

House care handbook for clergy

Prepared by:

The Property Department

Revised 17 September 2026

Preface

Welcome to the Diocese of Gloucester and to your new home.

Housing plays a vital part in the happiness and wellbeing of clergy and their families. Whilst it is a privilege and a valuable benefit to have a property provided, we realise that the experience of living in a 'tied house' is never the same as living in a property of your own. The Diocese will endeavour to support you and your family throughout your time with us providing an efficient, friendly and professional service to enable you to undertake your ministry and enjoy living in your home.

This handbook details the responsibilities of the Diocese, Clergy and the Parishes. It provides advice and guidance on how to care for your home and informs you of the property support services which are provided by the Property and Development Department which is overseen by the Resources Committee.

The aims of the department are:

1. To strive to provide the highest quality housing services for all occupants within the bounds of its resources.
2. To obtain the best value for money for those who fund these services.
3. To examine ways of making the most efficient and appropriate use of the Diocese's property assets.

4. To maintain the highest levels of professional integrity

The Property Department are more than happy to answer any queries or worries you may have. The handbook will highlight the appropriate member of staff to contact for each type of query. The department also has a web page which can be referred to for more information.

Link <https://www.gloucester.anglican.org/your-ministry/housing/>

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Introduction

The house you (will) occupy is the parsonage house for the Benefice or is one that is owned by the Gloucester Diocesan Board of Finance. In both cases we are responsible for its care and maintenance with the exception of properties rented which will be managed by the landlord / landlord's agent.

The Property Department (PD) manage the property in line with the Diocesan Housing Policy ratified by the Houses Committee (formerly the Resources Committee).

The Diocesan Housing Policy is governed by the Repair of Benefice Building Measure 1972 which states.

Occupying the house

1. Clergy occupy their houses as 'representative occupiers'.
2. Their responsibilities are those of reasonable tenants. 'The occupant 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'
3. The 'Repair of Benefice Buildings Measure 1972' lays down the diocesan responsibilities to be equivalent to that of a landlord under the Rent Acts.
4. The Diocese is responsible for structural repairs and exterior decorations.
5. The occupant is responsible for non-structural repairs, internal decorations and maintenance of the garden.

Working together

Through the life of the property, the PD will work with clergy and other office holders and the Parochial Church Councils (PCCs).

Clergy and Other House Holders

The department will strive to make the best use of Diocesan funds to maintain clergy housing and this can only be achieved with the help and care of the occupants. As 'custodians' of the house you have responsibilities to yourselves and future occupants to take reasonable care of the property, keeping them clean and in good decorative order throughout its life returning the property to the diocese in satisfactory condition. Under the Repair of Benefice Buildings Measure 1972, occupants have a responsibility to '[take proper care](#)' of the house and garden to use them in '[tenant-like manner](#)' which includes such items as cleaning gutters and gullies, sweeping chimneys, internal decorations, maintaining gardens e.g. hedges, lawns, flower beds, clearing moss and weeds from drives, paths, patios etc.

PLEASE ENSURE all repair works are reported at the earliest possible moment to the department. The officers can then determine an action plan in line with the Housing Policy. The process will be explained in greater detail in Repairs section of the handbook (pg 16 – 19) and Housing Guide – Repairs and Responsibilities in Appendix A.

Introduction (Continued)

IMPORTANT

If you wish to undertake any works at the property, please consult the Property Team and review the Asbestos Management Report before commencing work. This will help ensure that any asbestos-containing materials are not damaged or disturbed. These precautions are in place for your safety and to help protect both you and your family from potential exposure risks.

Parochial Church Councils (PCCs)

PCCs are asked to support clergy and other duty holders in the care of the house. During a vacancy PCCs should ensure all parish documents, furniture and belongings are removed from the property prior to the occupant vacating to ensure the house is completely empty of non-diocesan owned items and personal data / files in line with GDPR good practice.

Regrettably, there are occasions when the departing family leave the house in a less than satisfactory state. If this occurs, churchwardens are requested to organise some voluntary cleaning so that the house is reasonably presented for any visiting prospective occupant. If the PCC employ a cleaner the costs incurred will need to be reimbursed by the outgoing occupant.

During a vacancy, PD will arrange for the house to be drained down in line with the DBF Buildings Insurance Policy. The PD will be responsible for undertaking weekly visual checks, recording the visits and observations. The PD will also be responsible for maintaining the gardens during a

vacancy which includes curate's houses during a vacancy.

Property Department

The team is divided into two main sections:

1. The Strategic and Planned Maintenance Team
2. The Reactive Maintenance Team

The Strategic and Planned Maintenance Team look after the Quinquennials, Ingoings, Void Properties, Planned Improvements and Alterations and Planned Programmes e.g. Boiler, kitchen, bathroom replacements, servicing programmes etc.

The Reactive Maintenance Team concentrates on all repairs and emergencies. They deal with all the day to day issues and will be the main contact for any repair works to be undertaken (refer to page 16-19 and Appendix A for more information on repairs and responsibilities).

Strategic and Planned Maintenance Team

Head of Property

Colin Scorer 07484 967 559

cscorer@glosdioc.org.uk

Surveyor (Planned Maintenance / Letting Manager)

Craig Smith

csmith@glosdioc.org.uk

Property Surveyor

Chris Swioklo

cswioklo@glosdioc.org.uk

Property Administration / Reactive

Property Administrator

Nadine Blewitt 01452 835 530

repairs@glosdioc.org.uk

Housing and Bills

Provision and Disposal of Clergy Housing

The housing portfolio is constantly reviewed to establish;

1. The house is suitable for modern day ministry
2. Is located in the appropriate position within the parish / benefice.
3. Is reasonable to maintain and run for both parties.
4. Is still required.

The DMPG Committee assess the provision and disposal of clergy housing. They will instruct the Resources Committee on changes required based on items detailed above. The PD provide guidance in the decision process.

Insurance, Council Tax, Water Rates and Utilities

Insurance

All houses for which the Resources Committee and PD are responsible for are insured under a comprehensive group building policy with Ecclesiastical Insurance Group (EIG). Occupants are responsible for obtaining suitable 'Household Contents Insurance'.

Council Tax and Water Rates

Council Tax and Water Rates are paid directly by the Finance Department. It is vital that accurate dates for occupation and for vacating properties are provided so the Finance

Department may notify the relevant bodies at the earliest possible date. If your circumstances change e.g. marital status, children become adults etc. please notify the Finance Department as soon as possible as the invoiced amount may increase or decrease accordingly.

Utilities

All utility bills e.g. gas, oil, electricity, telephone, broadband and TV licence are the responsibility of the occupant and PCC. Please ensure you provide meter readings and details to the suppliers on the day occupying and vacating the property. Any delay could result in an increased bill.

During a vacancy, PCCs will pay for the telephone account until the house is occupied. All other bills will become the responsibility of the Finance Department e.g. Council Tax, Water rates, gas and electricity bills.

Please note, houses with PV Panels installed will benefit from free electricity generated but, will not benefit from the tariff of surplus electricity which is part of the DBF Green Policy. PV Panel readings will be requested quarterly by the DBF. Please ensure you respond with readings so that the account is up to date. This also helps determine if the panels and equipment are functioning correctly.

Housing and Bills

(Continued)

Servicing and Inspections

Gas Servicing

All gas boilers and gas fires and appliances including occupant's appliances e.g. cookers will be serviced annually by a Gas Safe Approved Contractor appointed by the PD during clergy occupation, vacancies and tenancies.

Oil Servicing

All oil boilers will be serviced annually by an OFTEC Approved Contractor appointed by the PD during clergy occupation, vacancies and tenancies.

Unvented Pressurised Hot Water Cylinders

All appliances will be serviced annually during the boiler service for gas and oil boilers by an approved contractor appointed by the PD during clergy occupation, vacancies and tenancies.

Electrical Inspections

All houses will have a full electrical inspection (PIR) every 5 years in line with the quinquennial inspection. The works will be undertaken by a NICEIC or NAPIT Approved Contractor appointed by the PD during clergy occupation, vacancies and tenancies.

Chimney Sweep

The chimney will be swept and inspected prior to occupation by a HETAS Approved

Contractor appointed by the PD. During occupation the occupant is responsible for appointing an Approved Contractor to undertake the annual sweep and inspection, however, you can .

Smoke, Heat and CO Detectors

All detectors will be inspected during electrical inspections. Occupants to test detectors weekly to ensure they are operating correctly replacing batteries when applicable / annually. If detectors are faulty the department will arrange replacement. If found to be a faulty battery, the cost will be met by the occupant.

Security Alarms

The PD will undertake alarm services prior to occupation but, the cost thereafter to service the alarm is the responsibility of the occupant. Any repairs due to fault and not misuse will be covered by the PD.

NOTE: If you have told your insurance company that you have a security alarm you must ensure you use the alarm and service the system as stipulated in your insurance terms and conditions otherwise you could invalidate an insurance claim.

Vacant Houses

Vacating the Property

Clearing the house

When vacating a property, occupants must ensure all belongings from the house, attic, cellar, outbuildings, garages, sheds and the garden are removed before or on the day you vacate the property. The belongings are defined as all the occupants and parish possessions including appliances, furniture, parish files, office furniture, greenhouses, sheds, garden plant pots and garden furniture, children's garden equipment, fish from ponds etc. No belongings should remain in the property after the removal date. If you wish to donate items to friends, charities etc. please arrange this to be undertaken weeks in advance of moving. Any items remain on site after the removal date will be removed and disposed of by the PD and the costs forwarded to the outgoing occupant.

IMPORTANT: All hot and cold water supplies to appliances removed e.g. washing machines and dishwashers, should be turned off and end caps fitted to the taps to prevent leaks and damage to the property.

Cleaning

Please ensure the house is cleaned throughout as you would expect to receive the property when moving in. Regrettably, there are occasions when the departing families leave the house in a less than satisfactory state. If this

occurs, the PCC will have to arrange or employ a cleaner to tidy the property and pursue the outgoing occupant for re-imbursement.

Central Heating

Please ensure that central heating remains on as your normal timed programme. The PD will arrange a drain down within the next day so the house will need to be protected until the heating contractor undertakes the drain down.

Garden

Please ensure the garden is tidy with lawns mown and in good order before vacating. The PD will take responsibility of the garden so please be mindful of the state of garden handed over. Refer to page 22 -23 'Garden' for more detail.

Keys

Please liaise with the PD with regards to returning all sets of keys including sets with the PCC or neighbours. The department should receive at least two full sets of keys to the property.

Vacant Houses (Continued)

Neglect of Houses

Should the PD feel that the occupier has not taken reasonable care of the house they may decide to charge them for the cost of the works to rectify the issues. The Repair of Benefice Buildings Measure covers such action as it is felt necessary.

Repair of Benefice Measure 1972 Extract

‘Where the report of a diocesan surveyor, whether under section 4 or section 8 of this Measure, specifies any repairs to a parsonage house as necessary by reason of damage caused or aggravated by any deliberate act of the incumbent or a previous incumbent or any default in his duties under this section, the Board may, on completion of the repairs, by notice require the incumbent concerned or his personal representative to pay to them the whole or part of the cost certified by the diocesan surveyor to be attributable to the said act or default and, if the notice is not complied with, the Board may take proceedings for the enforcement thereof:

Security

Security

The Diocese of Gloucester takes the security and safety of our clergy and families very seriously. We aim to provide a safe and secure home for you to live in without it becoming a fortress.

We are fortunate in our Diocese that break-ins at clergy houses are quite rare, however, we do regrettably have incidents which result in distress leaving victims with a continued sense of anxiety and insecurity.

We endeavour to ensure our properties have the following security measures installed to our houses with options to upgrade on request.

- Window locks to ground floor windows.
- Five lever mortice locks to entrance doors.
- External security lights to front and rear elevations with motion sensors.
- An intruder alarm system.
- Spy hole to front door.

If your house does not have the items above or you have concerns as a result of local issues please contact the department to discuss.

To help reduce crime and to take steps to protect your home and outbuildings we recommend looking at the Gloucestershire Constabulary website which has comprehensive advice on home security. Link attached.

Link

<https://www.gloucestershire.police.uk/staying-safe/keeping-your-home-property-safe/home-security-advice/>

Break-in, theft, Malicious Damage

If you are unlucky enough to be broken into, take the following steps:

1. Contact the police immediately on 101 or 999 and follow their instructions and obtain crime number.
2. Don't touch anything until police attend as this may affect the investigation.
3. The police may be able to advise on securing windows and doors. If not, use one of the contractors from the emergency list (locksmith, glazier and boarding up contractor).
4. Contact your insurance company and provide them with the police crime number / reference.
5. Once allowed into your property take an inventory of any missing or damaged items and notify your insurance company.
6. Contact the Reactive Maintenance Team as soon as the office is open.
7. Contact the Archdeacon as you will need support pastorally during this difficult and worrying time.

Security (Continued)

Also consider:

- Joining local/neighbourhood watch schemes.
- Locking ladders and garden tools away.
- Marking vulnerable items with postcode.
- Photographing valuables.

Remember:

An irregular pattern of movement in and out of the house can prevent burglars knowing when you are out.

When you are away from the home:

- Cancel papers and milk but don't announce your absence.
- Use time switches.
- If possible, leave your address with a responsible person.
- Don't leave valuables at home.
- Cut lawns before you go away.
- Don't have your home address on your luggage label.
- Don't forget to set your burglar alarm – tell the police the name of a local key holder.

Quinquennials

As part of our planned maintenance programme we undertake a Quinquennial Survey on your home every five years.

The aim of the Quinquennial Surveys is to ascertain the necessary maintenance works to each individual property and its surroundings to reduce the likelihood of material failure or the performance degradation of an item or material. This inspection is undertaken every five years in accordance with The Repair of Benefice Measure 1972 (Chapter3).

The inspection is carried out during office hours by the appointed surveyor along with the occupier. Following the inspection, all repairs found necessary will be carried out at Diocesan expense.

In the Measure it defines 'Repairs' in relation to a parsonage house as, such works of repairs and replacements as are needed;

(a) To keep in repair the structure and exterior of the buildings of the parsonage house, including doors, windows, drains, gutters external pipes; and

(b) To keep in repair all walls, fences, gates, drives and drains of the parsonage house, other than those which some person other than the incumbent is wholly liable to repair;

(c) To keep in repair and proper working order:-

(i) the installations in the parsonage house for the supply of water, gas and electricity, and for sanitation, including basins, sinks, baths and sanitary conveniences, and

(ii) the installation in the parsonage house for space heating or heating water, and

(iii) any fixtures, fittings and appliances in the parsonage house excluding your own belongings e.g. white goods etc. or items belonging to the benefice. And includes works of interior decoration necessitated in consequence of such works as foresaid.

During the inspection, an item maybe identified by the Surveyor or occupant which is considered to be an improvement and not a 'Repair'. Improvement work is subjected to the availability of funds and the Head of Property being satisfied that the works are justified. Improvement works are not funded from the Quinquennial budget and will be supported from other budget headings. If funding is not available, the project will need to be taken to the Houses Committee for additional funding outside the PD maintenance budget.

If improvement works are justified, the Parish / occupant may be expected to contribute to the costs of the improvement works. Any improvement instructed by the occupant without prior approval from Head of Property may not be funded or refunded if paid for by the occupant or PCC.

Quinquennials (Continued)

Inspections and Tendering Process

A Chartered Building Surveyor e.g. RICS or MCIQB will undertake the survey identifying the condition of all elements accessible. The surveyor will prepare a Condition Summary Report detailing the quinquennial items identified, potential improvements, occupiers comments and requests and repair works which require urgent action prior to the quinquennial.

The summary is agreed and a schedule and tender document prepared. The summary and authorised schedule will be issued to the occupants one month prior to going out to tender. The summary will include an explanation for the works agreed and for the works not authorised. Occupants must direct all comments and representations to the Head of Property. If the occupant is unhappy with the decision representations can be taken to the Houses Committee. Representations must be submitted within 4 weeks. Any submitted after may not be considered.

The tender documents will be sent out to a minimum of three approved contractors for large works, minor works can be managed through a single tender process.

An email will be sent to you from the Surveyor detailing the contractors tendering. The contractors will then make contact with you direct. Access must be provided under S11 of the measure, to the contractor to all areas to enable them to prepare a tender return.

It is important that contractors are granted access at the earliest date to ensure they have sufficient time to submit a tender return. Any late tenders will not be accepted. Please do not add work items to the list when the contractors are pricing the works as this will confuse the process.

Tenders will be reviewed and reported to the Houses Committee. Following the Houses Committee Meeting, contractors will be appointed at the beginning of the quinquennial year with the works being scheduled to complete no later than the end of October of the Quinquennial year.

Quinquennial Works

The appointed contractor will be monitored throughout the works by the appointed Surveyor. The works should be undertaken in one continuous process where possible. If you are unhappy or have concerns during the works please contact the Head of Property immediately. Once works are completed the Surveyor will revisit to inspect and sign off the works. Any works not completed or substandard will be rectified before payment is issued.

Quinquennials (Continued)

Neglect of Houses

Should the PD feel that the occupier has not taken reasonable care of the house they may decide to charge them for the cost of the works to rectify the issues. The Repair of Benefice Buildings Measure covers such action as it is felt necessary.

Repair of Benefice Measure 1972 Extract

‘Where the report of a diocesan surveyor, whether under section 4 or section 8 of this Measure, specifies any repairs to a parsonage house as necessary by reason of damage caused or aggravated by any deliberate act of the incumbent or a previous incumbent or any default in his duties under this section, the Board may, on completion of the repairs, by notice require the incumbent concerned or his personal representative to pay to them the whole or part of the cost certified by the diocesan surveyor to be attributable to the said act or default and, if the notice is not complied with, the Board may take proceedings for the enforcement thereof:

Planned Improvements

Planned Improvements are managed by the PD Strategic and Planned Maintenance Team with support from the Archdeacons. We endeavour to undertake most improvement works during a vacancy in order to minimise disruption to the occupant and family and for health and safety reasons. The exception to this rule is the boiler replacement programme which is on a rolling programme, which means, it will often occur whilst a house is occupied.

Improvement works are subject to the availability of funds and in particular on larger schemes exceeding £10,000 e.g. internal refurbishments and extensions which require Houses Committee approval.

Whilst the Houses Committee and PD must work within its financial constraints, they endeavour to improve older parsonages to the current standards set out in the 'Green Guide' Parsonages Design Guide produced by the Church Commissioners. The guide sets out recommendations for a new purpose built parsonage. The Guide states

'It is important to remember that this document is a 'guide' and not a 'blueprint' for those who are planning to build a new parsonage house. Diocesan Parsonages Committees should certainly not feel that it is obligatory to 'upgrade' to the new standards parsonages already in existence or houses to be purchased for that

purpose, although, of course, clergy will always be grateful for affordable improvements'.

If additional requested work is deemed to be too expensive or outside the PD responsibility then the occupant and PCC maybe expected to contribute to the cost. Any financial assistance will not be refunded at the end of occupancy or in the event of the property being sold. Any fixed appliances or suites must remain when vacated e.g. new bathroom, kitchen, fire surround, wood burner, aga etc. unless the PD request or agree the removal.

Occupants must not erect new permanent structures e.g. conservatories, extensions, outbuildings etc. or undertake any improvement works to the structure e.g. installing cavity wall insulation, replacing windows, forming new openings, removing walls etc. or remove any existing bathrooms or kitchens without permission from the Head of Property.

Any improvement work put in hand without written permission from the Head of Property will not be funded by the Houses Committee and maybe requested to be removed / restored at the occupant's expense as detailed under S.I I of the 1972 measure.

Ingoings

Ingoing Inspections are undertaken to identify works necessary in order to present the house in an acceptable condition for the incumbent and family to live and work. The house will be inspected by the Head of Property or a surveyor from the diocese prior to the ingoing meeting to identify any improvement works. Major items identified during the outgoing discussions between the Archdeacon and the outgoing incumbent will be discussed with the Head of Property. If improvement works are deemed necessary, they will be highlighted to the new appointee at the meeting. Where the vacancy period allows, these works will be completed before the ingoing meeting.

Ingoing Inspection Meetings

Inspections are arranged to include the appointee, the Archdeacon, and a Surveyor from the diocese. The meeting is held at the property as soon as possible after the notification of appointment. The Archdeacons Secretary and Property Administrator will arrange for parties to be present.

The Property Administrator will confirm in writing to the appointee about the time and date of the meeting. The letter will also inform the appointee of the contact details of HR and Safeguarding Department, who manage the removals, resettlement and first appointment process and grants. If a parish official is involved, they too should have a copy of this letter.

The meeting will be led by the Surveyor who will record works identified. Notes will be circulated of the items agreed. A guide to the responsibilities of the diocese, clergy and parish is provided in Appendix A of this handbook to provide clarity and guidance.

The meeting will ascertain any specific requirements of the new appointee. Any specific requirements will be considered, if reasonable and within the constraints of the Housing Policy and ingoing budget. This will not cover requirements of occasional visitors and family. Any works outside of the Housing Policy will need to be financed by the appointee or parish.

If there is any dispute, a decision will have to be made subsequent to the meeting in discussion with the Head of Property, the Surveyor and the Archdeacon. If agreement still cannot be reached with the appointee, then the matter must be referred to the Resources Committee.

Emergency Repairs

Reporting Repairs

Interim repairs occur as a result of an unexpected problem arising. All problems should be reported directly to the PD without delay, in order to establish the extent of the repair required. The Department may decide that the works may require an inspection or immediate action. Some non-urgent repair work may be deferred until the next financial year or quinquennial survey. All occupants are asked to follow this procedure in order for the PD to manage the property budget.

If a fault or emergency occurs during normal working hours, Monday to Friday 9:00am – 5:00pm, please contact the;

Reactive Maintenance Team

Note: All normal repairs should be reported to the Reactive Maintenance Team as soon as possible no matter how large or small to enable the department to arrange the necessary repair works. Often, catching a fault early can prevent defects from escalating into larger issues which can be disruptive, damaging and costly to the property and occupant's belongings.

Property Administrator
Nadine Blewitt 01452 835 530
repairs@glosdioc.org.uk

Out of Hours Emergencies

Emergency maintenance is when a material defect, an asset or piece of equipment suffers an unexpected breakdown or change in condition that results in an immediate threat to health and safety to occupants or the public (e.g. electrical fault, gas leak, overflowing foul drains) or will cause significant damage to the property if not resolved (e.g. burst or leaking pipes), or finally leaves the property no longer secure (e.g. broken window or lock).

The aim of 'Emergency Works' is to remove or isolate the risk. The contractor may not always be able to rectify the fault but will make safe. The works may require further investigation or parts which will be undertaken during normal working hours.

If the contractor requires authorisation to undertake works whilst on site, please contact Colin Scorer on 07484 967 559. This number is for authorisation once a contractor is on site ONLY.



IMPORTANT:

All contractors contacted out of hours should be issued the 'Asbestos Management Report' prior to commencing works. This has been emailed to you and you have been requested a hardcopy is stored in the airing cupboard for such an occasion.

Emergency Repairs

(Continued)

When an emergency occurs, please use the emergency contactors list which can be found on the diocese website link

<https://www.gloucester.anglican.org/your-ministry/housing/>.

Before contacting a contractor out of office hours, please bear in mind that they will charge higher rates for this service. Please consider whether the matter is an emergency and in need of urgent attention or a matter which could wait until the normal office hours.

Any works undertaken out of hours which are deemed not to be urgent or an emergency may be charged to the occupant.

Note: All works instructed out of hours should be reported to the Reactive Maintenance Team on the next working day so an order number may be placed and a cost allocated.

The following lists emergency issues you may encounter out of office hours and the necessary action required to resolve the issue.

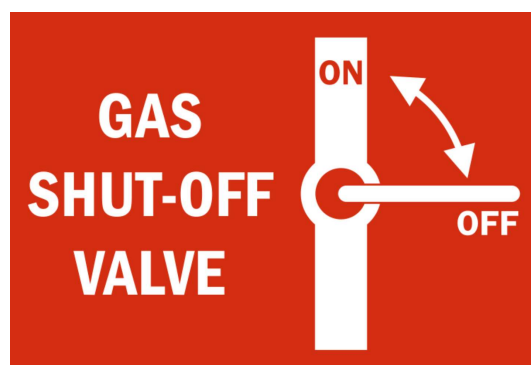
Gas Leaks

If you think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please **call the free Gas Emergency Services emergency**

line immediately on 0800 111 999. This is a 24 hour emergency line.

Also:

- Turn off your gas supply – the meter tap should be located beside your gas meter. Move the handle a quarter turn until it is 90 degrees from the pipe.



- Open all doors and windows to ventilate the property and vacate the property until emergency services attend site.
- Do not turn any electrical switches on or off.
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- Let your neighbours know especially if adjoined to the property.

Emergency Repairs

(Continued)

Electrical defects in the property and surrounding buildings

If you can smell burning, or you notice smoke coming from your fuse box, lights or sockets

call 999 immediately, then contact your electrical supplier and our 'out of hours' electrical contractors.

Electrical failure

If the circuit breaker (RCD) trips on the consumer unit and fails to re-set on the power circuits to the household plug sockets the following action should be taken:



- Unplug all domestic appliances / items. The plugs must be removed and not simply turned off on the socket switch. Re-set the switches in the consumer unit.
- If it fails to re-set it is considered an emergency, contact one of the electrical contractors listed on the emergency list.
- If it re-sets, plug in each appliance / item one by one checking the circuit breaker as this is undertaken. Continue this process until the circuit fails noting the appliance / item was last to be plugged in, this will indicate the faulty appliance.

Note: It is worth noting which appliance(s) was running when the electrics failed. Appliances can fail and trip the electrics when turned on or during a cycle and not just when plugged in e.g. kettles coming to boil, toasters toasting, washing machines changing to spin cycles etc. If any electrical call outs are found to be a result of failed appliances the cost will be charged to the occupant.

Power cuts

Contact National Grid on **105** to report or to obtain information about power cuts in your area and speak to your local electricity network operator.

Electrical emergencies to mains cables

Contact National Grid 24 hours a day on **0800 6783 105** or **105**. Always treat damaged electricity cables as live and therefore stay away. If you think that the cables are down and cause significant risk to the public call **999**.

Boilers / central heating not working

Please contact the relevant contractor from the emergency list of contractors. Before calling a contractor please check the following:

- Check you have oil in the tank (oil boilers only). If the tank is empty the boiler will not work and may be faulty even when the oil is replenished due to air being dragged into the system. The boiler will require an engineer

Emergency Repairs

(Continued)

to attend. If this occurs, the cost of the engineer will be the responsibility of the occupant as it is not a fault of the appliance but user error. Regular checks of oil levels are required in particular during winter months when greater volumes are consumed.

- Check your room thermostats are the correct temperature setting and if battery operated check the battery.
- Check time clock is correctly programmed e.g. time, date, settings etc.

Leak / burst pipes / plumbing

If you have a leaking pipe inside the property, isolate the water by turning off the internal or external stop tap or isolate the leak using the appropriate isolating valve to limit damage. Contact a plumbing contractor from the emergency list immediately.

If you have a burst water main outside the property contact your Water Provider e.g. Severn Trent Water, Thames Water etc.

Non emergency works listed below should wait until the office is open:

- Dripping tap into bath, sink or basin or external tap.
- Cold radiator(s) if this is limited to a few radiators only. If the majority are not

functioning then call a contractor out from the list.

- Toilet not flushing - if another toilet is available on site this is not an emergency.
- Shower not working and can be isolated so water is not pouring out of appliance. This is an inconvenience and not an emergency.



IMPORTANT:

- To reduce the risk of frozen pipes during the colder months please do not turn off your heating especially when going away. Keep the heating on as normal as the damage caused to personal possessions and the property is not worth the pennies saved.
- Isolate outside taps internally during October – May and leave the outside tap slightly open to drain any residual water.

Drains / Septic Tanks

Foul and surface water / rain water drains and septic tanks all need to be maintained and used in a sensible fashion. The PD are responsible for any repairs to the drains and emptying septic tanks but, are not responsible for blockages resulting from misuse and poor daily maintenance. Any costs incurred as a result of improper use will be recharged to the occupant.

Emergency Repairs

(Continued)

Foul sewers are only designed to take away water, toilet paper and human waste from toilets, sinks baths etc. Please avoid flushing, wipes, nappies, cotton buds, sanitary products, food, animal / pet waste etc. down toilets or emptying fats, oils, food waste or paint down plug wastes as these are often the cause of blockages.

Occupants should ensure all surface water / rain water gullies, rainwater goods are kept clear of leaves and vegetation throughout the year in particular during the autumn months.

Note: Blocked foul drains are classed as an 'out of hours' emergency however, rainwater gullies and gutters are not, but, please report to the Reactive Maintenance Team on the next available day as these works need attention to prevent damage to the building in the long term.

Building and Garden Emergencies

Most building and garden repairs will wait until the office is open. If however, you have one of the following issues 'out of hours' please contact a contractor from the emergency list.

- Roof leak
- Leaking oil tank or oil line
- Blocked / overflowing foul drainage and septic tanks.
- Storm damaged tree(s) which endangers the occupier, visitors, passing traffic, pedestrians or neighbours. Notify the police if damaged tree(s) are lying on or overhanging public

highways, footpaths or public areas e.g. school or park. Contact Reactive Maintenance Team on next available day to have obstacle removed.

- Collapsed boundary wall onto public footpath or highway notify the police if risk to the public. Contact Reactive Maintenance Team on next available day to arrange wall to be rectified and obstacle removed.

Decorations

External Decoration

The PD will arrange for the external decorations of the property to be undertaken during a quinquennial year including garages, outbuilding, fences and gates. This includes paint, timber stain and timber preservative as appropriate. The PD will not be responsible for sheds or occupants garden furniture.

Internal Decoration

The PD are responsible for the hall, stairs and landing as well as consequential works resulting from improvements and remedial repair works. Hall stairs and landing will be considered for renewal every five years but, will only be undertaken if deemed necessary by the surveyor.

All other rooms are the responsibility of the occupant. PD encourage occupants to keep their houses reasonably decorated and to support this provides a decoration grant.

The decoration grant can be used to employ a professional contractor or when undertaking the works on a DIY basis. If undertaken as a DIY project the grant will reimburse the costs of the materials used on the decorated surfaces e.g. paint and wall paper. It does not cover the costs of dust sheets, brushes, rollers, white spirit, masking tape etc. to undertake the works.

The decoration grant is £550 and is re-allocated every three years. Once the 3 year cycle has completed the allowance restarts. Any allowance

remaining will not be carried over to the next 3-year period.

Professional Option Explained

If a professional is employed, the grant will contribute 50% towards the total cost of the work completed (not exceeding the £550 grant).

For example:

If a living room cost £400 to decorate. The occupant can reclaim £200 towards the costs of the works (50%) up to the value of the total grant remaining. The remaining balance will be paid for by the occupant.

DIY Option Explained

If the works were undertaken on a DIY basis, the occupant can reclaim 100% of the cost of materials up to the value of the grant remaining.

All DIY decoration grant submissions will require a reclaim form to be completed with which are available on the diocesan website <https://www.gloucester.anglican.org/your-ministry/housing/>.

The submission should include an invoice from the contractor if undertaken professionally or a copy of the material receipts from the shop. Please ensure the receipt adequately describes the items purchased as any incomplete or ambiguous submissions can be rejected.

Please note: once the grant has been spent any decoration works undertaken will be the responsibility of the occupant to pay.

Decorations (Continued)

The PD will not dictate colour schemes, nor has the power to do so, but it does request that strong colours and wall murals are avoided. Strong colours are expensive to cover over and the cost to do so will remain the responsibility of the occupier.

If surfaces are painted with strong bold colours they must be returned to neutral shades prior to vacating the property to ensure the property can immediately be re-occupied by a member of clergy without the PCC or new appointee having to cover the expense to re-standardise the rooms.

Decoration grant is for decoration works to the property and must not be used for decorating sheds, fences, play houses etc.

If PCCs or occupants undertake the works, care must be taken to ensure that everyone works safely, within their competence and to a good standard of work including preparation and tidying / cleaning any surfaces not intended to be painted e.g. parquet floors, floorboards, light fittings and switches, plastic window frames etc. Whatever method you adopt the P&DD trusts that you will return the house in good order. Failure to keep the house in good decorative order may be considered to be neglect as previously explained (refer to page 9).



IMPORTANT:

Occupants **must not** paint external masonry internally and externally including brick work, stone work and concrete as this can cause material failure or additional planned maintenance.

Occupants **must not** paint natural timber finishes to doors, balustrading, architraves, skirting, kitchen units, parquet flooring or standard floor boards. These finishes are to be left as natural timber finish unless permission has been granted by the Head of Property.

Occupants Duties

As 'custodians' of the house you have responsibilities to yourselves and future occupants to take reasonable care of the property, keeping them clean and in good decorative order throughout its life returning the property to the diocese in satisfactory condition. Under the Repair of Benefice Buildings Measure 1972, occupants have a responsibility to 'take proper care' of the house and garden to use them in 'tenant-like manner'.

The following information details the checks and actions expected to be completed by occupants to keep your home in good order and to reduce preventable issues. Garden responsibilities are covered on pages 25 and 26.

Weekly Checks and Actions

- ☑ Test smoke detectors and carbon monoxide detectors. Replace the batteries if and when required. Note: The PD will check and replace as required smoke and carbon monoxide detectors during the quinquennial programme.
- ☑ Check oil tank levels (oil boilers only). If the tank becomes empty the boiler will not work and may not restart when the oil is replenished due to air being dragged into the system. If this occurs an OFTEC Engineer will need to attend. The cost of the engineer will be the responsibility of the occupant as it is not a fault of the appliance but user error. Regular checks of oil levels are required in particular during winter months when greater volumes are consumed.

General Advice and Actions

- ☑ Arrange to have the chimney swept annually by a HETAS qualified contractor. Cleaning maybe required more frequently depending on the use of the fire.
- ☑ Keep the house well-ventilated to allow your home to air (weather permitting). The combination of warm internal temperatures and high humidity along with low outside temperatures and inadequate ventilation can cause condensation and result in mould. Refer to diocese website useful information for more detail and advice.
<https://www.gloucester.anglican.org/your-ministry/housing/>.
- ☑ Clean shower heads and taps a minimum of every 3 months to prevent scaling as this can allow Legionella bacteria to form.
- ☑ Isolate outside taps internally from October to May and leave the outside tap slightly open to drain any residual water. Fit suitable cover to outside tap to protect it during the winter months.
- ☑ To reduce the risk of frozen pipes during the colder months please do not turn off your heating especially when going away. Keep the heating on as normal as the damage caused to personal possessions and the property is not worth the pennies saved.
- ☑ Check electrical sockets are not overloaded. Avoid overloading electrical circuits with extension leads, heaters, seasonal light decorations, or appliance

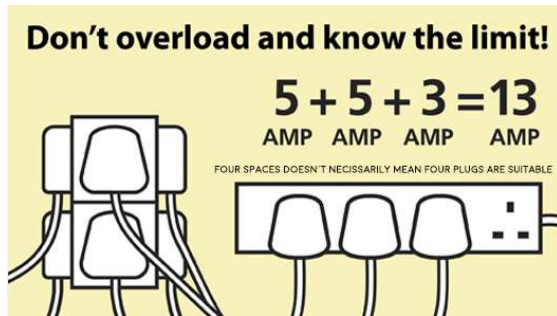
Occupants Duties

(Continued)



IMPORTANT:

Overloading sockets can result in fire.



- ☑ Inspect roof tiles visually from the ground after extreme weather e.g. high winds, snow etc. Report any faults to P&DD.
- ☑ Clean and lubricate window and doors openers with silicone spray or 3 in 1 oil.
- ☑ Wash windows and external frames to maintain in good order as necessary.
- ☑ Examine all grout and sealant to bathrooms, kitchen, utility and cloakroom wall and floor tiles including junctions with worktops and suites. Report any issues to P&DD.
- ☑ Make sure any shrubs are trimmed and maintained to avoid damage to the property and to maintain the health of the plant.
- ☑ Check all external vents and flues are clear from debris or vegetation.
- ☑ Check external walls are free of soil, compost, rubbish or snow being raised above the damp proof course of your home. This can lead to damp penetration into the property.
- ☑ Clean out internal vents to extractor fans etc. Do not take apart or push anything into the vent to clean. If you have any concerns with the fan report to P&DD.
- ☑ Cut back / remove plants and bushes where necessary to ensure they do not grow up against the outside of the house or near rainwater gullies. Roots and damp from plants can cause damage to your home and drains.
- ☑ Check air bricks located close to ground level are kept clear in order to ventilate the floor void.
- ☑ Inspect paved areas and asphalt drives. Keep areas clean of vegetation and moss.
- ☑ Inspect gutters and down pipes and rain water gullies removing leaves and debris in particular between autumn and winter. If working at height is required we would recommend employing a competent contractor to undertake these works.

Gardens

The care and maintenance of the garden is the responsibility of the occupant. During a vacancy it becomes the responsibility of the PD.

PD Responsibilities

The PD are responsible for garden boundaries (if owned) and the replacement / relaying as appropriate of patios, drives and paths excluding those laid by current or previous occupants.

The PD are also responsible for the maintenance of trees. This does not include hedges, ornamental shrubs or leylandii. If you identify any damage to trees due to age or storm please contact the department.

Occupants Responsibilities

The occupants should keep the garden in good order.

Grass should be regularly maintained, cut and trimmed throughout the whole garden.

Hedges, shrubs, ornamental and leylandii trees are the responsibility of the occupiers to maintain and should be regularly trimmed to keep to manageable level. Hedges should be kept to a height that is easy to maintain (max. 6ft or 1.8m).

It should be noted trees and hedges may be listed for preservation or are in a conservation area, in which case Local Authority consent will be required before undertaking any work including lopping and felling. Failure to comply with this requirement can result in prosecution of the occupant and a fine up to £20,000.

Serious cases may be liable on conviction to an unlimited fine. Please contact the PD prior to undertaking works to trees and any removal of any hedges. Useful leaflet on Gloucester BC website for trees with TPO's and conservations areas.

<http://www.gloucester.gov.uk/resident/Documents/Planning%20and%20Building%20Control/ProtectedTrees.pdf>

Drives (tarmac, brick paving, gravel etc.), patios, path surfaces and flower beds should be kept clear of vegetation, weeds, moss etc. with regular maintenance. The perimeter edgings to these areas should be visible and maintained at all time.

Planting of trees, climbers, hedges etc. should be undertaken with great care and kept away from buildings and boundaries as often these plants cause damage to the building envelope (walls and roofs and foundations), cause damp and damage drains. Trees with large and vigorous root systems such as willows, eucalyptus and cherry trees should not be introduced into gardens.

Gardens (Continued)

Ensure all ground levels are maintained around the building approx. 150mm or 6" below the damp proof course. Maintain and clean airbricks to ensure they remain clear of any garden debris. High ground levels and blocked air bricks can result in damp ingress and timber rot (wet and dry rot).

Garden sheds, furniture and children's play equipment e.g. slides are welcome at the occupant's own expense. Please ensure all items are removed and areas made good when vacating the property.

Composts should be managed and not stockpiled so that a mountain of grass and garden waste takes over a large area of garden. Large composts can become a nuisance and attract vermin. Advice on how to compost can be found on the RHS website link below <https://www.rhs.org.uk/advice/profile?PID=444>

If you have large amounts of lawn cuttings and leaves, try using them around the garden to help plants and trees. Web link <https://www.growveg.co.uk/guides/using-grass-clippings-as-vegetable-garden-mulch/>

The garden is part of the parsonage. The garden must not be sub-divided or shared with a neighbour without a formal legal agreement. Any garden accessed or used by a neighbour could result in legal dispute when the property is vacated.

If you wish to install a garden pond at your own cost, please ensure you have permission to proceed from the PD. When vacating the property ensure the pond is filled in and the garden reinstated.

Many occupants like to keep animals in the garden e.g. chickens, pigs, rabbits etc. All associated housing, fencing, hard landscaping etc. erected for animals is strictly at the occupier's expense and must be removed and the garden reinstated before the property is vacated. Please note that a planning application in certain circumstances can be required. Please obtain permission from the P&DD before proceeding.

Gardens should be kept clear of animal / pet waste at all time. Please ensure regular maintenance is undertaken and disposed of in correct manner. Animal and pet waste should not be flushed down drains, stored or placed on compost heaps and must be disposed of offsite.

Document Update

Record

Date	Amendment
2 April 2021	Updated email for repairs
2 April 2021	Updated tree policy
2 April 2021	Updated emergency section
11 Aug 2021	Update garden responsibility during vacancy (pg 8 & 36)
11 Aug 2021	Added car chargers (pg 36)
11 Aug 2021	Updated tv aerials (pg 46)
21 June 2022	Contact numbers (pg 5 – 17)
25 Nov 2022	Update staff details
22 Aug 2023	Pg 10 change telephone number
23 December 2024	Updated national grid contact number pg. 19
9 April 2025	Update to Appendix A - cookers, floor finishes and Chimney sweep
5 September 2025	Updated contacts pg. 5
24 February 2026	Updated contacts pg. 5
15 June 2026	Updated document ref. garden during vacancy, carpets and staff contact numbers.
17 Sept 2026	Update pages 4, 5 and 12, 13 & 14 and 31 ref. asbestos and quinquennial process.

Appendix A

Housing Guide – Repairs and Responsibilities

This guide is intended to enable occupants and parish representatives to resolve queries about housing issues generally and will be used by Diocesan staff to ensure consistency and fairness in the application of the resources available for maintenance and improvement work.

Any queries that cannot be resolved after reference to this document should be addressed, in the first instance, to the Property Department (PD) at Church House, 5 Denmark Rd, Gloucester, GL1 3HW.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Alarms	- New security alarms provision - Maintenance / repairs of security alarms - Annual servicing of security alarms		✓	PD	
			✓	PD	
		✓		PD	Alarms must be serviced annually if to be included in insurance particulars. Annual Servicing to be covered by occupants.
Alterations	- Alterations and improvements to the parsonage. - Alterations and improvements to outbuildings, garage, grounds and boundaries.	✓	✓	PD & PCC	Any alterations / improvements must be proposed and agreed with the PD before being undertaken.
		✓	✓	PD & PCC	Improvement works are subject to the availability of funds. If agreed, the PCC / Incumbent may be expected to contribute to the costs of the works. Any works undertaken without permission will not be funded by the Resources Committee and may have to be reinstated to its original state.
Animals / Pets	House maintenance / adaptations for animals / pets	✓		PCC	All improvements to the parsonage for pets e.g. cat flaps should be removed and the doors reinstated to their original state.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Animals / Pets continued	Garden fencing for pet enclosure or barriers e.g. dog proofing, chickens, pigs etc.	✓		PCC	Damage to surfaces and finishes should be made good e.g. scratched or chewed floors, doors etc. redecorated or replaced. Garden structures for animals should be removed and the grounds made good when vacating the property. Deeds and land registry documents must be checked before considering any animals which are not standard pets who live outside the house.g. chickens, pigs etc.
Asbestos	- Management - Encapsulate / removal		✓ ✓		Asbestos is regulated by law because of the health and safety risks that it can pose in a building if it is not managed properly. All asbestos is managed by the PD on behalf of the GDBF. If you have any concerns please contact the department directly. If asbestos is damaged or disturbed evacuate area and do not re-enter. Isolate ventilation in area and report issue to PD. Refer to the asbestos management report for property for further information.
Bats		✓	✓	PD & PCC	If bats are identified inside any building or within the grounds please notify the Property Department as soon as possible. Bats are protected and must not be disturbed or removed as a legal requirement.
Boiler	- Annual servicing - Repairs - Replacement - Pressure level monitoring and re-filling	✓*	✓ ✓ ✓ ✓	PD PD PD PD	PD will manage all servicing and general repairs to the central heating boilers. Replacement boilers are part of a 15 year replacement programme and will be undertaken during the programme or if premature failure. If an incumbent wishes to replace a boiler before scheduled date the funding will have to be provided by the occupant / PCC. (✓*) This only applies when an oil tank has been allowed to empty and the associated works to the boiler are a result of this action.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Boundaries (fences, walls excluding hedges)	- Repairs - Improved security or definition - Dividing for animals or children – provision and maintenance	✓	✓ ✓	PD PD	All boundaries owned by the GDBF will be maintained within budgetary constraints. Improved security will always be considered by the PD on a case-by-case situation. P&DD will not fund provisions for dividing gardens for animals or children. Please refer to Animals category for improvements and maintenance. The PD will not dog / animal proof gardens.
Business	Any businesses to be run or located at the address of the property (parsonage) including volunteer work.	✓			If a member of the clergy household or other party wishes to carry on a trade or business of any type from the property or grounds; he / she must provide full details of the business being proposed and there must be written consent from the PD, before the business commences. The business will need to provide additional insurance, risk assessments etc. as part of the application to the department.
Carpets and floor coverings	- Supply floor finish e.g. carpets to bedrooms, stairs and landing, - Supply floor finishes e.g. carpets to reception rooms and study where permanent flooring e.g. parquet or wood flooring is available. - Supply floor finishes e.g. vinyl to wet rooms, kitchen, utility rooms, bathroom, ensuites, cloakrooms.	✓ ✓	✓	PD	Clergy to clean and maintain all floor finishes during their occupancy. PD to provide vinyl floor covering to wet rooms unless tiles have been installed. Vinyl to be replaced at the discretion of the PD. Repairs to parquet, wood flooring, floor tiles to be undertaken by PD. During an ingoing the PD will replace carpet to the hall, stairs and landing and one other room based on condition e.g. if damaged, worn or heavily stained.
Central heating	- Repairs - Improvements		✓ ✓	PD PD	

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Chimney	- Annual sweep - Repairs to chimney and flue	✓	✓	PD PD	Chimney's need to be swept at least once a year to prevent chimney fires. Flues will become blocked due to birds nesting and can tar up if incorrect wood is burnt or the fire is not burnt at a high enough temperature. The chimney sweep should be suitably qualified with HETAS qualification. Information and advice on correct wood burning etc. is available on the website Burn Right or via link on Diocese website. Link https://www.gloucester.anglican.org/your-ministry/housing/ NOTE: PD will refund £65 per property when a receipt and report provided by occupant. OCCUPANTS MUST NOT USE ANY FIREPLACES, WOODBURNERS ETC. WITHOUT THE CHIMNEY BEING SWEEP ANNUALLY.
Cleaning	- During occupancy - Pre-vacancy	✓ ✓		PCC	Any belongings left in the parsonage when vacated must be disposed of by the occupant at their own cost. Please ensure the house, outbuildings and garden are completely clear. Refer to Vacancy section of handbook. If a house is not cleared and left unclean the cost to undertake the works will be charged to the occupant.
Condensation	Mould / damp	✓	✓	N/A	Condensation occurs when warm moist air comes in contact with a cold surface causing water vapour. Condensation if left unnoticed can form mould growth which can result in materials to deteriorate and timber to rot. Often the cause is a direct result of the occupants living style e.g. drying clothes on radiators, calor gas heaters, not using the extractor fans over cookers and bathrooms etc. A PD Surveyor will inspect any areas reported but please consider the way you live heat and ventilate as this will prevent most problems. An advisory sheet link has been provided on the PD website for more information. Link https://www.gloucester.anglican.org/your-ministry/housing/

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Conservatories	- Cleaning glazing and frame - General maintenance e.g. lubricating moving parts to windows and doors - Repairs	✓	✓	PD	The PD will not provide conservatories unless they have been purchased with the property.
Cookers	- Supplying and maintaining a cooker - Connecting cooker when occupying property - Disconnecting cooker when vacating. - Annual gas service check	✓	✓	✓	Occupant to provide cooker and to cover the cost to remove cooker using a qualified competent contractor. PD to cover the cost to install when moving in. Gas appliances to be serviced by PD annually If a built-in appliance is on site the occupant may use the appliance but, the PD are not responsible for repairing or replacing the appliance. If the appliance fails, the PD will fund the removal and disposal of the appliance and any necessary modification to the kitchen to create a 600mm cooker space. The replacement cooker will be purchased by the occupant.
Cooker hoods	- Clean and replace filters - Repair and replace unit	✓	✓	PD	Occupants to replace filters in line with manufacturer's recommendations.
Council Tax	- Paying the Council Tax bill. - Ensuring details of occupation are correct.	✓	✓	PD	Occupants to keep Diocesan Finance Department updated on any status changes which change the payments for Council Tax.
Cracks	- Cosmetic affecting decoration - Structural	✓	✓	P&D	Occupants to report cracks identified internally and externally to the parsonage to the PD as soon as noted.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Curtains, blinds and fixings	Supplying and fixing curtains, blinds and associated poles, tracks etc.	✓		N/A	Occupants to provide all curtains, blinds and fixings e.g. curtain poles or tracks. PD to provide batten above window to aid fixing.
Decorations	- Internal decoration to all rooms excluding hall, stairs and landing. - Hall stairs and landing - External decoration	✓	✓ ✓	PD PD	All internal decoration works are the responsibility of the occupiers and PCC. A decorating grant is available to assist. For further information refer to Decorating section of the Handbook, contact the PD or use the website Link https://www.gloucester.anglican.org/wp-content/uploads/2018/07/Decoration-Allowance-CLAIM-FORM-2018.pdf Hall, stairs and landing to be assessed at quinquennials and during vacancies. If work is required more regularly than the quinquennial programme or simply to change colour the cost will need to be met by the PCC and occupier. Strong colours are to be avoided and must be neutralised before vacating the property.
Disability adaptations	Family adaptations	✓			The property is considered domestic and external use is by invitation. Adaptations for family members will be considered on a case by case situation with OT referrals. Occupants may have to pay / contribute towards works.
Dishwashers	- Supplying and maintaining appliance - Connecting and removing appliance when occupying and vacating property	✓ ✓			Occupant to provide dishwasher and to cover the cost to install and remove appliance using a PD Approved Contractor. If a built-in appliance is on site the occupant may use the appliance but, the PD are not responsible for repairing or replacing the appliance. If the appliance fails, the PD must fund the removal and disposal of the appliance.
Doorbells			✓	PD	

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Drainage	• Regular clearing of surface and rainwater gullies of leaves and debris.	✓		PD	All gullies should be kept clean and free flowing by the occupants to prevent drains from blocking.
	• Drain blockages		✓*	PD	✓* Drain blockages are the responsibility of the GDBF unless caused by foreign bodies e.g. fat from cooking oil / food, nappies, cotton buds, animal litter, paint, oil etc. Note: occupants will be recharged for any blockages caused by misuse.
	• Septic tanks		✓	PD	PD arrange for emptying septic tanks. Please notify PD if tanks need emptying more regularly.
Drives and paths	• Cleaning surface of moss and weeds and maintaining edging kerbs	✓		PCC	All hard surfaces to be well maintained at all times clear of moss, weeds and general vegetation ensuring defined edging kerbs remain exposed at all times.
	• Relaying and repairing surfaces		✓	PD	Any resurfacing or repairs to be reviewed during quinquennials and vacancies.
Dustbins and recycling	• Recycling Bins	✓			Occupants to manage all refuse and waste including garden waste.
	• Refuse Bins	✓			Large compost heaps to be avoided as they can attract vermin. Grass cuttings to be spread around large gardens or council waste bins obtained. Refer to garden section of Handbook. Garden waste bins to be funded by occupants.
	• Compost / garden waste bins.	✓			
Electrical	• Existing electrical Installation		✓	PD	Electrical installations to be inspected during quinquennial year (every 5 years).
	• Alterations / additions and new light fittings		✓	PD	All repairs, alterations, additions to the electrical installation must be undertaken by PD Approved Contractors.
	• Plug in devices and appliances	✓			Occupants are not permitted to undertake any works to the electrical installation including fitting light fittings. PD to pay for all electrical works including fitting light fittings provided by occupants. Funding from occupants or PCC maybe requested for non standard improvements e.g. electric car chargers.
	• Electric car chargers	✓			

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Extractor fans for bathrooms	• Repairs		✓	PD	Extractor fans to be inspected and cleaned during quinquennial inspection.
	• Maintenance	✓	✓	PD	Occupants are to dust and keep grilles clean and clear on a monthly basis.
Emergency repairs	• During office hours		✓	PD	Refer to the Repairs section for of the handbook or the website. Out of hours details are provided with approved contractors details. Link https://www.gloucester.anglican.org/your-ministry/housing/ .
	• Out of office hours		✓	PD	
Fences	• Repairs		✓	PD	All boundaries owned by the PD will be maintained within budgetary constraints.
	• Improved security or definition		✓	PD	Improved security will be considered by the PD on a case by case situation.
	• Dividing for animals or children – provision and maintenance	✓			PD will not fund provisions for dividing gardens for animals or children. Please refer to Animals category for improvements and maintenance.
Fire / smoke detectors	• Batteries	✓		PD	Occupants to replace batteries annually to ensure detectors are always in good order.
	• Replacements		✓	PD	Smoke detectors to be inspected during electrical inspections and replaced when required.
Fridges and freezers	• Supplying and maintaining appliance	✓			Occupant to provide fridges and freezers.
	• Connecting and removing appliance when occupying and vacating property	✓			If a built-in appliance is on site the occupant may use the appliance but, the PD are not responsible for repairing or replacing the appliance. If the appliance fails, the PD must fund the removal and disposal of the appliance.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Floor finishes	- Supply floor finish e.g. carpets to bedrooms, stairs and landing and reception rooms, - Supply floor finishes to study where a permanent flooring e.g. parquet or wood flooring is available. - Supply floor finishes e.g. vinyl to wet rooms, kitchen, utility rooms, bathroom, ensuites, cloakrooms.	✓ ✓	 ✓	PD	Clergy to clean and maintain all floor finishes during their occupancy. PD to provide vinyl floor covering to wet rooms unless tiles have been installed. Vinyl to be replaced at the discretion of the PD. Repairs to parquet, wood flooring, floor tiles to be undertaken by PD. Where study's have a concrete slab finish PD to provide carpet or alternative finish. During an ingoing the PD will replace carpet to the hall, stairs and landing and one other room based on condition e.g. if damaged, worn or heavily stained.
Gardens	- Maintaining lawns, hedges and flower beds - Maintaining hard landscaping - Maintaining trees	✓	 ✓ ✓	PD PD PD	Refer to Garden section of Handbook. All gardens to be maintained by occupants to ensure they are kept tidy and in good order. Gardens must not become overgrown and must be kept free of animal excrement. Hedges and ornamental trees to be maintained regularly by occupants to keep in good health and order. PD to maintain trees. Trees should not be planted in gardens without consultation or permission from the PD. Plants and climbers should not be allowed to grow up buildings and boundaries and should be removed to prevent damage. Farm animals e.g. chickens, pigs etc. should be discouraged from gardens. Any damage caused should be rectified before leaving the property by the occupant. Deeds and land registry documents must be checked before considering any animals which are not standard pets who live outside the house.g. chickens, pigs etc. Land must not be leased, sublet or shared / accessed by a neighbour. A legal contract would be required and permission granted by the Houses Committee.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Garden sheds	- If a garage or permanent outbuilding is present - If a shed is provided due to no garage provision or outbuilding	✓	✓		PD will only maintain garden sheds which are present due to the property not having a shed or outbuildings.
Greenhouses	Supplying, maintaining and repairing	✓			PD do not provide greenhouses. If installed they should be removed prior to vacating the property by the occupant.
Gas	- Supplies - Bills for use - Safety checks	✓	✓	PD PD PD	If you have a gas leak / damaged supply contact the gas supplier immediately and notify the PD. Annual servicing to boilers and gas appliances excluding occupant's cookers will be undertaken by PD Approved Contractor.
Gutters	- Installation, repairs and replacement - Annual maintenance to include wiping down and clearing leaves and debris	✓	✓	PD PD	Rainwater goods should be kept clear at all time from leaves, debris and vegetation to prevent damage to the structure and drains. Refer to drains section of Handbook.
Hedges	- Reduction, maintenance and trimming - Removal of hedges - Planting of hedges	✓ ✓ ✓		PD	Hedges to be maintained to a manageable height of 1.8m or 6ft. Approach Local Authority before removing and hedges as they may be protected. Refer to Gardens section of handbook. Any new hedges to be planted must have written permission from the Head of PD.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Insurance	• Contents Insurance - including retained carpets and fixed flooring	✓		N/A	Occupants to provide contents insurance. ensure they are adequately insured for all their belongings including carpets etc. Insurance policy should include cover for removals to protect items in transport.
	• Building Insurance (Structure)		✓	GDBF	GDBF to insure the buildings on site excluding occupants garden structures with Ecclesiastical Insurance Group (EIG). During a vacancy all items including PCC belongings should be removed as the property will not be insured for any contents.
Ivy and creepers	• Planting and removal	✓		PD	All ivy and creepers and general vegetation should be removed from buildings and boundaries as the vegetation damages the material and structure. Refer to Garden section of handbook. Note: removal of such items to carry out repairs or outside decoration may involve recharge to the occupants.
Keys and locks	• To issue 2 full sets of keys when occupied		✓	N/A	During a vacancy the responsibility of keys and locks is the responsibility of the PD.
	• Responsibility to control keys or replace if lost	✓		PD	During occupation lost keys are the responsibility of the occupant and any related costs e.g. replacement locks.
	• Return 2 full set of keys when vacating a property	✓		N/A	All keys to returned to PD when vacating a property including keys with Church wardens and PCC members.
	• To change locks if keys are lost	✓		PD	
	• To change locks if broken		✓	PD	

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Kitchens and utility rooms	- To maintain, repair and replace - To keep clean and use in a reasonable manner	✓	✓	PD PD	The kitchen and utility rooms to be maintained, repaired until deemed suitable for replacement. Kitchen and utility rooms to be reviewed during vacancies and quinquennials by the Head of PD. Occupants to keep clean and in good order. Surfaces to be protected from hot pans and burns using suitable heat-resistant pads as necessary. Any damage resulting from misuse may be recharged to the occupant.
Lettings	Letting during vacancies Sub-letting and lodgers		✓	PD N/A	Properties to be let during a vacancy by PD. All income to come to the GDBF. Housing Policy does not allow any sub-letting or lodgers within GDBF owned properties.
Lighting (external)	- Wall and security sensor lighting - Garden lights (solar or plug in fittings).	✓	✓	PD N/A	All fixed wired lighting to be installed and managed by PD. PD to provide one security lights fitting to front and rear elevations of the property. If further security lights are required, PD will review on a case-by-case basis. Any plug in or solar garden lights installed by occupant to be removed when vacating the property.
Lighting (internal)	- New or replacement light fitments (wall and ceiling) - Under wall unit lighting will not be provided or repaired - All bulbs (including LED) to be provided by the Occupant. - Replacement switches, and pendant fittings	✓ ✓ ✓	✓ ✓		Occupants to provide all light fittings. All fittings provided by the occupant to be fitted by the PD Electrical approved contractor. Fitting cost to be covered by PD. The PD only provides a standard pendant set for ceiling lighting with the exception of the kitchen, utility and bathrooms which will require lighting suitable for the rooms to meet the current electrical installation legislation. Kitchen wall unit lighting is not provided by the PD. If required the occupant will have to fund the works undertaken by the PD Approved Contractor. All electrical repairs to be undertaken by PD. Works to be funded by PD.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Locks	- External doors to all buildings - Windows locks to all buildings		✓	PD	Refer to Security section of handbook.
			✓	PD	
Lofts	- Ladder - Part boarding - Insulation to roof void and pipes - Storage - Lighting		✓	PD	PD to provide a suitable loft ladder to access the roof void for repairs and maintenance.
			✓	PD	
			✓	PD	PD to provide provision for partial decking to loft to access roof void and provide limited storage for light weight items e.g. Christmas decorations, suitcases. Roof void is not to be filled or used as a storage overflow area and must not extend off boarded area.
		✓		PCC	
		✓	✓	PD	Lighting to be provided by PD. Occupant to supply and replace bulbs.
Maintenance / minor repairs	Very minor items	✓		PD PCC	Occupants are expected to undertake very minor repairs and maintenance e.g. to a property e.g. Changing light bulbs, batteries to door bells and smoke detectors, clearing gullies and rainwater goods, weeding drives, paths and patios, securing curtain tracks and poles, oiling window and door hinges (3 in 1 oil), cleaning windows and doors, maintaining gardens, removing hair from plug holes etc. Refer to handbook for further advice. During a vacancy refer to Vacancy section of Handbook.
Mirrors		✓			All mirrors to be supplied and fitted by the occupant.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Oil tanks	- Filling - Weekly inspections - Maintaining and replacing - Kept clear of vegetation	✓ ✓ ✓	 ✓ 	N/A PCC PD PCC	Oil tanks to be filled by the occupant. Tank level to be checked regularly (weekly) and in particular in the winter months when the greatest volume will be consumed. If a tank runs out of oil it may damage the boiler. The boiler may also require attention from an engineer as a result of air being dragged into system. Any costs incurred as a result of oil running out will be recharged to the occupant. Tanks should be inspected weekly to ensure the tank is not leaking. Any signs of a leak, oil spilt or strong smells, need to be reported immediately to the PD Reactive Maintenance Team to prevent oil leaks causing environmental damage and losing occupants fuel. Tanks should be kept clear of vegetation and belongings to ensure easy access to fill, inspect and for health and safety reasons.
Parish office / Meeting room					Occupants may allow the parish to share / use areas of the house or buildings within the curtilage of the Parsonage. Occupants will need to inform PD of this arrangement in writing for permission. Any use of the Parsonage must be on the understanding that the area used will terminate and must be vacated when the incumbent leaves the parish / property.
Patios & Paths	- Clean and spray weeds etc. - Relay / repair / replace patio	✓ 	 ✓	PD PD	Daily maintenance of weeding, removing moss and general vegetation is the responsibility of the occupant. Relaying, repairing and replacing are the responsibility of PD.
Planning applications	Neighbouring properties and land owners planning notices and general planning correspondence	✓			Occupants to forward / notify PD of any planning applications to neighbouring houses and land. PD will review and place objections if the application could reduce privacy or value to the asset. Refer to Vacancy section of handbook.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
PVCU fascia's window and door frames	- Cleaning - Replacement / Repairs	✓	✓	PD	Occupants are expected to keep PVCu surfaces clean at all times as this protects the finish. External surfaces to be wiped and gutters to be kept clear of moss and leaves at all times.
Quinquennial	- Survey - Works identified		✓ ✓	PD PD	Occupants must provide access to undertake surveys and to undertake the works identified. Refer to Quinquennial section of handbook for further information.
Rotary washing line		✓		N/A	Occupants to provide and install washing lines. Lines to be removed when vacating property.
Sanitary ware	- Provision and replacement - Repairs - Cleaning of all sanitary ware		✓ ✓ ✓	PD PD PD	PD will aim to ensure one working washing facility and one toilet facility on both ground and first floor at all times. If a house has more than one bathroom and two toilet facilities then the repair / replacement will depend on budget availability. Replacements will be reviewed during vacancies and quinquennial inspections unless circumstances e.g. plumbing failures etc. bring the works forward.
Sewerage	- Standard charges - Maintenance - Repairs - Septic tanks clearance		✓ ✓ ✓ ✓	PD PD PD PD	PD to pay water bills which includes drainage. Occupants responsible to remove leaves, moss and vegetation from gullies and to ensure that drains are used correctly. Refer to Repairs (drains) section of handbook. Repairs are the responsibility of PD unless blockage is caused by misuse of drains e.g. nappies, cooking fat, cotton buds etc. Any costs incurred as a result of improper use will be recharged to the occupant.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Shaver point			✓	N/A	PD to provide a shaving point in the main bathroom.
Shelving	Supply and fit 24.3m spur and bracket shelving.		✓	N/A	Allowance is for Vicarages and Rectory's. There are no set amounts for assistant clergy housing. Shelving will be provided but, at a reduced amount at the surveyors discretion.
Showers	- Provision and replacement of shower unit - Provision of cubicle Inc. tray, screen and tiles - Cleaning shower heads, hoses, screens, tiles and trays		✓ ✓ ✓	N/A PD N/A	PD will aim to ensure one working shower at all times. If a house has more than one shower then the repair / replacement will depend on budget availability. Replacements will be reviewed during vacancies and quinquennial inspections unless circumstances e.g. plumbing failures etc. bring the works forward.
Sky dishes and cable TV	Supplying and removing	✓		PCC	All installations should be agreed with the PD prior to installation. On vacating the property the dish and cables should be removed and the masonry made good. Cables must not be drilled through window or door frames. Cable TV must not involve disturbing the drive or any hard landscaping. Any damage caused by an installation of either systems may be recharged to the occupant.
Smoke, heat and CO detectors	- Detectors installation and replacement - New batteries - Testing weekly	✓ ✓ ✓	✓ ✓ ✓	PD N/A N/A	The PD will supply detectors throughout house and replace when faulty or when expired. The replacement batteries and regular weekly testing is the responsibility of the occupants.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Study	Accommodation		✓	PD	The PD will identify and designate in each Parsonage a room to serve as a study. Each room will be equipped with spur and bracket shelving as required up to a maximum of 24.3m (80ft) a telephone point and adequate electric sockets for safe use of office equipment e.g. lamp, computer etc. The room position should ideally be located on the ground floor near the front entrance with close access to a cloakroom. Where possible a lobby with a dividing door from the main accommodation should be provided to segregate office and home.
Telephones:	- Initial provision for line to property (new build) - Setting up telephone contract and paying bills - Broadband	 ✓* ✓*	 ✓ 	 PCC PCC	If a house does not have a telephone line connected to the house the occupant must arrange as part of the contract and PD will reimburse the cost for connecting the line. This only occurs when purchasing a new build property. Existing properties will have lines already connected. ✓* Broadband and telephone bills are the responsibility of the PCC. Occupants to negotiate how this is reimbursed. PCC to be responsible for retaining the phone line during a vacancy.
TV aerials	Supply and fit aerials not including satellite TV	✓		PD	All new and replacement aerials to be installed within the roof void and not on chimney's, roofs or walls. If power supply is required PD to provide point.
Toilet roll holder and towel rail		✓		N/A	All bathroom / shower room cloakroom fittings to be supplied and fitted by the occupant.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Toilet seats			✓	PD	Refer to sanitary ware.
Tree works	- Major species worthy of preservation or large dangerous trees - Fruit trees - Shrubs - Hedges		✓ ✓ ✓ ✓	PD PD PCC PCC	Refer to Garden section of the handbook.
Washing machines	- Supplying and maintaining appliance - Connecting and removing appliance when occupying and vacating property	✓ ✓		N/A N/A	Occupant to provide washing machine and to cover the cost to install and remove appliance using a PD Approved Contractor. If a built in appliance is on site the occupant may use the appliance but, the PD are not responsible for repairing or replacing the appliance. If the appliance fails the PD must fund the removal and disposal of the appliance.
Water charges	- monitoring of water meters - payment for water meter charges - water rates	✓	✓ ✓	PD PD PD	Diocesan Finance Department arrange all payments. If you are receiving bills to the property please forward onto the Finance Department.

Category A-Z	Description	Occupant	PD	Vacancy	Comments
Woodblock flooring	- repairs to floor structure - cleaning, sanding and polishing	✓	✓		Woodblock flooring is no longer provided as standard on the ground floor of new parsonages or houses purchased although existing ones will be maintained by the PD. Daily cleaning and polishing etc. will be the responsibility of the occupant. The floor surface must be protected when undertaking decoration works. If wood flooring is to be covered with alternative surfaces e.g. carpet or vinyl, the finishes must not be stuck, glued, tacked or nailed to the surface.

Appendix B

House Information

Oil tank location

Gas meter location

Electric meter location

Consumer unit location

Stop tap location

Any Other Information
