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

Version 4: 5 January 2021*

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.

Getting work done in your home

I appreciate times are very challenging for everyone with the constant changes being implemented by the UK Government in relation to the pandemic. Since Covid-19 first appeared in the UK early 2020, the Property team have continued to work tirelessly to maintain our service levels and as such are constantly introducing and reviewing processes to ensure the health and safety of you and your family, the team and contractors remain top priority.

The new lockdown rules permit tradespeople to continue working in homes and properties so we will aim to continue to do so where it can be undertaken safely and in line with UK Government Guidelines. It is clear, that visiting buildings presents an increased risk of transmitting the virus, both to visitors and to the people who occupy the building. The UK Government continues to review and monitor the pandemic and provide regular updates and guidance on how we must all live and work during these difficult times. I have prepared the following information to reduce risk to all parties whilst still providing the essential property maintenance service you require.

How are the Property and Development Team currently operating?

All team members are working remotely along with other centrally employed officers.

The team can be contacted as normal to arrange work, site visits and provide advice and assistance.

The team can be contacted by telephone or email. If you cannot speak to a team member please do not leave a message, instead send an email to the appropriate officer. If you need to speak to a member of staff but you are having to email, please request a call back.

IMPORTANT

Please report all repairs to the team 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.

The following information will explain what to do during office hours, Monday to Friday 9am – 5pm and out of hours emergency works.

Reactive maintenance/emergency works (Monday to Friday 9am – 5pm)

When reporting maintenance issues please use the details below.

Chris Swioklo
Reactive Maintenance Surveyor
01452 835 577
cswioklo@glosdioc.org.uk

Mary Coates
Property Administrator
01452 835 530
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 instructing people to visit your home.

Appointments to be agreed between contractors and occupants as normal to ensure visits are managed. Refer to page 3 and 4 for house visits information and responsibilities.

Reactive maintenance/emergency works (out of hours)

If you require an emergency repair out of hours, please refer to the ‘Emergency Advisory Notes’ and ‘Emergency Contacts List’ for approved contractors. Details can be found on our Diocesan website www.gloucester.anglican.org/your-ministry/housing. Choose the relevant option e.g. Clergy Housing or Tenancy / rental housing and the details will be on the next page selected.

When reporting repairs out of hours, it is important that you inform the contractor if the household is self-isolating or if any of the occupants are classed as ‘high-risk’ due to age or health prior to the contractor attending.

Annual servicing and electric inspections

Annual servicing is essential and must be completed to ensure the installations are safe and working efficiently. This includes servicing of gas, LPG and oil boilers, gas appliances, unvented hot water cylinders, septic tank and treatment plants. We will also require access for our annual asbestos inspections and the five yearly electrical installation checks.

Servicing will be undertaken in accordance with the advice from the relevant bodies e.g. Gas Safe, OFTEC, NICEIC and HSE as well as the UK Government.

House visits

When site visits are required to the inside of your home, for inspections and maintenance works, the following procedures and standards need to be followed.

For the purpose of this document:

'Visitors' *Diocesan staff, surveyors, consultants, contractors/tradespeople.*

'Occupants' *All people present at your home during the visit. This may include family, friends, parish members etc.*

Occupants' responsibilities:

- Occupants must notify visitors if the household is self-isolating, or if any of the occupants are shielding / classed as 'high-risk' due to age or health.
- Provide well-ventilated rooms to work or meet in. It is advised to open windows in rooms to be accessed 30 minutes before visitors arrive. Avoid small confined spaces e.g. corridors.
- Always maintain the 2m social distancing rules.
- Wear appropriate PPE face masks when liaising with visitors.
- Where possible, discussions between parties to be held outdoors in open space.
- Keep surfaces and rooms where tradespeople are working clean and well ventilated.
- Ensure rooms to be worked in are clear of belongings and furniture to enable a safe working space. Contractors should not be moving or touching any of the occupier's belongings where possible.
- Welfare facilities must be provided on site for all visitors. This includes toilets, hand washing facilities and clean water for first aid only.
- Occupants should not provide refreshments. Visitors should bring their own to site.
- Occupants should not enter the room while work is being carried out unless necessary.
- All surfaces accessed by contractors including welfare facilities should be cleaned down by occupants once the visitor has left site. Contractors should still leave site clean and tidy but occupants are responsible for maintaining hygienic surfaces.

Visitors' responsibilities:

- Before attending site, all visitors should ensure they are in good health and fit to attend site.
- Visitors must ascertain if any occupants present during the visit are self-isolating or shielding (classed as 'high-risk' due to age or health).
- Attend site with additional PPE for COVID 19 in line with UK Government and HSE Guidelines ['Working safely during coronavirus in other people's homes'](#).
- All visitors attending site should wear a face mask.
- All visitors should arrive on site with hand sanitiser and hand soap. This must be used before and after accessing the property as a minimum requirement. Hand sanitiser must not be used with hot works, or where a flame is present, or a chance of ignition.
- Always maintain the 2m social distancing rules.
- If access is required in small, confined areas, numbers of people must be kept to a minimum and access one at a time where possible. Visitors may need to have more people present in certain circumstances for health and safety reasons e.g. manual handling of materials.
- When using welfare facilities visitors should ensure they provide and use their own hand soap.
- Visitors must arrange to safely dispose of any waste including PPE off site.
- Visitors should wipe down surfaces handled with appropriate antibacterial wipe before leaving site.
- Visitors should not share pens, paper or other items with others on site.

When work should not take place

No work should be carried out if either the visitor or any of the occupants are awaiting test results or displaying **COVID-19 symptoms**, however mild. This includes:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell

No work should be carried out in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield. The only exception to this is to remedy a direct risk to the safety of the household or to undertake a gas service which is still required to be undertaken by the UK Government. The following [Gas Safe link](#) provides up to date information and advice on this item and the necessary precautions. It is updated regularly by Gas Safe.

If work needs to be carried out in a household where the occupants are clinically vulnerable, but have not been asked to shield (e.g. the home of someone over 70), additional precautions should also be taken to avoid face-to-face contact and you should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues.

Maintaining a positive and supportive relationship with everyone in our homes is integral to the service we provide, so please do stay in touch. If you have any queries regarding any of the information provided please email me on cscorer@glosdioc.org.uk and request a call back if you need to chat over the telephone.

With best wishes to everyone,

Colin Scorer

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