

DIOCESE
OF EXETER



EXETER DIOCESAN BOARD OF FINANCE LTD

HOUSING MAINTENANCE

REPAIR AND

IMPROVEMENT

POLICY

(ISSUE J)

JANUARY 2017

EDBF Housing Maintenance, Repair and Improvement Policy

Item	Policy
<p>Accidental damage</p>	<p>Where accidental damage occurs to the building fabric, fixtures or fittings owned by the Board occasioned by a family member or guest, the damage will be repaired and the insurance excess paid by the Board.</p> <p>In the case of damage to personal items arising from fabric issues or events such as flooding, the Board would not normally compensate occupants for losses; however, consideration will be given to reimbursement of occupants' contents insurance excess up to the maximum amount of £250.</p>
<p>Appliances (including cookers)</p>	<p>All kitchen appliances and white goods to be free-standing wherever possible. To be supplied by the occupant. Fitting is occupant's responsibility.</p> <p>Kitchen refurbishment projects will eliminate built-in appliances wherever possible and in lieu will provide spaces for occupants' own free-standing cooker, washing machine, tumble dryer, refrigerator, freezer and dishwasher as appropriate.</p> <p>Consideration to be given to the removal of Aga/Rayburn when pre-occupancy refurbishment work is undertaken.</p> <p>Where there are built-in appliances, including Agas/ Rayburns that are solely for cooking, in existence at the time of new occupation, generally the Board will offer to remove appliances and form spaces.</p> <p>On the failure an Aga/Rayburn that is used to provide hot water or central heating in an occupied property, the Board will either remove the Aga/Rayburn and provide a new boiler or will pay for the repair works, whichever is considered the most economic, practical and appropriate.</p> <p>On the failure of an existing built-in appliance in an occupied property, it will either be removed and a space formed by the Board for a free standing appliance, or if it is more practical and economic it will be repaired. Repair cost to be met by the occupant unless occupation of the house was pre2005, after which there will be an agreement at ingoing stage.</p> <p>Space for dishwasher to be made as standard as part of a kitchen refurbishment, where space permits. Where dishwasher provision is not required, appropriate services should be installed and isolated and the space filled with 600mm wide base units to allow for future use.</p> <p>Electrical cooker outlet and natural gas supply (where available) together with free-standing cooker space, 610 wide, to be provided in all properties and in addition to Aga/Rayburn where present.</p> <p>Kitchen alterations to accommodate specific requirements to be funded and reinstated by occupant, if considered appropriate by Parsonage Committee.</p>

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Asbestos	<p>Presence of any materials considered likely to contain asbestos should be noted during QIs and a record held in the property file and a copy given to the occupant together with a Standard Guidance Note.</p> <p>Contractor to be notified of presence and location of suspected Asbestos Containing Material. The condition of all suspect materials is to be monitored and no work undertaken on them without to prior knowledge of the Board.</p> <p>Tests for the presence of asbestos will only be carried out where works are due to take place involving the likelihood of disturbing any materials with a potential asbestos content.</p>
Bathroom refurbishment	<p>Assessment of condition carried out at QI or change of occupancy. Decision on timescale for refurbishment to be taken by Archidiaconal Parsonage Committee where timings make this possible.</p> <p>Standard suite to be Armitage Shanks 'Sandringham 21'. Bath to have chrome plated handles and non-slip base where shower located over bath.</p> <p>See also 'Showers'</p>
Bed and breakfast	<p>There is separate guidance available for this proposed use. See also 'Business activities'.</p>
Boilers	<p>See 'Central Heating'</p>
Boundary walls	<p>Where boundary is owned, it is a Board maintenance responsibility.</p>
Business activities	<p>Where a Diocesan policy does not exist, each 'activity' must be assessed individually.</p> <p>The clergy role for which the housing is provided must take precedence over any other business activity. The possibility of any conflict of interests between any such business activities must also be considered.</p> <p>In addition, consideration must be given to legislative and other implications including health and safety, child protection, additional wear and tear on the property, insurance and security.</p>
Carbon monoxide detectors	<p>Carbon monoxide detectors to be provided in each room where there is an open fire provision, multi fuel stove or other solid fuel burning combustion appliance. Carbon monoxide detectors to have a 10 year sealed battery, type Kidde I0LLDCO, or similar approved.</p> <p>Occupants should test the detector(s) each week by pressing the test button.</p>
Carpets	<p>See 'Floor Coverings'</p>

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Central heating	<p>Central heating to be provided to properties when an alternative heating system is beyond economic repair.</p> <p>Boilers are maintained rather than replaced until they are considered to be at the end of their economic life. Should an occupant wish for replacement to occur in advance, then this may be possible subject to an appropriate contribution to the cost being made.</p> <p>New installations to be gas fired where mains gas available. Where not available consideration to be given as to whether oil is most appropriate option.</p> <p>Where lockshield valves begin to fail or when system undergoing works and drained down, consideration to be given to installation of Thermostatic Radiator Valves (TRVs) to whole system.</p> <p>I no. secondary heat source to be provided where practical in addition to central heating system.</p> <p>When installing a new system or when extensive modifications to existing installation are undertaken, zoning of areas is to be incorporated where practical.</p> <p>See also 'Safety checking and servicing'.</p>
Childminding	See 'Business activities'
Chimney/flue sweeping	At ingoing stage sweeping of chimney will be arranged by the Board and certificate obtained. Thereafter, occupants' responsibility. It is recommended that the occupants arrange for sweeping of their chimney stacks by NACS registered chimney sweep and obtain a certificate on completion of work. This should be undertaken at the frequency recommended by the chimney sweep.
Cleaning after Ingoing scheme	<p>Contractor to clean all affected areas of the property on completion of Ingoing Scheme.</p> <p>Employment of professional cleaners only to be considered in exceptional circumstances, such as where no parochial help is available.</p>
Cluster flies	A small number of requests have been received for the treatment of cluster flies. Where appropriate the cost of the treatment will be met by the Board,
Cookers	See 'Appliances'
Curtain tracks	<p>Regarded as fixtures and to be left/reinstated upon vacation of property. Tracks to be provided if missing when property vacant and to be maintained by the Board.</p> <p>Standard track to be Swish Deluxe curtain track.</p>

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Day-to-day maintenance	<p>Clergy to be responsible for day-to-day maintenance of the property, including clearing of gutters where they can be accessed safely without the need for specialist equipment, cleaning out of gulleys and changing of light bulbs (including to security lighting where accessible). If tradesmen required for the above, cost to be borne by occupants.</p> <p>See also 'Drainage' and 'Emergencies'</p>
Disabled access	<p>Not a legal requirement for non-occupants. No independent funding available to improve disabled access, but any planned improvements should include consideration of disabled provision.</p> <p>For disabled post holder/immediate family, reasonable provision will be made and funded by the Board.</p>
Disabled adaptations	<p>The Board to undertake essential adaptations required by priest or immediate family member to facilitate use of the property as far as is reasonably practical. Where appropriate, guidance will need to be taken from an Occupational Therapist or other professional advisor/consultant.</p>
Drainage	<p>The Board has insurance cover for blockages or damaged below ground drainage pipework. Please notify Property Services Department on 01392 294954 if a blockage occurs to any below ground drainage.</p> <p>See also 'Emergencies'</p>
Driveway	<p>The Board's responsibility. Materials used for new driveways and pedestrian access to front door to be in accordance with disabled accessibility requirements ie. suitable for wheelchair and disabled person access, where appropriate.</p>
Electrical installation	<p>Electrical inspection to be undertaken at change of occupancy or a maximum of 10 years after the last inspection, whichever is the sooner. Recommendations for Action items listed as Code C3 to be considered, but not necessarily undertaken.</p> <p><u>Study:</u> Number of sockets to be sufficient for normal amount of electrical appliances – computer, fax, photocopier, etc.</p> <p>See also 'Emergencies' and 'Mechanical Extract Ventilation'</p>
Emergencies	<p>If any emergency arises, please call Property Services Department on 01392 294954. If situation arises out of hours, answer phone message will direct caller to surveyor/s with list of numbers.</p>
Exterior re-decoration	<p>See 'Quinquennial Inspection & Repairs'</p>
Fences	<p>Where boundary is owned, it is a Board maintenance responsibility. New fencing provision to be considered for safety and security of clergy family, but not for considerations in relation to domestic animals.</p>

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<p>Floor coverings</p>	<p><u>Carpets</u>: Not a Board responsibility. Payments to clergy for leaving carpets in-situ on leaving property only to be made in exceptional circumstances at the discretion of the Archdeacon and only when property is to be let and when letting cannot take place without them. Consideration will be given to removal of unwanted carpets prior to new occupation.</p> <p>In the case of new houses that are commissioned to be built for clergy occupation, where more economical/ practical to provide flooring that does not achieve the standards set out in the Green Guide, a grant of up to £2,000 may be available for the first occupant.</p> <p><u>Sheet vinyl</u>: Board responsibility. To be laid in Kitchen, Utility, ground floor Cloakroom, Bathroom, WC rooms and en-suites. Standard range to be Forbo Novilon 'Viva'.</p> <p><u>Wood block</u>: Not a Board responsibility. Re-sealing not responsibility of the Board, however should a defect arise repairs will be carried out by the Board.</p> <p><u>Laminated flooring</u>: Not provided or maintained by the Board. Consideration to be given to its removal at change of occupancy where appropriate.</p> <p><u>Tiled Floors</u>: New tiled floors not provided, but existing floors to be maintained by the Board.</p>
<p>Gardens, hedges and trees</p>	<p>Garden maintenance is the responsibility of occupant. During property vacancy (and if property is not rented), PCC to be asked to maintain garden. Funding from the Board is available <u>only</u> if level of maintenance work is excessive or in exceptional circumstances, as determined by the Archdeacon. In the case of rented properties, tenants are responsible.</p> <p>The Board to fund reduction in height of excessive hedges at Ingoing stage. Thereafter, maintenance to be responsibility of occupant.</p> <p>Small trees should be pruned by clergy. Board responsibility to maintain large trees. Clergy requested to inform the Board if notification received from local authority of intention to apply a TPO to any trees.</p> <p>Surveyors to assess condition of trees at each QI or at a change of occupancy. Generally tree works for which the Board is responsible restricted to these times.</p> <p>Where District Councils charge for the collection of garden waste bins, the occupant determines if a bin is required and bears any cost.</p>
<p>Glazing</p>	<p>Assessment of condition carried out at QI or change of occupancy. Diocesan Surveyor to assess glass and offer safety glass or film to occupant, where considered appropriate to endeavour to ensure that all glazing complies with Building Regulations Approved Document K.</p>

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<p>House occupation following resignation</p>	<p>Occupants may continue to reside at property for up to one month following the date of resignation at no cost.</p> <p>Longer occupation to be charged at cost where property cannot be let due to time constraints, or at market rent where time available to let property.</p> <p>Should the need to remain beyond the month arise from waiting for a clergy pensions house then the rental equivalent to the Pensions Board rental would be applied.</p> <p>Bishop’s Staff have the ability to vary the above but the cost implications will have to be met from a non-housing budget.</p>
<p>Ingoing works</p>	<p>Diocesan Surveyor to visit, inspect and report extent of work that can be undertaken to Archdeacon.</p> <p>See also ‘Property information document’</p>
<p>Insulation</p>	<p>All water storage tanks and pipework to be adequately insulated to protect against freezing.</p> <p>Loft: Wherever possible the Board will seek external funding, but if not available will cover the full cost of amount payable to achieve loft insulation to current Building Regulations standards.</p> <p>Wall: Cavity wall insulation is subject to suitability of property based on BRE GBG 44 Part 2 ‘<i>Insulating masonry cavity walls: principal risks and guidance.</i>’ Where Property Services Department agree to cavity wall insulation, the Board will seek external funding but if not available will cover the full cost of amount payable.</p> <p>Where Clergy occupant requests insulation upgrades, Property Services Department will arrange inspection and quotation by specialist.</p> <p>Consideration to be given to incorporating warm roof insulation in all flat roof covering renewals to reduce risk of condensation, etc.</p>
<p>Interior redecoration</p>	<p>Pre-Occupancy – Ingoing Works</p> <ul style="list-style-type: none"> • The Board will pay up to £1,000 for ingoing redecoration costs but if spent in full there is no further redecoration grant available for the next 5 years. If less than £1,000 is spent then the balance of the grant as set out below under the heading ‘During Occupancy’ remains available. The Property Services Department will liaise with the Incoming Occupant to agree what works are to be undertaken and agree colours. • In addition, the Board will pay in full for internal redecoration of any room where the ingoing works have significantly affected them - such as bathroom or kitchen renewals.

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Lighting	<p>All new light fittings to be as energy efficient as possible. Fluorescent light fittings to be installed in Kitchens, Studies and Bathrooms.</p> <p><u>External:</u> Up to 2 no. exterior security lights to be provided by the Board if requested by occupant. Additional lighting subject to security assessment by Diocesan Surveyor.</p> <p><u>Bathroom:</u> Luminaire to be IP rated to suit location.</p> <p><u>Modifications:</u> Changing of light fittings to be undertaken by qualified electrician at occupant's expense.</p>
LPG Installations	<p>The Board is responsible for safety checking and maintenance of LPG installations currently occupied by clergy where the installation was installed before 2013.</p> <p>Occupants wishing to install or re-commission LPGA installations after 01/01/2013 shall be responsible for ensuring the installation is undertaken by a Gas Safe registered engineer and will need to provide Property Services Department with an installation certificate. Annual safety checking of these installations will be carried out and paid for by the Board, but any maintenance and repair costs will be charged to the occupant.</p> <p>On departure by the current clergy occupant the installations are to be removed, or securely decommissioned. In the case of new or re-commissioned installations pre-dating 01/01/2013, the Board will pay for the cost whereas post this date, the occupant will be expected to arrange and pay for this work.</p>
Locks	<p>Locks to be changed during Ingoing Scheme only where there is concern regarding location of keys.</p>
Lodgers	<p>Separate guidance is available. Please contact the Property Services Department before entering into any lodging arrangement.</p>
Loft ladders	<p>To be offered at next QI where not currently provided. Board responsibility to provide and maintain.</p>
Loft boarding	<p>To be provided by the Board only where required for safe access to services.</p>
Mechanical extract ventilation	<p>Kitchens and bathrooms to be fitted with externally ducted mechanical extract ventilation wherever possible.</p> <p><u>Kitchen:</u> Wherever possible ducted-out integrated cooker hood should be fitted as part of kitchen refurbishment.</p> <p><u>Bathroom:</u> Humidistat extractor fan to be fitted in each bathroom or en-suite at a time to be determined by Diocesan surveyor. Extractor not to be connected to light unless no opening window present. Standard Bathroom extractor to be Vent Axia Silhouette or Solo Plus humidistat controlled extractor fan. 100mm Wall fitting Kit to be used where applicable.</p>

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<p>Multi-fuel Burners</p>	<p>A multi-fuel burner, and flue liner if required, will be provided if requested in the living room as secondary heating as part of QR and Ingoing schemes in properties heated using oil or calor gas, or in a small number of 'hard to heat' properties with gas central heating, with "hard to heat" being assessed on exceptional size, construction and glazing.</p> <p>In all other cases at QR and Ingoing Schemes, Board will fund just flue lining element, but including cowl and register plate, where occupants wish to install their own secondary heating appliance, subject to production of a HETAS installation certificate. All other alterations including adaptations to fireplace and hearth to be funded by occupant. On vacation, where priest has paid for stove, consideration to be given to appropriate contribution.</p> <p>Any storage requirements for timber or other fuel to be at the occupant's own expense.</p> <p>Adaptations if priest-owned appliance is removed thereafter to be determined on a property specific basis.</p>
<p>Phone points</p>	<p>Telephone sockets to be provided within study, one other family location and main bedroom.</p>
<p>Ponds</p>	<p>Board not to take responsibility for maintenance or safety relating to ponds. Diocesan Surveyor to liaise with occupant re safety implications, with option to remove as part of Ingoing Works.</p>
<p>Property information document</p>	<p>Document to be prepared by Property Services Department and made available prior to interviews for vacant post providing details of the property and extent of proposed ingoing works.</p>
<p>Quinquennial Inspections & Repairs</p>	<p>Quinquennial inspection of each property will be carried out by a Diocesan surveyor five years after the previous inspection to enable the need for works and its associated timing to be determined. Where delaying works will not result in the condition of the building fabric being materially adversely affected, QR works will be deferred.</p> <p>Previously decorated exterior joinery will be re-decorated as part of the quinquennial repair works.</p> <p>Exterior masonry to be redecorated every other Quinquennial (unless first Quinquennial works significantly deferred). It is accepted that the appearance of the walling may become unsightly but it will not significantly affect the building condition. The only exception to this policy will be to address a particular elevation if it is very unsightly and is highly prominent and publicly visible.</p>

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Radon	Testing equipment will be offered in all areas recommended by National Radiological Protection Board, as part of a phased programme of works.
Rental during vacancy	<p>The Board will automatically proceed to let a house upon vacation by parochial clergy unless there is insufficient time before the appointment of a curate. Subject to the house being let within approximately 1 month of vacation by the priest, the house will be let generally on a six months assured shorthold tenancy.</p> <p>The Board will automatically proceed to re-let a house for a period of at least six months upon vacation by a tenant if there is not an interview date.</p>
Safety checking and servicing - gas and oil appliances	<p>The Board is responsible for annual safety checking and servicing gas (natural and LPG) and oil installations as follows:</p> <ul style="list-style-type: none"> • oil boiler • gas boiler • unvented hot water cylinders and associated installation • most gas Agas/Rayburns • most oil Agas/Rayburns • gas fire(s) • built-in gas oven • built-in gas hob • all associated pipework, tanks and installations generally <p>The Board has in place block contracts with a small number of specialist contractors who will contact occupants at the appropriate time to arrange safety checking and servicing of these gas/oil installations. Safety checking of free standing gas (and electric) cookers is the sole responsibility of the occupant.</p> <p>Where Agas/Rayburns are provided and the occupant has not taken over responsibility, an appointed contractor will safety check and service at the annual visit. The Board will cover this cost and an additional six monthly service cost, which the occupant should arrange direct with the contractor.</p>
Seagull deterrent systems	Only to be considered where persistent problems experienced over several years.
Secondary glazing	Only to be considered for property in extremely exposed or noisy location or where provision of double glazed units is not possible/practicable.
Secondary heating	<p>Open fire to be considered suitable source of secondary heating and to be provided to either Study or Living Room, where possible.</p> <p>In exceptional circumstances provision of an alternative may be considered as an improvement, subject to approval by relevant archidiaconal committee.</p>

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Security	<p><u>Alarms:</u> Survey of parsonages carried out 1998. High risk properties identified and alarms fitted. These are currently maintained by Tamar Security. Additional properties only added to this list if circumstances have changed significantly when assessed against the original criteria, or if Archdeacon requests alarm. Provision and maintenance paid for by the Board. The Board also pay additional cost in relation to monitoring of alarm if requested by occupant; however, should additional phone line also be required, cost of line to be the responsibility of the occupant.</p> <p><u>Cameras:</u> Only fitted in exceptional circumstances if requested by the Archdeacon.</p> <p><u>Locks:</u> Front doors, rear doors, and interior garage pedestrian access doors to be fitted with 5 lever mortice locks. Additional Yale-type lock to be fitted to front door. Where PVCu front door fitted, interior ‘thumb turn’ latches or key operated lock which engage the dead bolt are acceptable. All ground floor and other accessible windows to be fitted with window locks.</p> <p>Security review of all properties to be carried out as part of Quinquennial Inspections and Ingoing Schemes. Review to include assessment of fencing, lighting, blockage of sight lines by vegetation and any security issues raised by current or future occupant.</p> <p>See also ‘Lighting’.</p>
Septic tanks & Sewerage Treatment Plants	Where system installed, emptying to be paid by the Board.
Sheds	No provision of or responsibility for sheds by the Board. Removal to be considered at Ingoing. Occupants are advised to check with Property Services Department regarding any legal restrictions prior to any commitment.
Showers	<p>Minimum 1 no. shower to be provided, preferably in family bathroom. If being replaced to be instantaneous 9kW electric shower wherever practicable. Power showers and pumps are not provided.</p> <p>Provision of shower cubicles to be considered at Bathroom refurbishment. New tray to be 900mm x 900mm where space allows.</p> <p>When shower is over bath, shower curtain rail to be provided by the Board. Shower curtain to be provided by occupant.</p> <p>Standard items; Mira Sport 9kW thermostatic electric shower Acrylic 900mm x 900mm shower tray with integral upstands where possible and</p>

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Showers (cont.)	<p>riser conversion kit if required.</p> <p>Shower enclosure to be from Coram range in white frame finish. Tiles - 200mm x 250mm 'bumpy' white. Rail – Croydex Slenderline White Shower Rail</p>
Smoke detectors	<p>All clergy houses should have as a minimum one, fully functioning, smoke detector on each floor. Installation of mains powered smoke detectors with 10 year lithium battery back-up to be carried out as part of Ingoing, QR or major refurbishment schemes as appropriate, in accordance with BS 5839.</p> <p>Mains powered smoke detectors with 10 year lithium battery back-up to be replaced prior to expiry date by Board. Occupants should test the detectors each week by pressing the test button on each unit.</p>
Streams	<p>Board responsibility to carry out risk assessment at QI and change of occupancy and implement necessary works to reduce risk.</p>
Study shelving	<p>Board responsibility to provide up to 22 lin. m adjustable bookshelves. To be reviewed at Ingoing.</p> <p>Standard shelving to be 'Spur' metal adjustable uprights and brackets, or similar approved, with 225mm x 20mm varnished composite softwood shelves.</p>
Tiling	<p><u>Kitchen:</u> 3no. courses high of tiling to be provided over all worktops. In cooker space tiles to be up to 6no. courses above worktop and 1no. course below. Tiles to be 150mm x 150mm 'bumpy' white or cream.</p> <p><u>Bathroom:</u> Tiles to be provided around bath 2no. courses high; behind basins 1no. course high and to shower cubicles. Tiles to be 200mm x 250mm 'bumpy' white.</p> <p>See also 'Showers'</p>
Trees	<p>See 'Gardens, hedges and trees'</p>
TV aerials/ Satellite dishes	<p>Aerials not to be provided or maintained by the Board. Occupants wishing to site satellite dishes on the outside of the property should consult the Board, especially when property is listed. Listing/Planning considerations may prohibit installation.</p>
Vacancy responsibilities	<p>Prior to vacancy of property, clergy to carry out the following:</p> <ul style="list-style-type: none"> • take electricity and gas final meter readings as appropriate on day of removal, settle bills and pass readings to Property Services Department; • if moving out in winter, turn off incoming water main and leave central heating on a minimal setting with room thermostat set on approximately 6°C and TRVs on 1 in principal rooms and * (frost setting) elsewhere; • terminate the telephone contract, leaving the line available for any tenant;

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Vacancy responsibilities (cont.)	<ul style="list-style-type: none"> • leave list of names and telephone numbers for the next priest, especially the names of local handymen who have proved useful in the past; • empty the house and grounds of belongings. <p>Following vacancy, churchwarden/PCC to be responsible for the following while property unoccupied:</p> <ul style="list-style-type: none"> • generally keep an eye on the property during the vacancy - be the eyes and ears of the Parsonages Committee; • make twice weekly inspections (to comply with insurance requirements); • collect and forward important post (if not being redirected); • open electricity/gas bills, read the meters and obtain accurate bills (to be forwarded for payment by the Board); • keep on top of basic gardening*. <p>* If there is a problem with gardening the Archdeacon should be consulted.</p>
Windows	<p>Assessment of condition carried out at QI or change of occupancy. Decision on timescale for renewal to be taken by Archidiaconal Parsonages Committee where timings make this possible, but decision primarily based on review of most economic option.</p>
Water butts	<p>Up to 3no. water butts with stands to be offered as part of QR or Ingoing schemes where fitting is practical. Water butts to be connected to rainwater downpipes with rain diverter kits.</p>

This document is to remain an Open Document and is to be periodically reviewed and updated as necessary, following agreement by the Combined Parsonages Committee.