

## Introduction

A large proportion of the Diocesan Residential Property Budget is spent each year on Minor Works. By their nature they are usually essential but, sometimes, it is difficult to control the cost of such repairs within that budget.

The Diocese does have an established policy which occupiers should try their very best to follow so that these costs can be kept as low as possible and, when in doubt, the staff at Diocesan Office should be consulted.

This booklet draws together the names of many individuals and firms who have provided good service across the Diocese should be used for repairs to Diocese property. If other contractors are used the Diocese require a quotation before any work is carried out so that an order can be placed with the contractor. Those included in this booklet will liaise with the property department on this matter.

The Property Management Team can be contracted during normal office hours (Monday –Friday 9am – 5pm) as follows:

<b>Ann Murdoch</b>	Property & Maintenance Administrator	<b>020 7932 1207</b>
(Minor Repairs, Heating and Boiler Servicing, General Enquiries and cover in the absence of other staff.)		
<b>Mark Gardner</b>	Manager – Property Maintenance	<b>020 7932 1208</b>
<b>Michael Lewis</b>	Manager – Residential Property	<b>020 7932 1209</b>
<b>Dale Robertson</b>	Manager – Commercial Property	<b>0207 932 1235</b>
<b>Kenny Cathro</b>	Head of Property Management	<b>020 7932 1206</b>
<b>Fax number 020 7932 1112</b>		

It is hoped that this booklet will prove to be a useful resource to occupiers.

## Policy and Procedure

The procedure for the authorisation of works of a routine nature is as follows:

- a) All works, other than those that are urgent, are to be authorised by the Team prior to the contractor being instructed to proceed. Works to be carried out by a contractor not listed in this booklet must have the quotation authorised by a member of the Team before proceeding. A purchase order system is in place to assist us in monitoring money spent in this way, therefore it is essential that authorisation is obtained for any work.
- b) All works costing **£100 or under** ( including VAT) should normally be met by the PCC or occupier other than those to boiler, heating or plumbing systems
- c) For works costing **over £100** please refer to a member of the Property department for approval to proceed.
- d) For works costing **over £500** two estimates are required.
- e) Preferably, estimates should be supplied in writing, by fax or post although approval can also be given over the telephone. A full description of the proposed works should be provided.

- f) **EMERGENCY WORKS**, - which are those which must be carried out within 48 hours such as blocked drains, gas leaks, re-glazing and securing a property after a break-in, leaking pipes or water penetration. Where possible the staff of the department should be informed of the problem and their instructions/advice sought before work is carried out and, in any case, as soon as the office is open.
- g) Occupiers are advised **NOT** to call unknown contractors or those who advertise in directories because there is no guarantee that their workmanship will be adequate or their charges reasonable.
- h) Where an occupier has not sought prior approval and an expensive contractor has been engaged to carry out a non-essential repair, the department has the discretion only to reimburse that amount, which, in its judgement, one of its recommended contractors would have charged for the work.
- i). All reputable contractors have their own public liability insurance and occupiers should ask to see proof of this before work is carried out .

The following works are **not** normally carried out or reimbursed

- Toilet seats ,supply or repair
- Cleaning of extractor fans
- Light bulbs replacement
- Cooker extract filter replacement
- Gardens (excluding trees adjacent to boundary)
- Extension in height to existing boundary fences  
(unless recommended by a local crime prevention officer )
- Paths, Patios and driveways
- Internal decorations

Cooker, Fridges, White goods etc  
Television aerials, Sky dishes  
Floor coverings, sanding/sealing/ staining of floors  
Curtains and blinds  
Supply and fit of additional internal lighting  
Supply and fit of additional sockets  
Movement of radiators to accommodate furniture  
Accidental damage caused by the occupier  
Repairs caused by negligence on the part of the occupier.  
Abortive call outs when an occupier fails to be at home for a prearranged appointment  
Pest/vermin control call outs to properties which maintain poor standards of hygiene  
(reasons for infestation to be highlighted on contractors report )  
The fitting of video entry (unless recommended by a local crime prevention officer )  
Additional locks and slip bolts (unless recommended by a local crime prevention officer)  
The supply and erection of garden sheds, greenhouses, conservatories and maintenance of same  
Additional heating sources (radiators, electric fires, gas fires)  
Damage to property from pets  
Damage to properties by sub tenants/ co habitants  
Provision of fire extinguishers/blankets  
Works undertaken for cosmetic reasons

Please also refer to the Houses Handbook.

**CONTRACTORS IN THE FIELDS OF:**

- 1. General Property Maintenance**
- 2. Plumbing & Heating**
- 3. Gutters**
- 4. Drains**
- 5. Tree Surgeons**
- 6. Electricians**
- 7. Fencing**
- 8. Re-Glazing**
- 9. Emergency Boarding-up**
- 10. Security Works**
- 11. Locksmiths**
- 12. Alarm Systems**
- 13. Garage Doors**
- 14. Pest Control**
- 15. Repairs to Kitchen Units**
- 16. House Clearance and Cleaning, Floors and Doors**

## **1. GENERAL PROPERTY MAINTENANCE**

### **Hammond Builders**

69 Blundell Road

Edgware

Middx HA8 0JA

Telephone 020 8959 0349/0602

### **D & N Hall & Sons Ltd**

1A Retreat Place

Hackney

London E9 6RH

Telephone 020 8985 5809/2877  
or 07973 401 839

### **R&A Building Contractors**

Cavendish House

Lumpton Road

Hoddesdon

Herts

EN11 0EP

Telephone/fax 01992 440600  
or 0777 065 3561

### **Enterprising Developments**

Unit 8

Winterbeck Industrial Estate

Orston Lane

Bottesford

Notts NG1 3 0EL

Telephone 01949 842 400

### **GB Construction**

3 Sherbourne Drive

Acocks Green

Birmingham

B27 6DY

Telephone 07760 008016

## **2. PLUMBING AND HEATING**

**Some of our vicarages now have an emergency plumbing and drainage policy with Thames Water (Home Service).**

**Please check with them or the office if you have an emergency. If it is not covered by the policy you may then call one of the plumbers or drainage companies listed in this booklet.**

**Thames Water (Home Service) 0800 783 4997**

**You should only need to quote your postcode to them.**

### **Garry WJ Hall and John L Randall**

132 Manor Way

Borehamwood

Herts WD6 1 QX

Telephone 020 8953 2094

(Appointed Contractor for annual boiler and gas fire servicing in KENSINGTON, WILLESDEN ,STEPNEY and some properties in other areas).

### **The Beaver Company Ltd**

968 North Circular Road

Cricklewood

London NW2 7UZ

Telephone 020 8450 7835

(see known as Hobbs Wilson Ltd)

(Appointed Contractor for annual boiler and gas fire servicing in EDMONTON and TWO CITIES areas).

Or any of the following companies can carry out minor plumbing work

**D& N Hall**

**Hammond Builders**

**R&A Builders**

See Section 1 for contact details

### 3. GUTTERS

**Hall and Randall** deal with our gutter maintenance contact Ian Howe on 0208 953 2084 at Hall and Randall or Mattanah Sackey 0207 932 1250 at the Diocese See [www.london.anglican.org/gutters](http://www.london.anglican.org/gutters)  
Most of our general builders can also deal with guttering problems

### 4. DRAINS

<b>Fullbore</b> 43 Shepperton Road Islington London N1 3DH	Cover all of London  Telephone 0207 359 0025 0207 226 2994 for blocked drains
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<b>Drain Tech Ltd</b> Kern House Breakspeare Road Ruislip, Middx HA4 7AQ	Telephone 01895 677847
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<b>Garry WJ Hall and John L Randall</b> 132 Manor Way Borehamwood Herts WD6 1 QX	Telephone 020 8953 2094
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<b>R&amp;A Building Contractors</b> Cavendish House Plumpton Road Hoddesdon Herts EN11 0EP	Telephone 01992 440600
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## **5. TREE SURGERY**

### **Custom Cutters**

46 Stanley Road  
Bounds Green  
London N22 4HE

Telephone 020 8365 7722  
0797 3223572  
Fax 020 9365 7733

### **Urban Forestry**

Bedmond Bungalow  
Bedmond Road  
Abbots Langley  
Herts WD5 0RP

Telephone 01923 268 066

### **R Nicholas**

3a Downing Drive  
Greenford  
Middx UB6 8BD

Telephone 020 8578 4130  
(no VAT to pay)

## **6. ELECTRICIANS**

### **Baldwin and Bleakley (Electrical Services) Ltd**

30 Gallows Hill Lane  
Abbots Langley  
Herts WD5 0DA

Telephone 01923 673839

### **CES**

St Mary's  
46 Marlpit Lane  
Coulston  
Surrey  
CR5 2HB

Telephone 01737 557 127

### **J.B. Electrical Ltd**

44 Knoll Crescent  
Northwood  
Middx HA6 1HJ

Telephone 01923 840629

Or any of the following companies can carry out minor electrical work

**Hall & Randall**

**D&N Hall**

**R&A Builders**

**Hammond Builders**

See Section 1 for contact details

**7. FENCING** ( see also general property maintenance ,  
many builders will also carry out fencing work).

**Harrow Fencing Supplies Ltd**

249 Eastcote Lane  
South Harrow  
Middx HA2 8RR

Telephone 0208 422 6363

**Sampson and Partners Fencing**

Aubrey Works  
15 Aubrey Close  
London Colney  
Herts AL2 1NE

Telephone 01727 822222

**Spelthorne Landscape & Tree Services**

Telephone 01753 681 492  
07990604757

## **8. RE-GLAZING**

Most of the contractors listed under 'General Property Maintenance' will be able to re-glaze broken window panes. However, where special double glazed units have been damaged, it may be necessary to refer back to the manufacturers .

### **Hertford Glass**

Currie Street

Hertford

Herts SG13 7DA

Telephone 01992 582351

### **The Window Factory**

Unit 12/13

Bridge Works

Iver Lane

Cowley

Middx UB8 2JG

Telephone 01895 811058

**[Aluminium windows and double glazing]**

### **Andrew Leeming**

50 Lee Road

Perivale

Greenford

Middlesex UB6

Telephone 020 8998 8535

**[Leaded Light Windows and Stained Glass  
and Repairs to all window types]**

## **9.EMERGENCY BOARDING –UP**

Following a break-in, the Police will normally be able to recommend a contractor to undertake immediate boarding up to re-secure a property.

Otherwise, most of the contractors listed under “ General Property Maintenance or Re:Glazing” should be able to undertake this.

### **DAMAGE CONTROL PLC**

273-275 Cricklewood Broadway  
London NW2 6NX

Telephone 0208 208 3999

### **GB Construction**

3 Sherbourne Drive  
Acocks Green  
Birmingham  
B27 6DY

Telephone 07760 008016

## **10. SECURITY WORKS**

It is recommended that the advice of the local Crime Prevention Officer is sought prior to contemplating any work. The report following the Officer’s inspection will highlight areas in need of improvement and the best way to deal with them. For substantive security improvements, such as bars, grilles or alarms, a list of reputable local firms will usually be provided who can then be asked to provide estimates.

Please see the ‘Houses Handbook’ regarding Security and Alarm Systems

## **11. LOCKSMITHS**

### **Banham Patent Locks Ltd.**

233/235 Kensington High Street  
Kensington  
London W8 6SF

**Also security grilles.**

Telephone 020 7622 5151

### **Flurys**

59 Chelsea Manor Street  
Chelsea  
London SW3 5RZ

Telephone 020 7353 3742

### **Franchi Lock & Tools**

278 Holloway Road  
Holloway  
London N7 6NE  
& 144-146 Kentish Town Road  
Camden Town  
London NW1 9QB

Telephone 020 7607 2200

Telephone 020 7267 3138

### **Barnet Lock Centre**

Exchange Buildings  
St Albans Road  
Barnet  
Herts EN5 4PD

Telephone 020 8440 3218/2156

### **Instant Security Systems**

19-20 The Broadway,  
East Lane,  
Wembley Middx HA9 8JU

### **Locksmith and Alarm Systems**

Telephone 0208 908 3032

## **12. ALARM SYSTEMS**

### **Woodside Security Systems**

29a Westbury Road

Finchley

London N12 7NY

Telephone 0208 8446 2661

### **Trooper Systems Ltd**

174 Pinner Road

Harrow

Middx HA1 4JP

Telephone 0208 426 0941

### **Churchill Security Systems Ltd**

3 Cobden Court

Wimpole Close

Bromley

Kent BR2 9JF

Telephone 0208 460 0399

## **13. GARAGE DOORS**

### **Garage Doors (London ) Ltd**

37 Waterloo Road

Cricklewood

London NW2 7TS

Telephone 020 8452 1233

#### **14. PEST CONTROL**

In the first instance, occupiers should consult their local Environmental Department based at the Council Offices. The Council may have its own Pest Control service or be able to recommend a local firm that will be able to deal with the problem. Some will require payment to be made before or when the officer attends the site.

A recommended company who cover all of London is

**Cleankill Environmental Services**

P.O.Box 2087

Purley

Surrey CR8 5YQ

Telephone 0208 668 5477

Or Freephone 0800 056 5477

Please quote 'LONDI' as the account number

#### **15. REPAIRS TO KITCHEN UNITS**

Companies under general property maintenance will usually repair units. Contact Hammond Builders or D & N Hall

Any request for a new kitchen should be referred to Kenny Cathro Or Mark Gardner to arrange an inspection.

#### **16. REMOVAL OF RUBBISH, CLEANING, FLOORS**

Cleaning of property is normally the responsibility of the PCC or Occupier. When a property is vacated the Churchwardens should try to ensure it has been left in clean and empty. If rubbish clearance is required skips can be hired through Yellow Pages. The Diocese is unable to pay for these.

**House Clearance:**

**Courtlea**

Unit 12

South Bank Commercial Centre

140 Battersea Park Road

London SW11 4NB

Telephone 0207 498 1803

**House Cleaning**

**Briteclean**

52 Chilver Street

London SE10 0RH

Telephone 0208 293 3334

**Boldshine Ltd**

115A Clapton Common

Stamford Hill

London E5 9AB

also floor stripping and sealing

Telephone 0208 802 7538

**Floorcraft Contractors (London) Ltd**

17a Station Road

Walthamstow

LONDON E17 8AA

Wooden floor supply &  
maintenance

Telephone 0208 521 4446

**Floors and Doors Ltd**

Door trimming and floorboards

Telephone 0208 330 6157

**Carpet and upholstery Cleaning,**

**Blinds and Carpet supply**

**C.P.Interiors**

268 Grasmere Avenue

Wembley Middx

Telephone 0208 908 6642

# **MINOR WORKS HANDBOOK**

**\*\*\*\*\***

**A guide for all occupants  
of London Diocesan-owned  
Residential Property**

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**Policy and Procedure  
And List of Contractors**

**2008**

