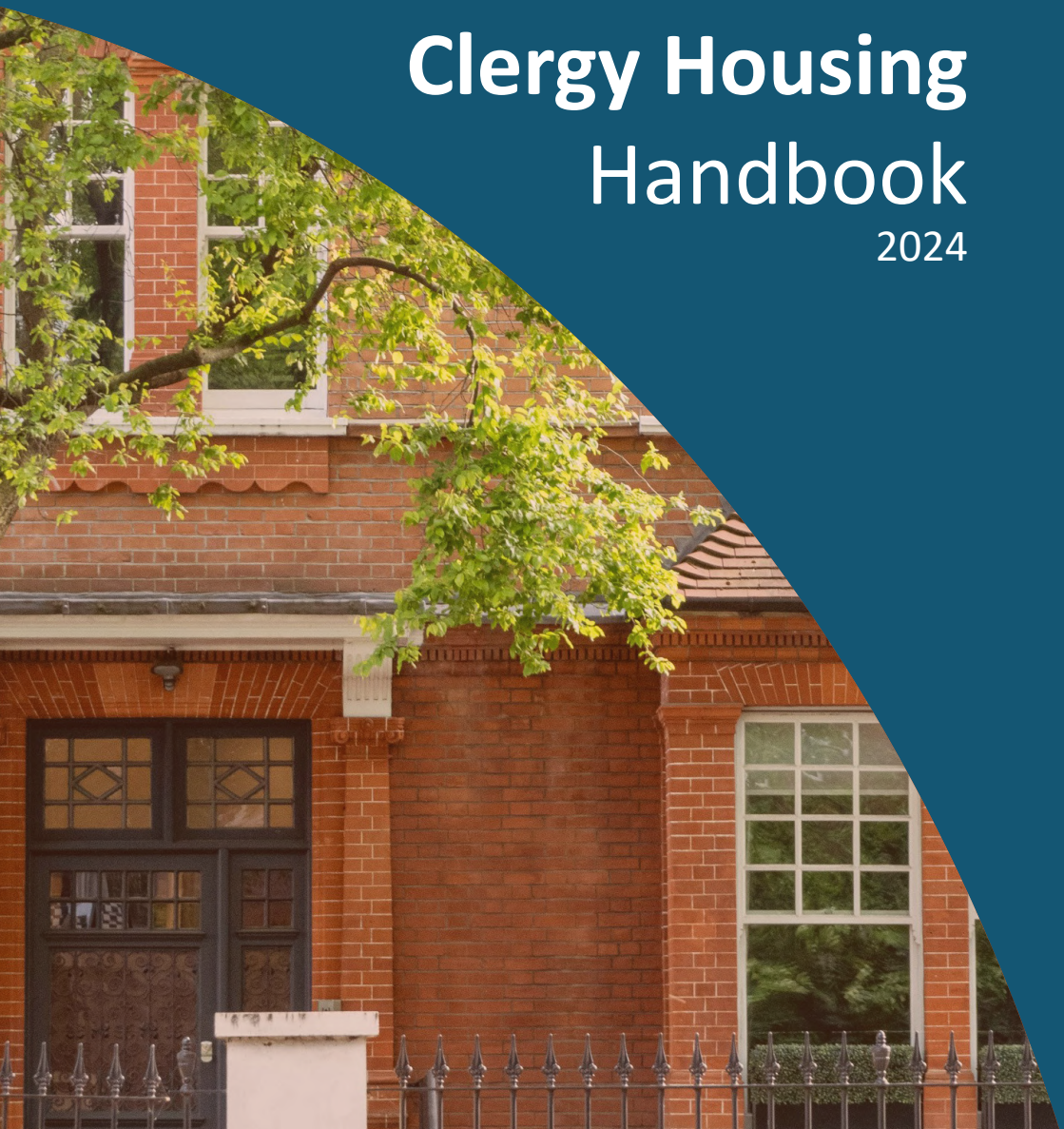
DIOCESE OF
LONDON

Clergy Housing Handbook

2024



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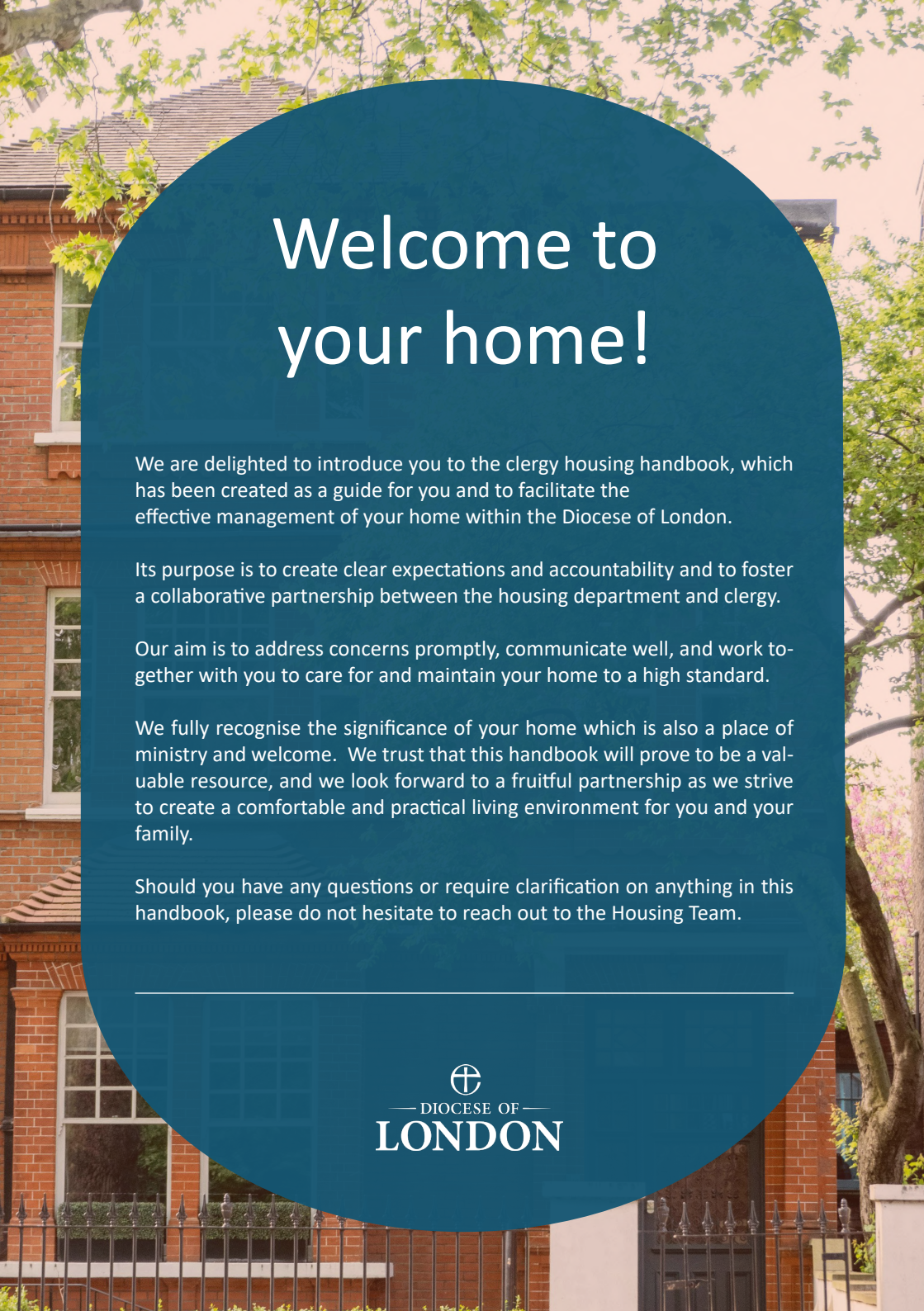

Welcome to your home!

We are delighted to introduce you to the clergy housing handbook, which has been created as a guide for you and to facilitate the effective management of your home within the Diocese of London.

Its purpose is to create clear expectations and accountability and to foster a collaborative partnership between the housing department and clergy.

Our aim is to address concerns promptly, communicate well, and work together with you to care for and maintain your home to a high standard.

We fully recognise the significance of your home which is also a place of ministry and welcome. We trust that this handbook will prove to be a valuable resource, and we look forward to a fruitful partnership as we strive to create a comfortable and practical living environment for you and your family.

Should you have any questions or require clarification on anything in this handbook, please do not hesitate to reach out to the Housing Team.

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LDF Office Hours

Our operational hours for you to speak directly to the team are from 9am to 5pm, Monday through Friday. If you require assistance and are uncertain about the appropriate channel for your enquiries, please feel free to contact us via email at property.enquiries@london.anglican.org.
We are committed to providing timely responses and aim to address all email queries within a maximum of two business days.

Getting In Touch With Us

0207 932 1100

www.london.anglican.org

property.enquiries@london.anglican.org

36 Causton Street, London, SW1P 4AU

Repairs And Maintenance

One of the best ways to report a non-emergency repair or maintenance issue is by using our online tool called Fixflo. Fixflo allows you to log your repair issues directly onto the system, which then sends it to the housing team or to an approved Housing Team contractor to assign and book an appointment for an operative to attend.
It's quick, easy and convenient, and it ensures that your issues are dealt with swiftly.
If you are unable to access Fixflo or are having issues, please send your requests to property.enquiries@london.anglican.org.

dioceseoflondon.fixflo.com

In Case Of Emergency

Phone: 01582 599 688
(during office hours)
Phone: 07976 890 230
(ater 5pm an weekend)

THE HOUSING TEAM

Property Administrator Jane Duffy

Telephone Support	**0207 932 1250**
(General enquiries, administrative support for compliance and general repairs)	**jane.duffy@london.anglican.org**

Daniel Warner	Head of Housing	0797 047 7325 daniel.warner@ london.anglican.org
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Melinda Nyoko	Operations Manager	0203 837 5066 melinda.nyoko@ london.anglican.org
Reanne Thomas	Senior Property Services Manager	07741 905142 reanne.thomas@ london.anglican.org

General Obligations Of Occupiers

If you are a freeholder, your rights and responsibilities in connection with your housing are set out in the Repair of Benefice Buildings Measure 1972 and other legislation, which can be obtained at https://www.legislation.gov.uk/ukcm/1972/2/data.pdf or from the Housing Team. The Measure includes the following general statement:

"The incumbent shall have a duty to take proper care of a parsonage house, being a duty equivalent to that of a tenant to use premises in a tenant-like manner"

If you serve under Common Tenure, the Ecclesiastical Offices (Terms of Service) Regulations 2009 apply. Incumbents who are entitled to be provided with accommodation are notified of the house they are required to occupy in their Statement of Particulars.

For an incumbent under Common Tenure, your rights and responsibilities in connection with your housing are set out in the Repair of Benefice Buildings Measure 1972 and other legislation.

For others under Common Tenure, where your relevant housing provider is the Diocesan Parsonages Board or the London Diocesan Fund, the duties of your designated housing provider are set out at Regulation 12 and your duties in respect of your accommodation are set out at Regulation 14.

Most curates and assistant clergy have the PCC as designated housing provider. The same regulations apply. If you have any query about the maintenance of your home, it should be directed in the first instance to the PCC.
In the event of any difficulty please contact your archdeacon.

For those on contracts where accommodation is provided by the Diocese for the better performance of your duties, the Diocese will operate similar provisions to those set out in Regulations 12 & 14.

For clerics on employment contracts or have Area Roles/Archdeacons/ Bishops/Chaplains etc or who are House for Duty where accommodation is provided by the Diocese for the better performance of your duties, the Diocese will operate similar provisions to those set out in Regulations 12 & 14.

The vicarage is a private residence, and public access is by invitation only. LDF representatives may enter the property with at least 24 hours' notice to inspect, make repairs, remove or replace items provided by the LDF. The LDF will aim to arrange a convenient time with you but may need to enter sooner in an emergency. In the unlikely event that access cannot be arranged by agreement and a court order is needed, you may be responsible for the LDF's legal costs.

Our Commitments

In the provision of housing services, the LDF will:

- Treat you courteously, politely and with respect, in person and on the telephone
- Explain and give advice promptly on any housing matters
- Consult you on matters that significantly affect you
- Respond to all repairs in a timely manner
- Seek to provide high standards of service to you
- Make provision for any special needs you may have
- Treat you equally in accordance with the Equality Act 2010 which targets unlawful discrimination.

A-Z OF PROPERTY MATTERS

ACCESS AND CONSULTATION

Every member of clergy has the right to quiet enjoyment of their home. However, our staff, surveyors and contractors may need to gain access into your home to carry out essential works. You will be consulted about any works that are to be undertaken on the property. Some of these may be for Health & Safety reasons such as the annual gas inspections or for essential maintenance. You will be expected to allow access to diocesan surveyors or contractors for this purpose. If you are away for an extended period, please advise the church warden who we may contact in case of emergency if we are unable to contact you.

AIDS AND ADAPTATION

The LDF is dedicated to ensuring your home suits your family's needs. For minor adaptations such as handrails and grabrails, the Housing Team will carry out the necessary works. However, if you or a family member needs more significant adaptations, we recommend contacting your Local Authority or Social Services for free Occupational Therapist (OT) assessment.
This assessment will provide comprehensive recommendations for the required works. The LDF will cover the costs of authorised and approved changes. Additionally, you may be eligible for a Disabilities Facilities Grant from the Council, which can assist with the expenses of more substantial adaptations.
For further information, please contact the Housing Team.

ALARM SYSTEMS AND SECURITY

Alarms are not fitted as standard but if you feel you require one, please speak to your archdeacon or the PCC. Video doorbells are typically installed on major ingoing works during vacant periods. Where you already have an alarm in place, it is your responsibility for the annual maintenance and contracts should you wish to use it. Where there have been security issues, we will fit alarm systems on request and if approved by the archdeacon. In such cases, we will be responsible for the repairs and maintenance.

ALTERATIONS AND IMPROVEMENTS

Prior to occupancy, the property will undergo all necessary repairs and maintenance to ensure a satisfactory standard. The LDF is working to improve the overall standard of the properties in the portfolio and so will be undertaking improvements

as part of a planned programme of works. You may therefore be approached about improvements to the property and your co-operation in enabling these to happen would be valued.

Any improvements or alterations outside of our usual repair and planned improvements will be your responsibility. If you intend to carry out alterations that affect the property's structure, you must submit a request to the Housing Team for consideration and if permission is granted, this will be provided in writing. If any alteration is agreed, the contractor must be approved by the Housing Team on behalf of the LDF. You may be required to reinstate unauthorised works at your own expense. Examples of alterations that are not permitted include altering any wiring, making openings or doorways in walls, and altering or adding to the plumbing and heating systems.

ANNUAL PROPERTY INSPECTIONS

The Housing Team's Property and Asset Managers will carry out annual property inspections to assess the overall condition of your home and ensure everything is as it should be. The inspection will highlight any necessary maintenance and safety issues which can then be dealt with as soon as possible.
The visits will also allow you to discuss any concerns or issues specific to the property. You will be contacted by a member of the Housing Team to schedule a date for the inspection.

APPLIANCES

The provision of appliances and white goods, such as cookers, fridges and washing machines, whether free-standing or built-in, is your responsibility including its maintenance and repair. Please note that the Housing Team does not offer installation services for these items.

Where plumbing or electrical power is required to facilitate the install of an appliance these will usually already exist in kitchens and utility rooms or provided by the LDF if not during vacancy works, e.g. a fused spur for a cooker or water feed for a washing machine. The final connections are the responsibility of the incumbent/occupant.

If you wish to replace existing built-in appliances (or have them removed before moving in), the Housing Team can arrange to create the necessary 600mm space (the LDF will cover the cost).
When installing your own appliance, please share the fitting contractor's details with the Housing Team to confirm their fitness to undertake the works and to record what is being done for safety purposes. If the installation is found to be unsafe during property inspection, any necessary repairs or replacements will be your responsibility.

ASBESTOS

Asbestos is a naturally occurring mineral that was widely used in construction and other industries until the late 1990s. Before its dangers were known, asbestos was often used in buildings for insulation, flooring, roofing, and was sprayed on ceilings and walls. Its use is now banned in the UK, but buildings constructed before the year 2000 may still have asbestos in them. If asbestos inside buildings remains intact, it poses very little risk. It's only when it's damaged or disturbed that microscopic asbestos fibres can be released into the air and enter your lungs when breathing. Breathing in asbestos fibres can damage your lungs and their lining.
The LDF manages the risk from asbestos in all its properties. The LDF will either manage the materials in situ via annual inspections or remove or remediate materials if required. All properties should have an Asbestos Management Survey, and this should be checked before any works are undertaken in the property. If you are the occupier of a property with asbestos and you are unsure about whether certain materials contain asbestos, you should presume they do and treat them as such. If you notice any change in the condition of any suspect materials, then contact us and we can review and action any works required.

BATHROOMS

All bathroom suites adhere to a standard white colour, and they are renewed upon reaching the end of their lifespan. If your home includes a bath with an overhead shower, you are responsible for providing a shower curtain of sufficient length to prevent water drainage onto the floor.

BATS

All bat species and their roosts are protected by law under the Wildlife and Countryside Act 1981 and the Conservation of Habitats and Species Regulations 2017.
It is illegal to intentionally kill, injure, or disturb bats, and their roosting sites cannot be destroyed, damaged, or obstructed. Doing so carries expensive fines.

You are urged to report any signs of bats or roosts to the Housing Team immediately.

BOILERS AND CENTRAL HEATING

Central heating is provided in the property as standard and the LDF is responsible for the maintenance, repair and replacement of the boiler. If you have problems with your boiler between services, please contact the Housing Team or report the issue using FixFlo (see Repairs and Maintenance).
You are responsible for the costs of the energy that you use.

BOUNDARIES

It is very important that the boundaries to the property are properly marked and maintained both for legal reasons and to promote good relations with neighbours. If you know that the boundary is being altered, either decreasing, encroachment or increasing the size of the plot, you should let the Housing Team know immediately.

BROADBAND

See Telephone and Broadband.

BURGLARIES

If you are unfortunate enough to have a burglary, these are the steps to follow:

- Notify the police immediately and get a crime reference number
- Contact the Housing Team as soon as possible
- Contact your own insurance provider in relation to your contents insurance.
- You can take steps to commission urgent repairs such as boarding up the property to make it safe and secure until proper repairs can be carried out
- Send the report Housing Team to arrange for the insurance claim to be made in respect of the building's insurance
- Inform the churchwardens.

BUSINESSES

Before running a business from a clergy house, a request must be made in writing to the Housing Team. Should it be approved, the Housing Team will put this in writing. The written request must include details about the nature of the business, its operations, and any additional resources needed. You must also specify if any alteration to the property is required. You must also arrange suitable business insurance (i.e public

liability insurance) before we can consider your application. Please be aware that in the event of an insurance claim, rejection by the insurance company may leave you financially exposed. Also note that any non-domestic rates imposed by the Local Authority will be your responsibility.
Family members working from home as part of their regular duties would not normally constitute running a business.

CAMERAS

If you wish to install CCTV, you must follow the government guidance on the domestic use of CCTV. The Housing Team will fit CCTV, or a ring doorbell, in exceptional circumstances if requested by the archdeacon.

CARBON MONOXIDE DETECTOR

The Housing Team will provide smoke and carbon monoxide detectors and ensure that every floor of our properties utilised as living accommodations has at least one functioning smoke alarm. Furthermore, the Housing Team will also ensure that every living accommodation room containing a fixed combustion appliance, except gas cookers, has a carbon monoxide alarm. Repair and replacement of the alarms is the responsibility of the LDF.
The maintenance of the alarms (changing the batteries) lies with you, and they should also be tested once a month. Most new houses will have electrically powered alarms installed, with battery back-up, as part of the design specification. If you have not been provided with a carbon monoxide detector, please notify the Housing Team to arrange for one to be supplied.

CARPETS AND FLOOR COVERINGS

During renovations of kitchens, bathrooms and utility rooms, we'll ensure the flooring is replaced to match the updated decor. Otherwise, the responsibility for floor coverings in other parts of the property rests with you. This includes parquet floors and similar options.

CHIMNEYS AND FLUES

The regular sweeping of chimneys for open fires, wood burners or any other solid fuel burning fires is essential. It is your responsibility to arrange sweeping of all flues and chimneys at appropriate intervals and at least once a year.

It is recommended that chimney sweeping is carried out by a HETAS Approved Sweep or a member of the Guild of Master Chimney. If chimney flues are disused within your property, please ensure that they are swept and inspected for safety before bringing them back into use. Where fitted, gas fires are not repaired or replaced by the Housing Team and the policy is to cap them.

COMPLAINTS

We aim to always provide high quality services. However, we recognise that sometimes things go wrong, or you may be unhappy about some aspect of our service. We see complaints and suggestions as ways to improve our services and to help us to shape how our services are provided. We are keen to listen to your views so that we can learn from any mistakes and through this process, improve our performance and service delivery. We accept complaints, compliments, or feedback in any format.

Email: property.enquiries@london.anglican.org
Phone: 0203 837 5066
Write: 36 Causton Street, London SW1P 4AU

CONSERVATORY

The maintenance of a conservatory, if present, falls under the responsibility of the Housing Team.

COOKER

See appliances.

COUNCIL TAX

The payment of Council Tax for all stipendiary Ministers of Religion and Layworkers under License in the Diocese is the responsibility of the LDF. Non stipendiary and House for Duty Clergy will be personally responsible for this cost unless their archdeacon advises otherwise.
It is your responsibility to promptly inform your Local Authority and Housing Team of any changes in your household composition, such as single occupancy or disability

status, which may impact the council tax liability.

CRACKS

It is most likely that you, as the regular occupier of the property, will notice cracks internally and externally and be aware of whether they are getting worse. Minor hairline cracks, particularly those parallel to the walls and ceiling, often result from plaster shrinkage and can be addressed during redecoration. However, if you notice a wider crack that is evolving or worsening, it is crucial to seek advice from the Housing Team. Providing a photograph can be particularly helpful as it aids the surveyor in determining any required actions.

CURTAINS, BLINDS, CURTAIN TRACKS AND FIXINGS

It is your responsibility to install curtains, blinds, tracks, and fixings. You may choose to leave these items in place for the next incumbent when departing.

DECORATIONS – EXTERNAL

The Housing Team is responsible for these and will arrange for the works to be commissioned and carried out in consultation with you as to timing.

DECORATIONS – INTERNAL

You are responsible for the internal decorations, however, the PCC may be able to assist in maintaining the 'official' areas of the house, like the main living room, which could be used for occasional small meetings. You are advised to consult with the PCC or the archdeacon for additional guidance.

DECKING

We strongly recommend against installing decking in the property's garden due to safety concerns. Decking can become slippery and unstable if not maintained and cleaned regularly, and its removal can be expensive. If decking has already been installed, the Housing Team intends to remove it as part of the routine building maintenance.

DRAINS

Drains and sewer systems that work properly are an essential part of maintaining a property as a safe and healthy environment for living. To keep them working well, you can help by:

- Making sure you avoid pouring fatty substances/food down the sink
- Making sure that those who use the bathrooms and cloakrooms do not flush items down the lavatory that can block the drains
- Making sure that no forbidden substances are put into the drains that could enter water courses and be subject to action by the Environment Agency, for example oil or paint. If in doubt please contact the Housing Team

If you have a problem with the drains, please contact the Housing Team or register the problem through FixFlo (see Repairs and Maintenance) as soon as possible to arrange for a contractor visit.

DRIVES

Drives (tarmac, brick paving, gravel etc.), patios and path surfaces should be kept relatively clear of vegetation, weeds, moss etc. with regular maintenance.
The perimeter edgings to these areas should be visible and maintained at all times.

DUSTBINS

The arrangements for dustbins and collections vary between local authorities. It is your responsibility to ensure that the required bins are present at the property and that they are collected regularly to prevent the buildup of rubbish. Please try to avoid accumulating large amounts of waste in the garden, as this can incur costs when you move out. You may request a garden waste collection bin from the local authority at your own expense.

ELECTRICAL

No electrical works should be carried out unless they are commissioned and monitored by the Housing Team. You should contact the Housing Team if you have any concerns regarding the electrical installation in your property.

ELECTRIC VEHICLE CHARGERS

At present, the Housing Team does not offer EV chargers. However, residents are welcome to install them at their own expense, ensuring compliance with electrical planning and listed building regulations. For guidance on potential restrictions, please reach out to the Housing Team.

EMERGENCY REPAIRS

See Repairs and maintenance.

EXPENSES

See Parochial Church Council.

EXTRACTORS

Extractor fan(s) are provided in kitchens and bathrooms and are maintained by the Housing Team, but you are expected to make sure dust and grime are removed from the cover and to provide replacement filters.

Your extractor fan(s) should start extracting air when your bathroom/kitchen light is turned on or when moisture is detected in the air. If you are concerned that your extractor is not sufficiently extracting, a quick tissue test (place a couple sheets of toilet paper against the fan, the tissue should stay sucked against the fan) can help determine its working order. If you are still concerned, please report this to the Housing team for inspection as moisture build up can lead to damp and mould issues.

FENCES

Generally, these form the boundary to a property and as a key component of privacy and security, the LDF is responsible for the repair and replacement of these. Regular checks should be taken where these are adjacent to public property in a location that could cause injury if there was an incident of collapse or falling. Please report any issues to the LDF if noticed (see also Garden section).

FIRE SAFETY

A smoke alarm will be provided on every floor of the property by the Housing Team who are responsible for their replacement and repair. The provision of batteries and testing is your responsibility. We'd recommend that you manually test the smoke alarms in your home on a monthly basis.

GARAGES AND PARKING

The availability of garages and parking spaces is dependent upon the property's location. In certain areas, offering off-street parking may not be feasible, though we strive to accommodate it whenever possible. Typically, parking and garages are directly attached to the vicarage.

GARDENS

The garden is part of the vicarage. You are responsible for keeping the garden in good order, including the maintenance of hedges and pruning of fruit trees. Avoid planting vines, such as ivy, against the building, and keep gutters, drains, and downpipes clear of foliage to prevent property damage. You must not sub-divide or share your garden with a neighbour without a formal agreement from the Housing Team as this could lead to legal complications when the property is vacated. If your home is situated in a conservation area, consent may be required for any major tree or hedge pruning.

GARDEN SHEDS AND GREENHOUSES

You are permitted to erect a pre-built shed or greenhouse in your garden at your own expense; however, it should be single storey in nature. The eaves height should be no higher than 2.5 metres. Any sheds bigger than this may require planning permission. You must not use the shed or greenhouse as a utility room to house electrical appliances such as freezers, tumble dryers and washing machines, nor should they be used as living accommodation.

GAS FIRES

Existing gas fires are serviced annually by the Housing Team. They are gradually being phased out as they become unusable. If a gas fire is to be removed but you feel there is a need for secondary heating in your home, please contact the Housing Team who will look at other secondary sources of heating.

GAS LEAKS

In the event of a suspected gas leak, do not operate any electrical or switch device in case of sparks and make sure that there are no sources of flames anywhere. Open all the windows and if you can safely do so, turn the gas lever near the meter to the off position (usually across the pipe or as marked). Dial 0800 111 999 immediately and report the leak. Please keep the Housing Team updated.

GDPR

The LDF takes your privacy seriously and adhere to the principles of the General Data Protection Regulation (GDPR). This regulation ensures that your personal data is handled with care and transparency. The Housing Team will collect and process your data only for legitimate purposes related to your clergy housing needs and have implemented stringent security measures to protect your information. You have rights under GDPR, including access to your data and the ability to request corrections or erasure. If you have questions or concerns about your data privacy, please reach out to the Housing Team.

GUTTERS

Your property has been automatically included in the annual gutter maintenance programme. The Housing Team has engaged contractors to execute this service, and they will communicate with you to coordinate the scheduled annual inspection. Should the operative encounter any major gutter issues during the cleaning process, they will promptly relay this information to the Housing Team for further work scheduling.

To address any gutter repair matters, please log them onto Fixflo (see to Repairs and Maintenance). If your church is not presently enrolled in the annual inspection and you wish to enrol it, please contact compliance@london.anglican.org.

HEDGES

See Gardens.

IMPROVEMENTS

See Alterations and Improvements.

INFESTATION – MICE, RATS AND OTHER VERMIN

If you encounter any issues with rodents, foxes, or pigeons at your home, it's important to treat the matter as you would any other repair request. Simply log the issue via Fix Flo and we will raise it with our contractor.
In case of emergency, you must raise it as a normal emergency by calling the emergency number directly. It's worth noting that while we're happy to assist with pest control issues, the Housing Team does not deal with bed bugs. In such cases, you'll need to seek the services of an independent pest control provider.

INSULATION

A basic standard of insulation is in place in the properties and improvements in line with legislation are being implemented in a planned programme of works.

INSURANCE – BUILDINGS

The responsibility for the buildings insurance of vicarages rests with the LDF, which is covered by the Ecclesiastical Insurance Group plc.

INSURANCE – CONTENTS

You are responsible for the insuring your personal belongings. You may like to know that the Ecclesiastical Insurance Group provides a special contents scheme for clergy. This also includes an enhanced cover of occupier and personal liability insurance for church meetings held in your home. Their website is www.ecclesiastical.com. We highly recommend that you take out home content insurance to protect your personal belongings.

KEYS

In the event keys are lost or misplaced, we do not provide key replacements. You will need to engage the services of a professional locksmith to ensure the continued security of your home.

KITCHENS

Kitchen units are replaced as part of planned replacement programs when they reach the end of their lifespan, determined through condition surveys of the property. Your input on the design will be taken into consideration, although the final decision rests with the Housing Team. Most kitchens include areas for free-standing fridges, freezers, and other appliances.

Some kitchens feature built-in appliances, which you are responsible for using and maintaining. If these appliances are beyond repair, you are required to provide replacements, which become your property to take with you upon departure.

LEGIONELLA

Legionella bacteria is common in natural and artificial water systems, e.g., hot, and cold-water systems. Legionella can survive in low temperatures but thrive at temperatures between 20°c – 45°c. High temperatures of 60°c and over will kill them. Legionella bacteria can multiply in hot or cold-water systems and storage tanks in residential properties and then be spread e.g., in spray from showers and taps.
The risks from hot and cold-water systems in most residential settings are generally considered to be low owing to regular water usage and turnover. A typical 'low risk' example may be found in a small building (e.g. housing unit) with small domestic-type water systems, where daily water usage is inevitable and sufficient to turn over the entire system; where cold water is directly from a wholesome mains supply (no stored water tanks); where hot water is fed from instantaneous heaters or low volume water heaters (supplying outlets at 50 °C); and where the only outlets are toilets and wash hand basins.

Implementing simple, proportionate, and appropriate control measures will ensure the risk remains low. For most domestic hot and cold-water systems, temperature is the most reliable way of ensuring the risk of exposure to Legionella bacteria is minimised i.e., keep the hot water hot, cold water cold and keep it moving.

Other simple control measures to help control the risk of exposure to Legionella include:

- Flushing out the system prior to letting the property and after a holiday period
- Avoiding debris getting into the system (e.g. ensure the cold-water tanks, where fitted, have a tight-fitting lid)
- Setting control parameters (e.g. setting the temperature of the hot water cylinder (calorifier) to ensure water is stored at 60°C)
- Make sure any redundant pipework identified is removed

- Flushing through little used outlets e.g. sinks in bedrooms

The risk is further lowered where instantaneous water heaters (for example combi boilers and electric showers) are installed because there is no water storage. Any maintenance works to plumbing installations will be arranged by the Housing Team.

LIGHT FITTINGS

The Housing Team provides light fittings in each room, which means a cable and socket or fitted lighting units. You are responsible for light bulbs and any light shades. If you wish to have special units fitted, please follow the advice in the section Alterations and Improvements.

LISTED BUILDINGS AND CONSERVATION AREAS

Many of our properties are listed or within conservation areas. This means that some things are not permitted in relation to the exterior of the premises due to planning rules.

If the home or building that you live in is listed, there are additional restrictions on what can be done with the property in terms of maintenance and improvements. Some of the things that you would like to see done may not be permitted and some things must be done to a required standard using defined materials.

The Housing Team can advise you as to whether your home is affected and what this means for any proposals you may have for improvements. We will also advise on maintenance to the required standards.

LOCKS – DOORS AND WINDOWS

Window locks will be provided to all accessible windows unless the style of window makes this impossible.

LODGERS

See Subletting of Property.

LOFTS

To maintain a safe and functional loft space, it is important to keep it clean, clear and well insulated. Periodic checks for any problems such as roof leaks or pest infestations should be carried out. If any issues are identified, you should always contact us. Additionally, in properties where fitted loft ladders are present, it is the responsibility of the Housing Team to ensure safe access to water tanks and other loft areas.

MOVING IN

We endeavour to make your moving experience as seamless as possible. Prior to your occupancy, the property will have been inspected and ingoing works may have been carried out to ensure that your home is in good condition. When you have a date to move into the property, arrange with the churchwardens to meet with you so they can give you the keys.

Once you have moved in, it is your responsibility to settle the gas and electricity charges for the duration of your occupation. To avoid incurring charges during the vacant period, we strongly recommend that you take a picture of the meter reading as soon as you move in and send it to us.

Any items left in the property as 'gifts' from the previous occupants will not be replaced or repaired when they are no longer functional. This can include items such as white goods or furniture. If you do not want these items, the Housing Team will remove them.

MOVING OUT

To ensure a smooth and hassle-free moving out process, please inform us as soon as you know your moving out date. Once we receive your notification, the Housing Team will contact you within 1-2 months of your moving out date to schedule a pre-vacate inspection. During this inspection, you and the team member will go through any maintenance and repair issues that need attention.

On your moving out date, please take a picture of the meter readings and send it to property.enquiry@london.anglican.org. The keys should be handed over to the church-warden.

It is your responsibility to leave the property in good order which means:

- It should be empty of all personal belongings, including in the loft and outbuildings
- It should be clean
- The garden should be tidy
- Any lodgers that you have had living in the house have left and taken all their belongings with them.

If costs arise from having to carry out works to put the property in order or to remove rubbish and items remaining, the Housing Team reserves the right to pass on the costs for this to you.

You may make an agreement with the Housing Team to leave serviceable items for the new clergy member known as 'gifts', in which case you should provide us with a list clearly setting out what is remaining for this purpose.

PAROCHIAL CHURCH COUNCIL (PCC)

As well as being responsible for the care and upkeep of the church, churchyard and moveable items, the PCC has overall charge for all expenditure. Some of this responsibility extends to your home. As parts of your home may be used for parochial activities which vary from vicarage to vicarage, assistance might be given when costs are incurred in the repair and provision of carpets, chairs, curtains and other essential furnishings for those parts of the house that you use in your official capacity (e.g. the lobby and the study) and perhaps also for any other parts of the house used by the parish for meetings or social gatherings. We ask the PCC to consider setting aside an annual budget equivalent to 'the redecoration of one room' to help with the costs.

It is essential that you regularly discuss with your PCC the true costs of all expenses as they occur and come to an agreement on how to meet them regarding your home. It is worth noting, that the cost of heating, lighting, cleaning, and garden upkeep in the private part of your home are running costs and are not normally to be treated as parochial expenses chargeable to the PCC.

If a PCC contributes to the cost of heating, lighting, cleaning and garden upkeep in your home, the PCC must consider the reporting requirements set out in paragraph 58 of the Parochial Expense Guide found here https://www.churchofengland.org/sites/default/files/2017-10/parochial-expenses-guide-2017.pdf.

Archdeacons are also able to help signpost you to appropriate services should need additional support to help manage some of your expenses. Please speak to your

archdeacon if this is the case.

PARISH OFFICES AND MEETING ROOMS

It is recognised that many vicarages are used for parish meetings and events when a clergy person is in post. When the parish goes into vacancy, the vicarage cannot be used for meetings, offices, or any other parish activity except with the express permission of the Housing Team.

PETS

You are responsible for erecting any additional fencing required to keep your pet within the confines of your garden. If any damage is caused to the property or garden, you will be liable for the cost of repairs.

Any improvement made to the property to accommodate a pet, or animals kept in the garden such as chickens or rabbits must be reinstated to its original state when vacating the property. Any alterations to the structure of a property to accommodate a pet must be approved by the Housing Team.

If you reside in a flat, you are required to seek permission from the Housing Team before acquiring a pet, as the LDF may not hold the head lease, and the block may operate under a no pet policy.

PONDS

The existence of ponds in gardens is being phased out and we encourage you not to create them in gardens as they can be a safety hazard. If you do wish to create a pond, you must ensure that you are properly insured against risks and provide for it to be filled in on departure.

QUINQUENNIAL SURVEY

The Housing Team carry out an inspection and report every five years, known as the Quinquennial Survey, for every vicarage. This survey evaluates the condition of the property's major components including garages, outbuilding, fences and gates. It prioritises essential maintenance and capital works, while also evaluating the property's internal condition.

REPAIRS AND MAINTENANCE

Fixflo: One of the best ways to report a non-emergency repair or maintenance issue is by using our online tool called Fixflo.

To use Fixflo, simply go into the portal at https://dioceseoflondon.fixflo.com. You will need to log on and if accessing Fixflo for the first time, will be required to create a password. You will then be prompted to enter some information about the issue, such as the location and type of problem. You can also upload photos to help our team better understand the issue. Fixflo offers training on their website which you can make use of if you need support on using Fixflo.

General repairs: The Housing Team is dedicated to ensuring that your home meets all regulatory standards and remains in good condition. While we handle essential repairs, some aspects of maintenance are your responsibility. To help clarify these responsibilities, we have created a 'Repairs and Maintenance Service Standard' for Clergy Housing which can be found at www.london.anglican.org/repairs-guide. This guide outlines how repairs are managed and what you can expect from both yourself and the Housing Team. You can find this guide on our website, or you can contact the Housing Team to request a copy. We strongly advise you to read this document to familiarise yourself with the repairs process and understand how we deliver our services.

Emergency: Ensuring your safety is our highest concern. In the event of emergency repairs, including gas, electricity, heating, and hot water issues, please reach out to our contractor **J.Fitzgerald** on **01582 599 688** during our operational hours of **9:00 AM to 5:00 PM**. For emergencies outside of these hours, kindly contact **07976 890 230**.
In the case of a real emergency, i.e. fire or flood, authority is given to the occupant to take immediate action to reduce further damage. The Housing Team should be contacted at the earliest possible time and the archdeacon informed.

Contractors: All contractors undertaking work on behalf of the LDF are qualified and approved contractors. If you have any concern about the work being undertaken or you'd like to raise a complaint, you can address this directly with the Housing Team by emailing property.enquiry@london.anglican.org. Please also note that LDF contractors will not ask for cash for carrying out any works to your property.

RIGHTS OF WAY

The law relating to rights of way is complicated and it is important to prevent the unintentional creation of a right of way by allowing the public to cross the property regularly over a period of years, other than in using the appointed route to the front

door. If you are concerned that long-term use of a route across the property by the public may be creating a right of way, please contact the Housing Team immediately.

SATELLITE DISHES AND TV AERIALS

You are responsible for these, and you may fit a satellite dish at your own expense but please be aware planning permission may be required in some areas, i.e. in a conservation area or if the building is listed and may not be forthcoming. If you are unsure, please contact the Housing Team. On vacating the property the dish and cables should be removed, and the masonry made good. Cables must not be drilled through window or door frames. Cable TV must not involve disturbing the drive or any hard landscaping. You may be recharged for any damage caused by an installation of either system.

SECURITY

The security of your home is important and there are simple, low cost measures that can be taken to make your house more secure. The Housing Team is happy to arrange for door chains to be fitted to front and back doors, and for spy holes to be fitted in front doors. If you have specific security issues in your home, please contact the Housing Team to discuss what measures we might take in mitigation.

SECURITY LIGHTING

All fixed wired lighting which has been installed by the LDF will be maintained and managed by us. If further security lights are required, the Housing Team will review on a case-by-case basis.

SHELVING

The Housing Team will supply up to 30 metres of shelving for books and this must remain when you leave the property. You may add other shelving at your own expense, but you must take advice from the Housing Team about fitting things to the walls to avoid damaging cabling and plasterwork. If you remove these, you must make good the damage from the fixings.

SMOKE DETECTORS

See Fire Safety

STATUTORY COMPLIANCE

Gas and Boiler Inspections: The Housing Team is required by Health & Safety Legislation to carry out an inspection of properties within their portfolio which contain a gas boiler before expiry of the 12-month period from when it was last serviced. The inspections will be carried out by one of our approved contractors who will contact you around 2-3 months before the certificate expiry to arrange an appointment. If you are unsure of when your last gas service was carried out, you should contact us for assistance.

Electrical Inspection: An Electrical Installation Condition Report (EICR) involves the testing of the electrical installation within a property to ensure its safety. This includes the inspection of all fixed electrical equipment supplied through the electricity meter, such as the fuse box, cabling, sockets, switches, and light fittings.
It is a legal requirement to conduct these inspections every five years. Our approved contractor will contact you when your property is due for an EICR inspection.

SUBLETTING OF PROPERTY

Lodgers: If you wish to accommodate a lodger, you must notify the Housing Team. You should first check that your lodger can legally rent in England as you risk a heavy penalty if this is not the case.

The Housing Team will provide a written lodgers' agreement, which should be completed with the relevant information, signed and dated before the lodger takes up occupation. Please see the guidelines at Appendix One of this document, which set out all the things which you should take into consideration before agreeing to take in a lodger.

Some properties (particularly those rented rather than owned by the LDF) may be subject to legal restrictions in this regard. It is very important that we are informed, as certain requirements such as insurance, Council Tax, and health and safety checks must be met to avoid any potential implications. You may also find yourself in a position where the lodger refuses to vacate the premises when asked to do so and this is particularly relevant when clergy leave their appointment.

Not only can this cause considerable inconvenience and sometimes unpleasantness, but it can also result in the LDF having to meet heavy legal costs to regain possession of the property. If vacant possession is not available, it can delay the appointment of a successor, as they will be unable to move into the property.

House with Multiple Occupants: We do not permit using your home as a House with Multiple Occupants (HMO) which is any property which is rented to three or four occu-

piers forming more than two households that share (or lack) a toilet, personal washing facilities or cooking facilities as not only does our building insurance not cover this, but it also requires an HMO Licence and potential planning permission. Please be advised that operating an HMO without a license is an offence.

Short term rental: We do not permit your property to be used for short term rental scheme platforms such as Airbnb or Vrbo. This is considered a commercial activity and can create adverse publicity and is not covered by the LDF's insurance.

For additional information on renting out spare rooms to individual lodgers, please visit the government website available at https://www.gov.uk/rent-room-in-your-home/your-lodgers-tenancy-type. For further clarification, please speak to the Housing Team.

TELEPHONE AND BROADBAND

You are responsible for setting up and installing the telephone and telephone line, but the PCC should meet the cost of all official calls. Getting set up on broadband is also your responsibility.

TREES

You are responsible for general maintenance of trees in your garden, such as minor pruning. However, the LDF will cover the cost of major tree work only when trees:

- Are likely to cause structural damage to the foundations of yours or a neighbour's property
- Pose a hazard by overhanging public roads or paths, or
- Are damaged, diseased, or dying, presenting a health and safety risk. This does not include fruit trees, hedges, ornamental shrubs or leylandii.

If tree roots begin to trespass onto neighbouring properties, potentially causing damage, please notify the Housing Team as soon as possible. For trees located in areas with local restrictions, such as Tree Preservation Orders (TPOs) or conservation zones, prior approval from the local authority is required before any work is done. Be aware that failing to obtain this permission can result in a fine up to £20,000. Always check with the Housing Team if you're unsure about regulations, as we can help coordinate with the local tree officer or appropriate authorities.
Additionally, please avoid planting new trees within 12 meters of the house to reduce the risk of future structural damage. For urgent situations where a tree presents an immediate health and safety risk, please report it to the Housing Team right away.

VACANT PROPERTY

Upon vacancy, the Housing Team will be responsible for the care and maintenance of the vicarage in line with our insurance.

WALLS

Walls around the property are maintained by the Housing Team and you should report any damage or deterioration to us and inform us if you think there is a risk to you, your family or the public.

If the building shares an internal wall with a neighbouring property, 'a party wall', then you should inform the Housing Team immediately of any concerns you may have about it e.g. its condition or any works on it undertaken by your neighbours.

WASHING MACHINES

See appliances.

WATER RATES

Since 2000, the payment of this utility bill for vicarages has been the responsibility of the PCC. For occupiers of properties who hold a non-Parochial post, this cost is met by the LDF. If you need further clarification regarding this policy, please contact the Housing Team.

WINDOWS – REPLACEMENT

The diocesan properties have a very diverse range of window design and construction, but some properties have restrictions on what can be done because of listing or conservation issues. There is a programme for window replacement and all requests will be considered within the limits of what can be achieved both financially and practically.

APPENDIX ONE:
GUIDELINES ON LODGERS FOR INCUMBENTS/ PRIESTS-IN-CHARGE

The taking in of lodgers in any home gives rise to many practical and legal issues. The below must be dealt with before any action is taken.

GENERAL:

Be certain that the arrangements you propose do not create a tenancy at law. This is why the Housing Team requires you to use its form of lodger's agreement. Consider whether your use of the house would warrant any lodger having to undertake a DBS check (and seek advice from the diocesan safeguarding adviser if unsure). Be aware that occupation of a room in your house may affect the basis on which council tax is charged for your home. If the taking in of a lodger leads to the removal of single occupancy relief, you are likely to be required to account for the difference.

HEALTH & SAFETY:

Notwithstanding any specific requirements a local authority may seek to impose on you:

a. If there is a gas supply to your home, you must obtain, on an annual basis, a gas safety certificate in respect of any gas appliances at your home. Please note that certification issued by engineers on behalf of the LDF only covers gas boilers, cookers and gas fires previously installed
b. Any electrical equipment that will be used by a lodger (bedside lamp, cookers, fridges etc.) must be PAT tested on an annual basis
c. Professional advice relating to fire safety in respect of fire risk assessments and provision and installation of fire equipment must be sought. The Housing Team must be forwarded a copy of the above documentation and approve any recommended work prior to commencement. You will be required to meet the cost of any works undertaken.

INSURANCE:

Taking a lodger will likely alter the basis of your content's insurance and the premium. You are recommended to:

a. Inform your insurer of the change in circumstance
b. Require any lodger to insure their own possessions independently of your own insurance
c. Inform the Housing Team so your change in circumstance is registered with the LDF's buildings insurers. Please note you will be required to meet any additional premiums charged as a result.

TAXATION:

The Government and Inland Revenue run a number of schemes which cover income arising from having lodgers in your home. You are advised to take independent advice on the treatment for tax purposes of any income you may receive from lodgers.

LEAVING A HOUSE:

When you leave a house, you will be required to hand it back with vacant possession. It is essential that any agreements in place have been terminated. It is strongly recommended that you ask any lodgers to vacate the property one month prior to your departure. Any expenses incurred by the LDF in removing occupants who remain in the property once you have vacated will be reclaimed from you.

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