

Overview

Purpose	To establish a systematic and efficient approach for the regular maintenance and cleaning of gutters on vicarages, ensuring the preservation of structures, safety, and overall well-being of residents.
Scope	This policy applies to all team members engaged by the London Diocesan Fund (LDF), including employees, contractors, and volunteers.
Effective Date	March 2024

Gutter Maintenance Policy

- 1. Introduction**
- 1.1 This policy outlines the guidelines, responsibilities, and procedures to safeguard the LDF's property structures from potential damage caused by defective gutter systems.
- 1.2 This policy specifically applies to gutters in vicarages and does not extend to other buildings like churches and church halls.
- 1.3 This policy is governed by S.2(1) of the 1972 Measure which defines "repairs" for the purposes of the 1972 Measure as such works of repair and replacements as are needed to keep in repair (and in working order where applicable)
- the structure and exterior of the parsonage buildings, including doors, windows, drains, gutters and external pipes.
- 2. Responsibilities**
- 2.1 The Director of Housing retains overall accountability for this policy.
- 2.2 The Head of Housing is responsible for policy implementation and ensuring adequate resources are made available to meet the policy objectives, including specifying qualifications or criteria for contractors engaged in gutter cleaning.
- 2.3 The Housing Operations Manager is responsible for overseeing the operational delivery, including the management of all contractors carrying out the gutter cleaning.
- 2.4 The Housing Administrator is responsible for coordinating the gutter cleaning process and ensuring prompt communication in emergencies.
- 2.5 The contractor is responsible for carrying out the proper and thorough cleaning of the gutters, reporting the outcome, and any repairs to the Housing Team.
- 3. Management Systems**
- 3.1 The LDF's chosen maintenance and compliance management system is Fixflo, which is used to manage all maintenance and compliance records.
- 3.2 The Housing Team will provide access to online training for contractors to use Fixflo, enabling them to perform required functions.
- 3.3 The Housing Team will use Fixflo to download monthly reports of upcoming inspections and send monthly reminders to contractors for appointments.
- 3.4 The contractor will use Fixflo to upload reports, update appointments, quotes, and other relevant information.

- 4. Frequency of Gutter Cleaning** 4.1 Gutters will be inspected at least once a year, twice in some instances, preferably before the winter and after the autumn foliage.
- 5. Contractors** 5.1 Professional and licensed gutter cleaning services are contracted to ensure proper and thorough cleaning, utilising correct safety measures and equipment.
- 6. Communication**
- 6.1 The Housing Team will instruct the contractor via Fixflo of upcoming inspections at least 40 days ahead of the next inspection due date.
- 6.2 The contractor will contact residents by letter, phone, email, or telephone to offer an appointment date or a convenient alternative, giving at least two weeks' notice before scheduled gutter cleaning is due.
- 6.3 If there are issues with contact details, the contractor must inform the Housing Team promptly.
- 7. Repairs**
- 7.1 Any repairs such as leaks or damaged sections, needed during or after the cleaning process, will be addressed promptly.
- 7.2 For minor remedial works up to the value of £250, (which is in addition to the pre agreed cost of the gutter cleaning) the contractor will carry this out on the same job, adding the cost to the invoice.
- 7.3 Any follow-up remedial work exceeding £250 must be reported to the Housing Team via Fixflo within 24 hours for emergencies and 48 hours for non-urgent repairs.
- 7.4 All repairs must be logged onto Fixflo and raised to the Housing Team so they can instruct the work to be attended to.
- 8. Training and Certification** 8.1 Personnel involved in the gutter cleaning process, whether staff or contracted professionals, will have training and certification in safety protocols, equipment usage and specific qualifications for their roles.
- 9. Safety Equipment** 9.1 All personnel will use appropriate safety gear, including harnesses, helmets, and any other necessary protective equipment.
- 10. Records** 10.1 The Housing Team will maintain a record of all gutter cleaning activities, inspections, and repairs for each property on Fixflo.

10.2 The documents will be available for review by relevant stakeholders and can be accessed via Fixflo.

11. Invoice

11.1 Invoices for the gutter cleaning should be sent in a timely manner directly by email to sarah.wall@london.anglican.org.

11.2 Invoices for the repairs should be sent to property.invoice@london.anglican.org.

12. GDPR (General Data Protection Regulation) and Data Protection Act 2018

12.1 The LDF is committed to ensure that all data is:

- Processed lawfully, fairly and in a transparent manner.
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
- Relevant and limited to whatever the requirements are for which the data is processed.
- Accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.
- Stored for as long as required in line with our Document Retention Policy.
- Secured with appropriate solutions, which protect the data against unauthorised access.

13. Review

13.1 This policy will undergo a review every two years or upon any legislative changes, whichever occurs first.

13.2 Interim reviews may be conducted in the event of significant changes in operations, incidents related to gutter cleaning, or emerging regulatory requirements. The purpose of interim reviews is to ensure the continued effectiveness and relevance of the policy.

Authority, Related Documents & Document Information

Related controlled documents The London Diocesan Fund Repairs Policy

Related legislation Repair of Benefice Buildings Measure 1972

Version Control Information

Version number	Issue date	Nature of amendment	Developed by	Approved by
1	March 2024		Melinda Nyoko	Dan Warner