
Coronavirus (COVID-19) – Repairs and maintenance fact sheet for clergy

Version 1 March 24th 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 and available on our website along with any following national guidance.

The Property Team

All our 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 etc as things progress.

Whilst we are experiencing some slight delays in setting up things remotely and awaiting laptops etc, all this will be resolved in the next few days, but emails are all accessible so do stay in touch.

Phone numbers remain the same, and all information can be accessed from our website.

Repairs, maintenance and improvements

Emergency works

The team are only able to instruct emergency repairs which could potentially place occupants or the general public at risk. All non-emergency works will be logged and undertaken later as advised by the government.

Boiler servicing will be undertaken in strict accordance with the advice from Gas Safe and HSE. The current position is detailed in the link attached. <https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/>.

All occupants, clergy and tenants, should 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 the requests and prioritise in line with national guidelines and recommendations.

It is very important to us to maintain really positive relationships with clergy and families to ensure they feel supported during these difficult times so please do stay in touch. Where there are works either emergency or planned for later, please do be patient with us as several of our merchants have already closed, and a number of contractors have followed suit so our service may be affected.

When dealing with enquiries, the Property Team have been briefed to ask occupants and contractors if they are in the high-risk categories or have been self-isolating to reduce the risk to all involved and some decisions about works being undertaken may need to be adjusted.

Non urgent works

All non-urgent works have ceased temporarily including ingoing projects, quinquennials, and planned programmes.

Sadly this may result in some properties being delayed for new clergy.

The Property Team will be working closely with the Archdeacons regarding property updates on a case by case basis.

In most cases new ingoing incumbents' and their families will be able to move in due to works having been completed, however, with the most recently vacated properties we will not be able to progress these because of delays and having to factor works in with contractors when they are back at work

We will look at things on a case by case basis but as a contingency where works cannot be completed, and the house is not safe or ready to occupy it may be possible for a temporary move to another property within our GDBF portfolio and possibilities can be discussed with the Archdeacons and Property Team.

However currently most removal companies have temporarily ceased working, and so removal plans and bookings will need to be reviewed on a case by case basis.

Communication

To ensure our message is clear to everyone the Property Team will:

Communicate our plan/message to all occupants (clergy and tenants) via the diocese website housing page tomorrow advising what to do and provide clear information.

Catch up together daily to ensure all works are progressing and to provide support to each individual member both professionally and pastorally (and we have a WhatsApp group for the team and will also be in touch regularly telephone and email).

Be in touch with all our contractors and where works are taking place will ensure appropriate H&S and RAMS paperwork is in place from each contractor to ensure we meet the Coronavirus guidelines for working in homes.

In particular Colin will be in touch with Judith, and the Archdeacons, our Office Manager and Head of Finance too, to join up all our different responsibilities and areas of work. To contact Colin please email or telephone on 07706 836 479 or email cscorer@glosdioc.org.uk if you need discuss any matters.

Other work duties

During any quiet times as things progress the Property Team a number of projects identified as part of our annual business plan to help us improve our service, processes and efficiency in the future.

With best wishes to everyone
Colin Scorer, Head of Property and Development
And The Property Team