

## **Clergy Housing Guide for Clergy & Families in Benefice, Glebe or Board Owned Houses**

### **CONTENTS**

#### **Section 1 – Formal Responsibilities**

- 1.1 Maintenance & repair of houses
- 1.2 Quinquennial inspections
- 1.3 Interim repairs
- 1.4 Vacancy repairs
- 1.5 Improvements

#### **Section 2 – Day to Day Matters**

- 2.1 Carpets & curtains
- 2.2 Central heating boilers
- 2.3 Condensation
- 2.4 Cooker grants
- 2.5 Decoration
- 2.6 Drains
- 2.7 Drives
- 2.8 Electrical installations
- 2.9 Fixtures & fittings
- 2.10 Garden
- 2.11 Insurance
- 2.12 Interregnum
- 2.13 Leaks
- 2.14 Legionella
- 2.15 Livestock
- 2.16 Pest control
- 2.17 Rain water goods
- 2.18 Security
- 2.19 Smoke alarms
- 2.20 Smoking
- 2.21 Statutory notices
- 2.22 Storm damage
- 2.23 Unauthorised entry

#### **Section 3 – Responsibility for Costs**

- 3.1 Business Committee responsibilities
- 3.2 Local responsibilities

#### **Section 4 – Relationship between Clergy and the Business Committee**

#### **Section 5 – What to do if you identify that work is required**

- 5.1 Ad hoc works and emergency works identified during office hours
- 5.2 Emergency works required out of office hours

## **SECTION 1 - FORMAL RESPONSIBILITIES**

1.0 A parsonage is first and foremost a home for a priest and their family, as well as a place of work. It has to meet the needs of present and future families whose circumstances and views may differ as widely as priests' approach to ministry. The Business Committee administers a stock of houses of considerable variety in design and age. Each has two family rooms (excluding the kitchen) and four bedrooms. One of the family rooms may be used to offer hospitality, although this should not be regarded as a substitute for a proper parish meeting room. There is a study for quiet activities, both pastoral and administrative, for interviews or small meetings.

### **1.1 The maintenance and repair of Parsonages, Board of Finance and Glebe properties**

1.1.1 The Repair of Benefice Buildings Measure 1972 (RBBM) and subsequent amendments regulate the maintenance and repair of parsonage houses and team vicarages; for consistency and to provide appropriate upkeep, houses owned by the Board of Finance and Glebe are included in the same repairs round. Throughout the handbook, references to parsonages are synonymous with houses for non-beneficed clergy.

1.1.2 "Maintenance and repair" means first keeping the structure and exterior of houses wind and weatherproof, (to include doors, windows and rainwater goods) and to keep in proper working order the water, drainage, electrical, gas (or oil where applicable) central heating installations, fires and cookers. Second the fixtures and fittings in kitchens bathrooms and toilets and any other fixtures and fittings that belong to the property. Finally, to keep in satisfactory order property boundaries, gates, paths and drives.

1.1.3 Whilst the relationship between the committee and incumbent is similar in many respects to landlord and tenant, a parsonage is a family home for living and working and is regarded as such by the committee and its officers.

### **1.2 Quinquennial Inspections**

1.2.1 At intervals not exceeding five years each benefice property must be inspected by the Diocesan Surveyor. The report prepared by the Diocesan Surveyor will state what repairs are required, recommend any improvements and estimate their costs. The report will state whether the parsonage house should be replaced and whether any outbuilding(s) is/are superfluous. It will also comment on the state of the interior decoration and fixtures and fittings and advise on insurance values.

1.2.2 The report should also identify and include repairs caused by deliberate damage or default by the occupants.

1.2.3 The incumbent will have a copy of the report and thirty days in which to comment upon it. The Business Committee will consider the report and any representations. Once agreed the surveyor will obtain quotations, and when they

have been confirmed and subject to available funds, will arrange for the work to be put in hand. (A list of work deferred for whatever reason is kept by the surveyor). When satisfactorily completed, the Diocesan Surveyor will check the work and authorise payment of accounts. The Business Committee considers the whole of one year's reports "en bloc". This enables it to have a clear view of its commitments for the coming financial year and to arrange priorities. This is important to remember; if an inspection is carried out in April the report may not be considered by the committee until December of that year when all the other houses have been inspected. The total of the surveyors estimates for work is compared with the budget available. If estimates exceed the budget maintenance requirements are addressed in the order of their priority.

### **1.3 Interim Repairs**

- 1.3.1 These arise between quinquennial inspections and include the annual service of gas and oil fired heating installations and unavoidable repairs varying from cleaning out rainwater goods, repairing a leak to replacement central heating boilers.
- 1.3.2 The Diocesan Surveyor should be kept informed of problems that arise for three reasons: first matters may not be as simple as they first appear and the surveyor's guidance may be required; second a running total of expenditure for work-in-hand is kept in order to control the budget; and third authorisation for all expenditure should be obtained before work is ordered. Some minor matters may be dealt with and reimbursement requested without comment, but many problems will benefit from a word with the surveyor, as they may indicate a larger problem on the way. If in doubt always contact the surveyor but please try to avoid contacting the surveyor for minor matters.

### **1.4 Vacancy Repairs**

- 1.4.1 As soon as possible after a house is vacated the surveyor will make the first of two visits and assess any necessary repairs and improvements. The sequestrators, usually the churchwardens and rural dean, provide access to the parsonage. It is essential to ensure that vacant parsonages are in a satisfactory state of repair and do not inhibit future appointments. A list of repairs and potential improvements will be drawn up and circulated to the churchwardens and should be made available to candidates. The work is put in hand as quickly as possible, sometimes by the time of the second visit it will have been completed. Colours are for walls magnolia, ceilings in white matt finish, white woodwork or existing low maintenance natural wood finish.
- 1.4.2 Strong colours are always avoided, as they are difficult and expensive to cover. The committee hopes to give clergy a good start to their ministry and have the house returned in similar condition when they move on.

## 1.5 Improvements

- 1.5.1 The Measure concentrates on the repair of parsonages as, when it was written, it was expected that the Church Commissioners and PCCs would continue to contribute to improvements. Times have changed; the Church Commissioners no longer make grants available for improvements and, with all the financial pressures faced by PCCs, the Committee has agreed that PCCs will no longer be requested to contribute towards the cost of improvements, although voluntary donations are more than welcome. Consequently, the budget for improvements is often limited.
- 1.5.2 Improvements may include such items as: new double-glazed windows (replacing single-glazed units), new kitchen and/or bathroom units (upgrading existing fittings) a new and upgraded central heating system (for instance replacing a single pipe system with a double pipe). For some schemes the Business Committee may seek assistance from Marshall's Charity. The charity has limited funds and allows only one annual application on 30<sup>th</sup> September. Grants apply only to parsonages and team vicarages. Most improvement work is identified in the quinquennial inspection report or at a vacancy visit and for budgeting purposes is generally only considered at these points in time.

## **SECTION 2 - DAY TO DAY MATTERS**

### **2.1 Carpets and curtains**

- 2.1.1 These are the responsibility of the clergy family. A disturbance allowance is paid at the start of an appointment which covers or makes a contribution towards their cost. Additional expense and replacements are always the clergy family's responsibility.

### **2.2 Central heating**

- 2.2.1 Boilers are serviced annually but will often give no indication that they are about to fail. Boilers are replaced when an economic repair is not possible. In the event of an emergency please see section 5 of this guide.

### **2.3 Condensation**

- 2.3.1 Often mistakenly described as "damp" it is a feature of our centrally heated and relatively draught free homes. Warm moisture will condense on a cold surface and if not wiped dry, bacteria will grow to form "black mould". Condensation occurs where there is a cold surface and poor ventilation, in the corners of rooms, behind furniture - particularly on outside walls - and abundantly on kitchen and bathroom ceramic tiles. Extractor fans will disperse steam in kitchens and bathrooms but condensation usually has to be wiped dry. If you need to dry clothes inside the house close the room door and open a window. At the first sign of black mould eradicate it with a branded product or a half and half mixture of bleach and water. Apply it with a cloth in a living room or bedroom or a fine spray on ceramic tiles. Take care - wash off skin splashes and do not spill it on fabrics or absorbent material. Build ups of black mould are difficult to remove so early treatment is important; prevention is better, wipe dry whenever possible. Always observe the safety instructions displayed on the product.

### **2.4 Cooker grants**

- 2.4.1 A grant of £400 is available for a new cooker plus the cost of fitting the new cooker to an existing gas or electric point. To fund a replacement, confirmation of a cooker's unserviceability or uneconomic repair costs should be provided. Householders will be expected to fund the additional expense of more costly appliances and accept that they remain the property of the benefice.

### **2.5 Decoration**

- 2.5.1 External decoration and internal decoration as a consequence of repair work and at vacancies are funded by the Business Committee. Every seven years should it be needed the committee will fund the cost of redecorating the hall staircase and landing. In the past only the hall staircase and landing were completed at a vacancy and parishes were expected to provide either a working party or the cost of labour with the committee refunding the cost of materials but today the committee will fully fund those areas of the house that require decoration.

External decoration of the house is always the committee's responsibility. When occupied by a clergy family internal decoration remains always a local responsibility although the cost of material, emulsion and/or gloss paint, but excluding wallpaper, is refunded. Pastel shades only are allowed strong colours are difficult and expensive to cover for subsequent occupation; it tends to be children that like the strong colours, encourage them to find other forms of self-expression!

## **2.6 Drains**

2.6.1 Blocked drains must be cleared and repairs effected quickly. Never delay, call the Property Team as soon as there is a problem. The Property Team must be kept informed to decide upon further action and, if necessary, inform insurers. In the event of an emergency please see section 5 of this guide.

## **2.7 Drives and Hardstanding**

2.7.1 Bitumen bound surfacing is resistant to occasional oil droppings but can be softened and damaged by significant oil spillages. If left in contact with asphalt, any oil product will dissolve into the bitumen binder and soften it. Where oil spillages have occurred, the best course of action is to soak up the oil before it has time to damage the asphalt.

2.7.2 The jockey wheels of trailers and caravans, and feet of ladders concentrate a large load over a small area and can give rise to indentation of the driveway surface. Newly laid driveways and warm south-facing driveways are particularly prone to this kind of damage. You are advised to use items such as a block of wood, a plank, a sheet of plywood, or a paving slab to spread the load.

2.7.3 Older driveways can be prone to growth of vegetation through the asphalt. The best course of action is to first kill by means of leaf acting weed killer such as Roundup.

## **2.8 Electrical installations**

2.8.1 These are tested as part of the quinquennial inspection and at a vacancy. In the event of an emergency please see section 5 of this guide.

## **2.9 Fixtures and Fittings**

2.9.1 These belong to the house, are the responsibility of the Business Committee and are included in Quinquennial Inspection surveys.

## **2.10 Garden**

2.10.1 Ivy and climbing plants

The removal of ivy and other clinging climbing plants from all walls is necessary to good maintenance as they damage pointing and brickwork over time. Please

keep them well trimmed: ivy should be cut off at ground level and treated (and retreated) so that it does not return. Leave the ivy until it has dried out when it will be easy to remove. If the ivy has grown into the roof space a contractor should be requested to carefully remove it. The emphasis is on care as roofs have been badly damaged by the over enthusiastic removal of ivy. The cost of the gardening products used will be reimbursed and the cost of removing ivy from within the roof space. There are climbers that are very attractive that do not cling to walls. They require trellis to support them and do not adversely affect the fabric of the house.

## 2.10.2 Paths and drives

The removal of moss and weeds from drives and paths is regarded as gardening and the cost of weed killer or other product only will be reimbursed.

## 2.10.3 Boundary Hedges and Fencing

Hedges should be kept to a height of no more than 1.8m to 2m and are a local responsibility. The business committee may at its discretion reduce their height at the interregnum but at no other time. Leylandii and Beech hedges can grow to 20m in height so need two cuts per year including the tops. It will be appreciated if no new Leylandii are planted. It is essential they are cut to maintain them at the required height. The painting and treatment of fencing similarly is a local responsibility although the cost of materials will be reimbursed. The parsonages repair fund will pay for the repair of fences due to wear and tear, storm damage or vandalism.

## 2.10.4 Trees

For gardens that contain mature trees, a tree survey will be commissioned at the same time as a Quinquennial inspection is due. The report and any works will be paid for out of the Parsonages budget.

## 2.11 Insurance

2.11.1 All parsonages are insured (Buildings Insurance Only) with the Ecclesiastical Insurance Office plc. Values are reviewed with each quinquennial inspection report and cover the building, fixtures and fittings and public liability. It does not cover storm damage to fencing, although deliberate damage to fences is included. **Sheds and other freestanding outbuildings are the occupant's responsibility to insure, as well as their personal possessions and contents.**

## 2.12 Interregnum

2.12.1 Correspondence is sent to the churchwardens detailing how to look after the house during an interregnum, with copies to the PCC Treasurer and the Rural Dean (where appropriate). The sequestrators are the wardens and rural dean so they should be informed about anything to do with the house during a vacancy. This will include the interval whilst the house is being replaced or sold. The

diocesan office does not have the resources to look after a vacant house and relies entirely on the goodwill of churchwardens and church members.

2.12.2 If a house is to stand empty during the winter months, the Business Committee will arrange and pay for the heating and plumbing systems to be drained down to prevent flood damage from burst pipes.

## 2.13 Leaks

2.13.1 Roof leaks are not to be tackled by anyone other than the appropriate tradesman and the surveyor must be involved at the earliest opportunity. In the event of an emergency please see section 5 of this guide. The cost of consequential decoration will be met by the Committee.

2.13.2 Water Leaks - **know the location of the stopcock for the water main and ensure that it is always in working order.** Try it occasionally and if it is difficult to operate ask a plumber to ease it.

2.13.3 If the central heating springs a leak, try to contain it by filling pots and pans. Turn off the water supply at the stop cock.

2.13.4 If the hot water cylinder leaks run off all the hot water and turn off the cylinder's water supply to prevent it from being refilled. Leaking hot water cylinders are always replaced; repairs are not cost effective.

## 2.14 Legionella

2.14.1 Legionnaires' disease is a form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella. All man-made hot and cold-water systems can provide an environment where Legionella can grow.

The risks from hot and cold-water systems in most residential settings are generally considered to be low owing to regular water usage and turnover.

To ensure that the risks remain low:

- If the Property Team has provided you with advice that is specific to your house please ensure you follow it
- Ensure the lid on the cold-water tank is not removed and let the Property Team know if the lid is missing or does not fit properly
- Set the temperature of the hot water cylinder to ensure water is stored at 60°C
- As a general principle, outlets on hot and cold-water systems should be used at least once a week to maintain a degree of water flow and minimise the chances of stagnation. Water outlets that are not used often should be flushed through for at least 2 minutes on a weekly basis, hot water set at a min of 50 degrees centigrade
- Tell the Property Team if the hot water is not heating properly or there are any other problems with the system



## **2.15 Livestock**

2.15.1 Permission should be sought from the Business Committee before keeping livestock, for example chickens. Upon vacation, any damage caused by keeping livestock should be made good and the house and garden left in a similar condition as when it was occupied.

## **2.16 Pest Control**

2.16.1 Local authorities have vermin and pest control departments, which will investigate an infestation of vermin, such as rats or mice. Some include squirrels and the removal of wasps' nests. Always try your local authority's environmental services department first before contacting the Property Team for details of a private contractor.

## **2.17 Rain Water Goods**

2.17.1 These are checked at the quinquennial inspection but if you live in an environment where there are a lot of trees the RWGs (gutters, valleys and downpipes) may need clearing annually. Should this need doing, please contact the Property team.

## **2.18 Security**

2.18.1 The Business Committee will pay for the installation of an intruder alarm, security lights, door viewer and other security measures, which are available on demand. A report on security will form part of the Quinquennial Inspection report. If you have any concerns, please contact the surveyor. Advice locally is usually available from the Police through their Crime Reduction Officers.

## **2.19 Smoke Alarms**

2.19.1 A minimum of two are fitted. Please check to see whether they are in place. If you are a new occupant change any batteries immediately – you did not fit them and do not know how old they are. Thereafter test the alarms weekly, keep them free from dust and cobwebs, and change any batteries at least annually - sooner if required. If an alarm keeps going off it may need to be re-sited in a more suitable position. The Committee will pay for their supply and fitting but thereafter replacing batteries is a local responsibility. There are a few parsonages with very high ceilings, which require a contractor's long ladders. In these exceptional cases the Committee will refund the cost of replacing the batteries.

2.19.2 In compliance with The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 legislation, the Diocese of Derby continues to install hardwired detectors as part of the quinquennial programme. It is possible that you still have a battery powered smoke detector which complies with the regulation. However, we will look at replacing these as we progress the quinquennial programme. If you have any ongoing concerns regarding fire safety at your house, please do

not hesitate to the Property Department.

## **2.20 Smoking**

2.20.1 The following is an extract from the Church Commissioners guidelines “The Smoke Free (Exemptions and Vehicles) Regulations 2007, Guidance for Parsonage Houses.”

2.20.2 The smoke-free law only applies to parts of dwelling that are used solely as a place of work. In a parsonage it is likely that the study would be the only area that may be affected and would only become statutorily smoke-free if the incumbent had two or more secretaries, or other church workers, who did not live at the parsonage and used the study solely as their place of work within the parsonage. The incumbent himself is unlikely to use his study solely as a place of work and this therefore exempts it from the regulations.

2.20.3 If parts of the dwelling are used for both work purposes and private residential purposes, for example a living room which doubles as a meeting room, the new smoke-free law will still not apply.

2.20.4 With respect to the parsonage grounds, a public place includes both permanent structures and temporary ones such as tents and marquees which may therefore be caught if, for example, they are open to the public for a church fete to which any member of the public could attend. Private functions are exempt.

2.20.5 Nothing in the law, of course, takes away the occupier’s right to not allow smoking in any part of the premises.”

2.20.6 For further information, log onto [smokefreeengland.co.uk](http://smokefreeengland.co.uk) or phone the smoke-free England Information Line on 0800 169 1697 for the full guidance and to order or download free no smoking signs.

## **2.21 Statutory Notices**

2.21.1 Any notice received from a planning authority for example for a neighbouring or near property, road scheme, and tree preservation orders, a national utility company, Valuation Office (for instance on re-valuation for Council Tax) or other local authority department should be sent to the Property Team at Derby Church House without delay. Such notices are often very important, have a time limit for response and failure to respond can put us at a significant financial disadvantage.

## **2.22 Storm damage**

2.22.1 Please advise the Property team immediately. Damage will be made good and reimbursement will be sought where appropriate through our insurers. In the event of an emergency please see section 5 of this guide.

2.22.2 Although a secure boundary is highly desirable, the budget’s priority is housing repairs. Fences are not insured against storm damage, only malicious damage.

Similar considerations apply to trees, except where there is a danger to persons and property; there are Tree Preservation Orders to check before work is carried out.

## **2.23 Unauthorised entry, burglary, malicious damage**

2.23.1 The police will recommend a company to board up broken windows and doors etc. and this should be done. When covering UPVC units however, the UPVC must not be pierced by nails or other fixings, as frames and doors will be ruined and will have to be replaced. Contact the surveyor so that arrangements may be made for the immediate replacement of glazing and other repairs. All repair costs will be met by the Committee, which seeks reimbursement through insurance.

## **SECTION 3 – RESPONSIBILITY FOR COSTS**

### **3.1 Business Committee**

3.1.1 Subject to costs being agreed before work is ordered (except in emergencies) and the availability of funds the Committee will pay for the following:

- 1 Repairs to the external fabric of the house, and internal fixtures and fittings (e.g. kitchen, utility room, toilets and bathroom.)
- 2 Improvements arising from quinquennial inspection reports.
- 3 Intruder alarm systems – installation cost only.
- 4 At seven-year intervals, the cost of redecorating if required, the hall, staircase and landing, using gloss and emulsion paint. In addition, the Business Committee will reimburse the cost of materials, gloss and emulsion paint, for decorating the rest of the house again at seven year intervals.
- 5 Consequential decoration following repairs ordered by the Committee (e.g. electrical rewiring, replacement heating system).
- 6 Fence repairs and tree surgery.
- 7 Annual maintenance and repairs arising on gas, oil-fired central heating systems, gas fires gas cookers and having chimney's swept.
- 8 The electrical installation test and work arising.
- 9 Floor coverings in the kitchen, bathroom and WC
- 10 Council Tax (paid by the DBF)
- 11 Water and sewerage charges for curates' houses only

### **3.2 Local responsibilities. Usually the vicar will pay for these items, but PCCs may make a contribution to help their priest**

- 1 The maintenance and minor repair of intruder alarm systems and replacement of security light bulbs including parsonages and curate's houses. The main reason for their installation is to protect personal property so their maintenance and repair should be a local responsibility. The committee will pay for major repairs, as costs often lead to the replacement of a system. Support and Sector priests who do not have the support of a parish may at the discretion of the committee claim reimbursement for the cost of maintaining their intruder alarm systems.
- 2 The cost of labour for the internal decoration of the house
- 3 The supply and/or maintenance of sheds and summerhouses.
- 4 The supply and installation of television aerials, satellite dish receivers, and the installation of cable services.
- 5 The supply *and* installation of telephones and telephone lines.
- 6 Water and sewerage charges for parsonages. These charges are definitely a matter for the PCC to discharge.
- 7 Gas, electricity and/or oil charges for parsonages.
- 8 Fencing to contain pets
- 9 Reinstatement of doors following the fitting / removal of cat and dog flaps.
- 10 Batteries for smoke alarms.

## **SECTION 4 – RELATIONSHIPS**

### **4.1 The Relationship between Clergy and the Business Committee**

4.1.1 Section 13 of the RBBM states that "the incumbent shall have a duty to take proper care of a parsonage house, being a duty equivalent to that of a tenant to use premises in a tenant-like manner." Whilst the relationship between the committee and incumbent is similar in many respects to landlord and tenant, a parsonage is a family home for living and working and is regarded as such by the Board and its officers. For the purposes of this paper "incumbent" also includes any clergy or lay workers and their families in houses administered by the Parsonages Committee.

4.2 Further definition of duties is as follows:

4.2.1 To notify the Property Team of any repairs that are required without delay. This will include any planning or public utility notices, and knowledge of substantive proposals being developed. In the case of urgent repairs, or for reasons of safety, or in mitigation of further damage, or to meet a liability to other persons you may be required to take immediate action (e.g. at a weekend) but the Property Team must be informed as soon as possible.

4.2.2 To keep the interior of the property in a good and clean condition and to decorate all internal parts of the property as frequently as is necessary to keep them in good decorative order. The use of white gloss/satin/matt finish paint or clear varnishes only on wood as appropriate and pastel shades of emulsion paint on walls. Please do not paint over natural wood finishes as these are designed to be maintenance free and further costly painting will inevitably be required. The reason for requiring pastel shades on walls is that strong colours are difficult to paint over requiring either several coats, or papering which raises the cost of maintaining houses. Anaglypta wallpaper is permitted but the committee does not reimburse the cost of the paper. (The Board reimburses the cost of primer, undercoat and gloss/eggshell/satin finish paint, clear varnish and emulsion.)

4.2.3 Where UPVC windows are fitted the frames should be cleaned when the windows are cleaned. Annually clear debris from the sluicing channels and use a light machine oil sparingly to lubricate hinges and other moving parts. Check the condition of the weather seals and report any evidence of damage

4.2.4 To make good any damage done to the property caused by the occupants or any visitors (fair wear and tear excepted) and to preserve the fixtures and fittings from being damaged or destroyed and not removing them from the property. Accidents happen however, if so inform the surveyor who will organise the repairs which are generally done at no charge.

4.2.5 Please refrain from drilling and raw-plugging and fixing shelves hooks cupboards etc. through ceramic tiles particularly in showers/bathrooms as this can cause leaks, and when fixtures are removed the whole area has to be retiled.

- 4.2.6 To protect all water pipes from damage caused by frost or other cold weather conditions. Pay particular attention to exposed pipes and those in the loft. With insulated lofts there is no residual heat to prevent freezing; ensure all bends in pipework are properly covered (costs of lagging and its installation will be reimbursed). Please take special care if leaving the house unattended during the winter months.
- 4.2.7 Maintain gardens in a neat and tidy condition. To some a garden is a joy and relaxation, to others an unwelcome responsibility. Attractive gardens, which are planted for low maintenance, are possible and to be preferred. For instance, borders with ground cover to prevent weed growth, and lawns with flush edges that require little trimming. Boundary hedges should be no higher than six feet; if you inherit a hedge, which is overgrown the committee will fund the cost of reducing it to a manageable height at the vacancy but will expect them to be maintained at the appropriate height thereafter.
- 4.2.8 Upon 24 hours' notice to allow the committee's agents, surveyor, or contractors access at all reasonable hours of the daytime to inspect the condition of the property or to carry out repairs or other works to the property.
- 4.2.9 To comply with the requirements of the property's insurers to secure the property at all times.
- 4.2.10 Upon vacation, to leave the house and garden clean and tidy and in a similar condition as when it was occupied. Rubbish should be removed and if necessary, decoration should be returned to neutral colours.
- 4.2.11 We rely on your help in fulfilling these obligations. Unfortunately, upon vacation, our budget does not extend to paying for the removal of items, painting over dark coloured or wall papered walls, professional cleaning or overgrown gardens and we have in the past had to charge this back to the previous occupier.

## **SECTION 5 – WHAT TO DO IF YOU IDENTIFY THAT WORK IS REQUIRED**

### **5.1 DURING OFFICE HOURS**

If a problem occurs during office hours, please contact the Property Team

Telephone: 01332 388650

Email: [propertyteam@derby.anglican.org](mailto:propertyteam@derby.anglican.org)

### **5.2 IN AN EMERGENCY – OUT OF OFFICE HOURS**

If an emergency occurs outside of office hours, do not delay, instruct a Diocesan approved contractor immediately and inform the Property team of the problems once the office is open.

An approved contractors list has been issued to all parishes and can also be found on the diocesan website:

<https://derby.anglican.org/en/church-admin/emergency-contractors-list.html>

In the unlikely event of an approved contractor not being available, use a reliable local contractor but do try to check that the rates they charge are comparable to those shown on the approved contractors list.

Emergency work should be done immediately and the bill sent to the Property team for payment or reimbursement.