for a period of 28 days or more, please notify the Property Department immediately and prior to

this event occurring.

If a claim arises from neglect, misuse or accidental damage caused by the residents, then claimants are expected to pay the excess deducted by the insurer.



RETIRING CLERGY

With the agreement of the Archdeacon, retiring clergy may be allowed to remain in the house for a month following their retirement date rent and rate free. If they remain for longer they will be responsible for council tax and water rates and these payments will be deducted from their ex-gratia payment. They may also be required to pay rent.

WHAT IF YOU HAVE A COMPLAINT?

The Property Department has a complaints handling procedure which we would appreciate that you follow. If you have a problem with the way in which work has been carried out to the house, the time-scale for the work, or some other problem, please let us know. Your Archdeacon will also be willing to give informal advice, and a listening ear. The order in which to do things should be as follows:

1. Notify the surveyor dealing with the work and request a suitable response. If you are still dissatisfied, please contact the Senior Property Manager, Richard Smith, (rsmith@chelmsford.anglican.org)
2. If you remain dissatisfied with the response, write to the Chief Executive, John Ball, at the Diocesan Office, (jball@chelmsford.anglican.org)

3. If the situation is still not resolved, write to or ring the Chairman of the Houses Committee, Derek Smith, 12 Mee-son Meadows, Maldon, CM9 6YS, 07801 347554.

EMERGENCY CALLS

Most of these companies will not have staff on call. However, they have agreed to accept calls on the numbers listed below (some are personal home numbers) and will do their best to help.

ELECTRICAL WORK

JSW ELECTRICAL: 01245 354247 (ansaphone)
Mob: 07922 172944 (Jamie)

HEATING AND PLUMBING

PC OIL SERVICES: Mob: 07795 191977
(Oil Boiler Breakdowns)

WARMHOUSE SERVICES: 01992 762245/ 768686
(Gas Boilers) Mob: 07831 235629
Mob: 07957 168432

RUPERT SMITH: 01206 824379
(Heating & Plumbing) Mob: 07801 365359

TOM CARTHY 01992 570286
(Heating & Plumbing) Mob: 07850 411868

DRAINAGE SERVICES

DRAINAGE & HYGIENE: 01245 269002

BUILDING WORK

E H ARCHER & SON

01708 761527

Mob: 07850 817099

DAVID PANNELL

Mob: 07855 397049

KEITH BROYD

Mob: 07889 680534

HOW TO GET IN TOUCH WITH US:

Property Department, Diocesan Office

For repairs contact the **Property Helpdesk** on:-

tel: 01245 294471 or 01245 294400,

fax: 01245 294445 or 01245 294477

e-mail: sdowns@chelmsford.anglican.org or
reception@chelmsford.anglican.org



Meet the Property Services team:

Richard Smith	Senior Property Manager	01245 294436
Kevin Quinlan	Deputy Property Manager	01245 294415
Trevor Martin	Senior Clerk of Works	01245 294414
Sid Rudd	Building Surveyor & Lettings	01245 294417
Terry Beeson	Clerk of Works	01245 294418
Jean Cairns	Finance Officer	01245 294435
Anna Franklin	Property/Glebe Officer	01245 294420
Sheila Downs	Helpdesk Coordinator	01245 294471

All email addresses are initial + surname @chelmsford.anglican.org
(eg: sdowns@chelmsford.anglican.org)

The Chief Executive:

John Ball jball@chelmsford.anglican.org

01245 294400

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**THE CHURCH
OF ENGLAND**

