

Repairs and Maintenance Service Standard





Looking after your vicarage and reactive repairs

The London Diocesan Fund (LDF) Housing Team provides a service for essential repairs. We will ensure that your home is maintained to meet all regulatory standards and is in a good condition. However, there are aspects of the maintenance which remain your responsibility. This document sets the expectation between Clergy and the LDF and explains how we will deliver our service.

Our Agreement

The LDF will

- provide you with advice and guidance about your home including which repairs you are responsible for, and which are carried out by the LDF's contractors.
- provide a repair service via Fixflo allowing you to raise, manage, and communicate about repairs with us and our contractors.
- inform you of the contractor attending to your repair and target date of completion.
- provide an emergency out of hours service to make safe any defect which may present an immediate risk to a person or property, within 24 hours.
- keep you informed about work scheduled in your home and ensure prompt communication from us or our contractors in case of anticipated delays, along with the reasons behind them.
- carry out annual inspections in your home to identify any potential defects.

LDF contractors will

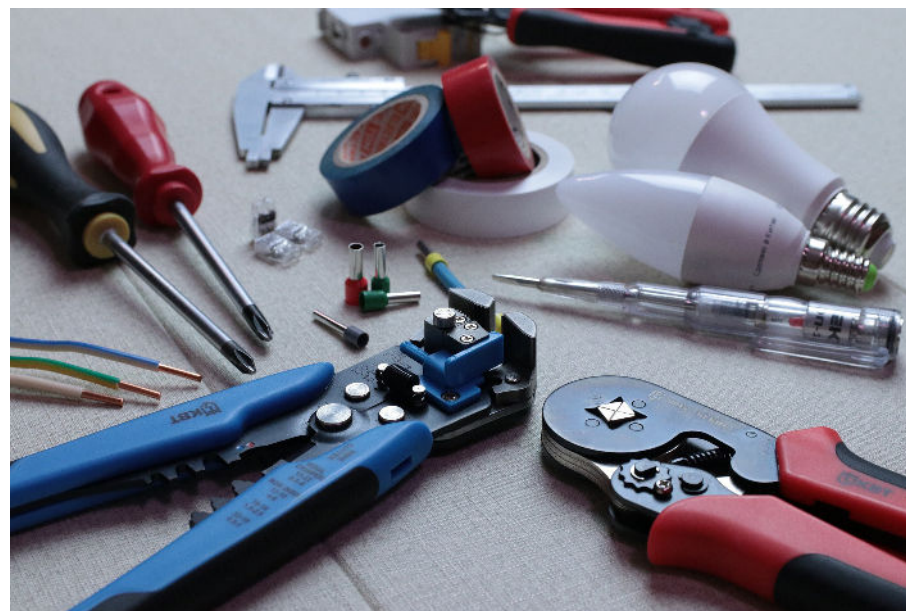
- contact you within 24 hours to book an appointment for the repair raised.
- show you identification before entering your property.
- use adequate protection to guard your home and belongings from dust, dirt and damage.
- be polite and treat your homes with respect.
- maintain cleanliness by tidying up after their work and ensuring essential services are operational by the end of each day.

Periodic inspections

The LDF has a statutory obligation to carry out periodic inspection to your home to ensure your home is safe.

We will

- carry out an annual safety check of all gas appliances including gas boiler, fires, oven & hob;
- carry out electrical safety inspection at least every five years (including remedial repairs);
- provide smoke detectors, heat detectors and CO2 monitors
- carry out an annual re-inspection of asbestos containing materials and make safe where appropriate.



Responsibilities

Kitchen



Our responsibility

- Internal waste pipes serving kitchen
- Extractor fans, air vents and pull cords
- Wall tiling, seals and splashbacks
- Electrical sockets and isolator switches
- Water leaks
- Trip hazards in kitchen flooring
- Replacement of built in kitchen appliances installed by us



Your responsibility

- Replacing sink plugs and chains
- Fixing and replacing cupboards and drawer handles
- Connecting and repairing your own appliances
- Maintain kitchen furniture and appliances in all instances, even when they have been provided by us including free standing appliances.
- Keep kitchen in good condition
- Cleaning kitchen extractor fan including cooking extractor and replacement

Bathroom



Our responsibility

- Extractor fans and humidity fans
- Internal waste pipes serving bathroom
- Water leaks
- Toilet flushing mechanism
- Flooring (both tiled and vinyl) and wall tiles
- Lighting fittings



Your responsibility

- Replace toilet seats (including lids and hinges), shower heads, hoses and sink/bath plugs
- Toilet seat adjustment and replacement
- To provide, maintain and replace shower curtains and curtain rails
- To attend to sink/toilet blockages in the first instance. You should attempt to unblock these with drain unblockers/ plunger where appropriate
- Cleaning bathroom extractor fans and filter
- Any bathroom locks that were installed by you

Responsibilities

Internal



Our responsibility

- Repair of security alarm systems and door intercom / access systems
- Significant damp ingress, rainwater penetration and water leaks
- Hot & cold-water pipework, water tanks / cylinders are free of defects and water leaks
- External doors & frames, hinges, & handles are secure and in reasonable working order
- Power & lighting, including the fuseboard, sockets and switches
- Main gas and water supply pipework after the main stop cock or after the utility meter



Your responsibility

- Routine decoration
- Fitted wardrobes, doors and shelves
- Lost keys and replacement of locks
- Replacing floor coverings and carpets
- Regular test of smoke, heat and CO₂ alarms (please report any defects to us) and replacing blown lamps
- Supplying and maintaining TV aerial signal, telephone, radio, and internet provision, and maintaining the safety of portable electrical appliances
- General minor maintenance repairs under £100 (excluding boiler repair)
- To install or deinstall white goods on move ins/outs

External



Our responsibility

- Window frames, glazing, security locks & handles
- Essential tree works to protect the structure or prevent boundary issues
- External security lighting (not including general or decorative lighting)
- Garage structure including the walls, roof and garage door
- The integrity of the main building structure, roof, chimneys and internal building fabric
- Boundary structures, fencing and security gates are in a safe and reasonable condition if they are Diocese property
- External drainage



Your responsibility

- Reasonable upkeep of the grounds, garden maintenance and grass cutting
- Reasonable upkeep of planting, shrubs, trees under 2.5 metre height
- Upkeep and treatment of external fencing
- Good housekeeping to keep drainage free of leaves, debris, cooking oils etc
- Greenhouses, sheds, patios, decking, paths not directly serving main entrance
- Pest control activity outside of the property such as foxes, pigeons, seagulls
- Clothes posts, lines & rotary dryers

DIY and home improvements

You must request our permission before carrying out any structural alterations and major improvements to your home. Such improvements include alterations to electrical wiring and any plumbing in the property. All work will be subject to inspection on completion. If the quality of the work is not acceptable, you will be responsible for any costs of remedial works.

Recharge

The LDF reserves the right to recharge you for repairs that are either not deemed an LDF responsibility, are caused deliberately, by carelessness/negligence by anybody in your household including pets as well as visitors (subject to fair wear and tear).



Reporting a repair

If you would like to raise a non-emergency repair, you can do so using the Fixflo portal www.dioceseoflondon.fixflo.com.

If you are unable to log your repairs on Fixflo, you can also email us on propertyenquiries@london.anglican.org to report your issues.

Our approved contractors will contact you to arrange an appointment for access. We value your feedback so please let us know how we are performing!



Emergency Repair

Phone: 01582 599 688 (during office hours)

Phone: 07976 890 230 (after 5pm and weekends)

Emergency phone numbers are for our contractor, Fitzgerald's

When will my repairs get done?

The LDF will complete repairs and maintenance work to your home within the following timescales:

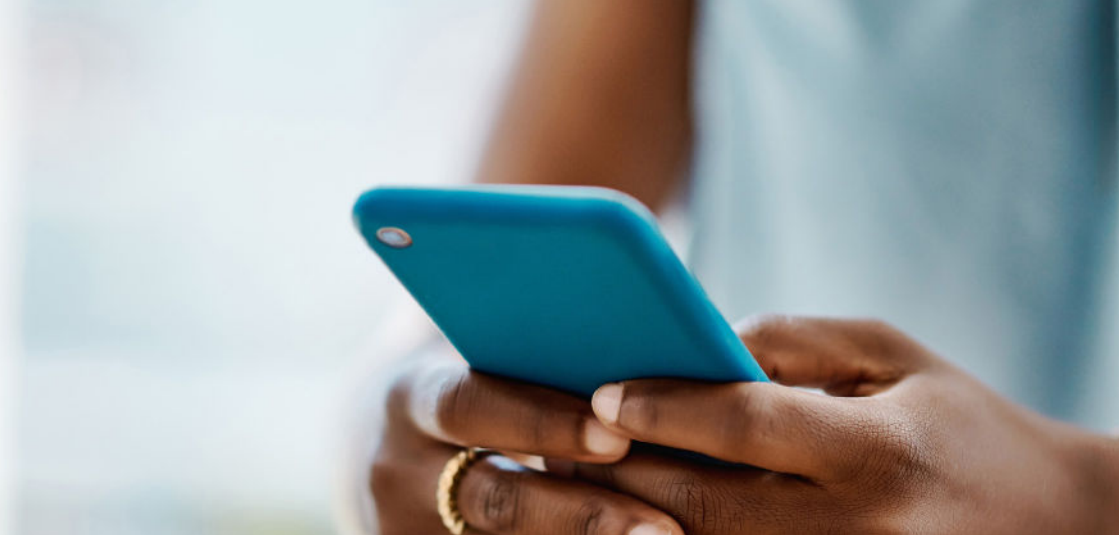
- **Emergency repairs** – attendance target within 24 hours
- **Urgent Repairs**- attendance target within 7 working days (request through Fixflo)
- **Routine repairs**- attendance target within 28 working days

Examples of repair priority

Emergency

- Burst water pipes and major leaks.
- Overflowing drainage or sewers

(Continued overleaf)



- Serious storm or flood damage
- Gas safety
- Electrical safety

Urgent

- Minor leaks
- Reports of serious damp
- Partially blocked drains (slow to drain)
- Toilet or hot water issue

Routine

- Guttering repair
- General joinery repair to windows or doors
- External repair to fencing, gates or garden walls.
- Requests for tree works.
- Reports of condensation