

## Coronavirus (COVID-19) – Repairs and maintenance fact sheet Version 1 March 25<sup>th</sup> 2020

This document sets out key important aspects of property maintenance for the diocese linking in with current government guidance (subject to change), our own diocesan policies, and registered professional bodies. It will be updated regularly on our website along with any following national guidance.

### The Property Team

All team members are now working remotely along with other centrally employed officers. Please do continue to be in touch with us so we can give any information, advice and assistance.

Whilst we are experiencing some delays in setting up remotely all this will be resolved in the next few days.

Please use email addresses only to contact Property Team members as we cannot access our messages from our office telephones at homes. If you need to speak to a member of staff, please request a call back in your email.

### Reactive maintenance/emergency works

Please report all repairs to the Property Team as normal so we can arrange for emergency works to be undertaken, and schedule non-urgent works in for the future. This process will enable the team to triage your requests and prioritise in line with national guidelines and recommendations.

When reporting issues please email **both** staff members listed below as home broadband systems are less dependable than office ones and therefore reduces the risk of emails being missed.

Chris Swioklo  
Reactive Maintenance Surveyor  
[cswioklo@glosdioc.org.uk](mailto:cswioklo@glosdioc.org.uk)

Mary Coates  
Property Administrator  
[mcoates@glosdioc.org.uk](mailto:mcoates@glosdioc.org.uk)

When reporting repairs, it is important that you alert the property team if the household is self-isolating or if any of the occupants are classed as 'high-risk' due to age or health. We do not wish to pry, but feel it is necessary to reduce the risk to all parties when undertaking emergency works.

## Boiler and Unvented Cylinder Servicing

Servicing will be undertaken in accordance with the advice from Gas Safe and HSE. The current position states that these works should still take place. The following Gas Safe link provides up to date information and advice. The link below is updated regularly by Gas Safe.

Link: <https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/>.

If you have any queries please email me on [cscorer@glosdioc.org.uk](mailto:cscorer@glosdioc.org.uk) and request a call back if you need to chat over the telephone.

With best wishes to everyone

**Colin Scorer**

**Head of Property and Development  
Diocese of Gloucester**

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