

A GUIDE FOR RESIDENTS and SEQUESTRATORS DURING A VACANCY

June 2022

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INTRODUCTION

This Guide is to assist any office holder and their family resident in diocesan-managed houses. The purpose is to set out how we manage houses, what to do in an emergency, what you can expect from the Diocesan Board of Finance (the Board) and what is expected of residents. It is also a useful guide for PCCs/Churchwardens and Sequestrators in a time of vacancy.

The most important thing to say is that your house is there to be your home and to help you in your ministry. The Property Department is here to support you in that, so please do get in touch if you have any worries or questions.

This Guide is reviewed regularly. You can find the latest version on the diocesan website. Should you have any comments or suggestions for improvements to the Guide, please contact the Property Department.

OUR AIMS

The Board maintains around 420 houses for the benefit of office holders. Maintenance, repairs, surveys and improvements are the responsibility of the Property Department based at the diocesan office. The Houses Committee has responsibility on behalf of the Board's trustees for overseeing the property programme. The maintenance and improvement budget is around £1.85m a year funded through parish share and lettings of vacant properties.

We aim to:

- Provide good quality houses for office holders and their families
- Be good stewards of diocesan resources
- Carry out work to houses quickly and efficiently within appropriate response times, bearing in mind the budget constraints, both revenue and capital that affect the whole Diocese
- Keep promises, especially about works scheduled for the future

Our principal responsibility is to the office holder and their families and when vacant to make the best use of the house where possible; we are not providing a parish office for the PCC and all existing arrangements need to be reviewed on a regular basis.

PROPERTY HELPDESK

The Property Helpdesk is your first port of call to report problems or to seek advice. You may wish to save these details in your mobile phone:

- **Tel: 01245 294471**
- **Email: propertyhelpdesk@chelmsford.anglican.org**

There will generally be someone answering the helpdesk during office hours on normal working days. Otherwise we will respond to messages as quickly as possible. See below for emergencies outside office hours.

WHAT TO DO IN AN EMERGENCY

In an emergency during office hours, ring the **Property Helpdesk**.

If your emergency occurs outside office hours and requires an immediate response, then you should ring a local contractor and instruct them to carry out work sufficient to solve the emergency. Certain contents insurance policies include an emergency number which will give you access to an insurer-approved emergency contractor. Please ensure that you report your actions to the Property Department as soon as possible.

We will cover the costs of legitimate emergency call outs. However, please be aware that the Board reserves the right to charge you for costs in situations that did not require emergency attention.

EMERGENCIES IN THE HOME

The following advice or information may be useful in an emergency:

Gas leaks

If you smell gas take immediate action:

- put out any naked flames and cigarettes
- leave the property immediately if you are in danger, otherwise
- open windows
- turn off all gas appliances
- turn off the gas supply at your gas meter
- contact the gas emergency helpline - 24 hour free service 0800 111 999
- do not use any electrical appliances including lights, or operate electrical switches
- inform the Property Department and your Archdeacon immediately

What to do in case of fire

- Get everyone out of the building
- Call the Fire Service immediately on 999
- As you leave the building close all doors and windows (to prevent fire spreading but only if safe to do so). Do not allow people to re-enter the building
- If possible switch off gas and electricity supplies
- Do not attempt to fight any fire yourself

You must inform the Property Department and Archdeacon as soon as possible after any fire has occurred in your home.

Stop-valves: If you do not already know where water stop-valves are located, you should find out and check them regularly. Most properties will have an internal stop-valve (usually in the kitchen, utility room or ground floor WC) and an external stop-valve (located in the road adjacent to the meter, if fitted).

Burst water pipes: You should either turn off the water supply to an appliance or to the whole house. If you have central heating, turn off the gas and any electrical controls as well. In all cases report the problem immediately to the Property Department.

REPAIRS

When you need a repair that is not something you or the PCC are responsible for (see 'What is the resident's responsibility?' below), please contact the Property Helpdesk on **01245 294471** or propertyhelpdesk@chelmsford.anglican.org

It is helpful if you give as many details as possible including:

1. Your name, address and daytime/contact telephone number
2. What and where the problem is (e.g. which room).
3. Access details or times during the week when a contractor or a member of staff can visit. Please be as flexible as possible.
4. Details of any particular reason why the repair needs to be given priority (e.g. if it may affect a health issue for someone in the house).
5. Any other information you think will be useful (e.g. the make of a central heating boiler).

RESPONDING TO REPAIRS CALLS

The Property Department will confirm your request and provide details of the planned response. If the work is of a substantial nature you will normally receive a copy of a repair order indicating:

- The contractor who will carry out the work
- The date it was requested
- The access details you gave
- The work that will be carried out

HOW QUICKLY WILL WORK BE DONE?

We are committed to dealing with repairs as soon as possible. Based on the information you provide we will prioritise the issue into one of four categories:

Priority 1 - Immediately/within 24 hours

Includes only work that is required to prevent danger to life and limb or extensive damage to property e.g. burst water main or storage tank, no electricity (other than a power cut which should be reported to the distribution network operator, not the company you pay your bill to - Dial 105), repair or renew front/back door lock, gas leaks.

Priority 2 - Within one week

Includes work to prevent acute discomfort or serious inconvenience to the residents, potential health risks or serious damage to the property e.g. defective central heating, no hot water, defective cold water tank.

Priority 3 - Within four weeks

Includes work which is not urgent but if left untreated would cause inconvenience to the residents or long term damage to the property e.g. repairs to gutters and down pipes, repairs to chimneys.

Priority 4 - Within agreed time scale

Includes work to put right long term defects, repair or renewal of boundary fences, boundary walls, outbuildings and garages, and cyclical work.

We will always try to do better than these targets and will aim to keep you informed if we can't. Please use the helpdesk number to check progress.

HOW WE MANAGE PROPERTIES

All diocesan properties have a Periodic Inspection by a surveyor from the Department, normally on a five-year cycle. We always give a copy of the inspection report to the resident.

The Periodic Inspection reports the condition of the property including the condition of the external fabric of the house and the internal fittings, but does not include internal decorations, although it may comment on the state of these. It notes any repair work required and makes recommendations for improvement works (such as kitchen and bathroom replacement).

A specification for any necessary repair works will be drawn up (and priced) and a copy of the specification is sent to you at the same time with the Inspection report. Please do feel free to comment on this and/or let us know of any items you feel may have been missed. Any maintenance repairs are undertaken in accordance with the priorities set out above. Planned maintenance and prospective improvement works are prioritised for the work programme (not necessarily during the same year).

Any major structural problems should be notified to the Property Department as soon as they occur, as it may be advisable to bring forward the Periodic Inspection and/or works. In certain situations, an Inspection may be deferred; for example, if an appointment is pending or further investigation of structural problems is required.

Each year we develop an Estate Management Plan which sets out the work programme for the year and the budget available. This plan is approved by the Houses Committee, which also approves any significant changes to the plan during the year.

The 'Chelmsford Diocesan Quality Standard Guide for Parsonages', which is available on our website, sets out more information about the general standards we seek to achieve across the estate.

OUR RESPONSIBILITIES

The respective legal responsibilities for houses are set out in the Repair of Benefice Buildings Measure (1972) and the Ecclesiastical Offices Terms of Service Regulations (which can be obtained at www.common tenure.org).

In summary, the Board is legally responsible for:

- The structure and exterior of the building
- The installations for space heating, water heating and sanitation, and supply of water, gas and electricity
- Payment of council tax and water and sewerage rates/charges
- Insurance of the structure (buildings insurance)
- Anything belonging with the house, i.e. fixtures and fittings
- Periodic surveys of the house, including electrical and gas inspections

Beyond this of course we want to help you in your ministry and are happy to advise if you have queries.

RESIDENTS' RESPONSIBILITIES

The Measure describes your responsibility (as a resident living in accommodation provided as part of your terms of service) as 'equivalent to that of a tenant' and 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.'

Properties should be checked regularly by the resident (or Churchwarden/Sequestrators when the property is vacant and not let) to ensure any problem is addressed as soon as possible.

As a resident you are responsible for:

- Anything that belongs to those living in the house and for appropriate house contents insurance
- Connection of telephone and broadband systems
- Fuses, battery smoke detectors, burglar alarms (Grants are available towards the cost of security alarms but the resident is responsible for the ongoing payment of any maintenance costs or repairs). Hard wired smoke, heat and CO₂ alarms are covered by the Board
- Clearing (or paying the charge for clearing) negligently blocked waste pipes, gullies, manholes and drains
- Replacement of basins, glass to windows, doors, etc., due to accidental damage (this may be covered by your own house contents insurance, or the Diocesan insurance of the structure)

- Minor items of repair to the building and services up to the value of £50 including VAT. (The Board will not for example meet costs of batteries for door bells, plug chains, etc.)
- Internal decorations – the PCC is expected to help with decorating, or paying for decorating, one room a year on average. You should not leave the house decorated in colours which will make it difficult for your successor to redecorate, in other words please use neutral colours where possible and not brightly coloured gloss work
- Repairs due to misuse, neglect or damage by you, your family, your visitors and by any domestic pets
- Keeping the garden neat and tidy, grass mown and trees pruned (the Board will assist with larger species such as oak, ash, elm etc.), hedges (to be kept to a maximum height of 2.5 metres), all shrubs and plants (including ivy/creeper types), ponds, garden ornaments, and clothes posts/rotary dryers. Any essential major work to ornamental or fruit trees will be carried out as part of the works when you first arrive, after which they will be your responsibility. ‘Leylandii’ and other fast growing coniferous varieties must be kept under control
- Notify the Helpdesk immediately if you suspect you have ‘Japanese Knotweed’ or other invasive species in your garden
- You should look after any sheds or greenhouses (the Board does not generally provide these items)
- Pest Control: the eradication of pests and vermin, e.g. mice, rats, rabbits, squirrels, birds etc. Our Insurance does cover the removal of insect nest (wasps, bees or hornets) up to £500
- Replacement of lost keys (and door locks where necessary)
- Paying all gas, electricity and telephone bills
- Keeping the house in a good and clean condition during your occupancy (fair wear and tear excepted), and then removing all your personal property and rubbish from the house and grounds upon vacation
- Allowing a member of our Property Department or other consultants appointed by the DBF to inspect the house at all reasonable times by prior arrangement
- Where applicable, for ensuring heating oil supplies do not run too low. (low tanks can lead to silting up the boiler system). You are responsible for any charges incurred should you be required to call out an engineer
- Removal of all your own belongings and possessions on departure

You May Not:

- Sublet the house to anyone or take in any form of lodger without the prior written consent of both the Chief Executive and your Archdeacon
- Make any alterations to the house or do anything that might affect the insurance premium, or incur the Board any repair costs, without written permission from the Chief Executive, following a formal written request to do so. If in doubt, please ask. Any DIY should be logged on the attached log/form

EQUIPMENT LIST (not belonging to the benefice)

Examples of equipment that might, typically be at a property, but are not provided or maintained by the DBF:

| | |
|---|--|
| Bathroom cabinet | Garden shed |
| Battery operated doorbells | Greenhouse |
| Bedroom shelving | Hedges |
| Burglar alarm system # | IT equipment |
| Clothes line, rotary clothes dryer | Lamp shades |
| Curtain rails or poles | Loft ladders |
| Dimmer switches | Ornamental and fruit trees |
| Dishwasher | Oven, hob, cooker, fridge, freezer ## |
| Electric fires | Plants & shrubs |
| Electric light bulbs | Radiant heaters/lamps |
| Extension leads | Satellite dish, |
| Extractor fans (other than kitchens, bathrooms/WCs, utility rooms) | Secondary glazing |
| Fitted cupboards/units (except kitchen units)/ utility/ bathroom base units | Shelving (except study shelves) |
| Fitted wardrobes | Shower curtain (a screen may be installed) |
| Floor coverings (except wet areas), carpets, laminate flooring | Telephone handsets |
| Fluorescent tubes | Tumble-drier |
| Garden furniture & ornaments | TV aerial |
| Garden ponds | Venetian & roller blinds, curtains & pelmets |
| | Wall mirrors |
| | Washing machine |

The DBF will service and repair gas fires but will not provide new or replacement units.

Grants are available towards the cost of security alarms but the resident is responsible for the ongoing payment of any maintenance costs.

We do not fit any built-in appliances except in cases where a resident or family member has a disability. In these cases, reasonable adjustments would be made but the cost of the appliance (including repair or replacement) remains the responsibility of the resident.

DIOCESAN INSURANCE

The property structure is insured by the Board under a buildings policy. Where repairs are covered by insurance we will undertake the insurance claim.

If a claim arises from neglect, misuse or accidental damage caused by the residents, then residents are expected to pay £200 (of the £1,000 excess) deducted by the insurer.

Some fixtures and fittings which are not ordinarily the responsibility of the DBF may be included in our cover (e.g. built in ovens and hobs). In these cases, we may be content to make a claim but expect that the resident pays £200 towards the cost or the policy excess.

Please note that insurance cover is always limited so if a property is expected to be left unoccupied for a period of 28 days or more, please notify the Property Department in advance. After 60 days, properties have minimal insurance cover – this is one reason why we are very keen to rent out properties during vacancies.

The Insurance now covers removal of insect nests (wasps, bees or hornets) from the building, up to £500 (no excess); should this occur please call the Property Helpdesk.

Should you be unfortunate enough to experience a break in or damage of any type to the property, please ensure you contact the Property Helpdesk promptly with as much detail as possible.

CONTENTS INSURANCE

Please note that you are responsible for your own contents insurance. We strongly recommend you hold contents insurance cover, not only to protect your belongings, but also to provide you with Public Liability insurance cover (e.g. if a visitor has an accident on your property and makes a claim against you).

MOVING OUT

On leaving please ensure the property is left clean and tidy, and ensure that the keys are returned promptly to the Diocesan Office if not collected prior to departure by a member of the Property Department.

A member of the team will arrange to attend the property when you move out to agree any final details or information and collect the keys. Please ensure that the Churchwarden has a forwarding address for you.

Generally, you are expected to move out on or before the date your appointment comes to an end (which is normally a few weeks after your last service).

Please ensure you take a note of utility meter readings when you move out and send details to the Property Department using the attached form.

RETIRING

With the agreement of the Archdeacon and the Chief Executive, retiring stipendiary and House for Duty Office Holders may be permitted to remain in the house for up to one month following their retirement date, rent and rate free. In addition, a discretionary grant is normally offered to retiring Office Holders who have been in their current post for at least 35 months, subject to the property being left in a satisfactory condition.

If you remain for longer than the agreed month you will be required to sign a Licence to Occupy or tenancy agreement. Council tax and water rates will be either deducted from your grant or charged to you.

Continued occupation is at the discretion of both the Archdeacon and Chief Executive.

VACANT PROPERTIES

Experience over the years has shown that it is rare for a vacancy to be less than 6 months. As a matter of good stewardship, vacant clergy houses are let whenever possible during this period and this is now the default position. The co-operation of the outgoing incumbent and PCC is really appreciated. The letting policy provides the following advantages:

- A valuable source of income
- Relieves churchwardens of many responsibilities (such as weekly inspections and garden maintenance)
- It helps prevent vandalism, theft and squatters
- It will allow full buildings insurance cover to continue
- It helps prevent physical deterioration of the property and consequential loss
- The property is likely to be cared for during the letting period and handed back in good order. The tenant lodges a security deposit as a protection against any damages to the property

The Property Department will keep the churchwardens and Area Dean informed of the progress of the letting and there will be close liaison with the Archdeacon concerned throughout.

Before entering into a Tenancy Agreement, the Property Department will liaise with the Archdeacon about the letting, thereby ensuring that a tenancy does not begin at a time when an appointment is on the point of being made.

There should be no PCC equipment in a property and the PCC is advised to remove any remaining equipment prior to the vacancy. With effect from the date the property becomes vacant and until it becomes re-occupied by office holder or tenant, the Archdeacon, the Churchwardens and Area Dean are legally responsible for the house.

The following check list should be observed:

- All electrical services to remain turned off at the mains if already done so by the Property Department (except for houses with Solar Panels)
- All wet services to remain turned off if drained down by the Property Department
- The PCC Secretary or Treasurer (if not done by the previous occupant) to arrange for gas/electric accounts to be transferred to the name of the PCC
- The grounds to be kept neat and tidy
- Regular (twice weekly ideally but not less than weekly) checks to be made to the property and any problems to be reported ASAP to the Property Helpdesk
- The house must not be used in any way that renders the DBF liable for Council Tax, Water Rates/usage, gas or electricity charges. It should not be used as the parish office.

ADDITIONAL NOTES FOR SEQUESTRATORS IN VACANCY

As you will see elsewhere in this guide there is much cooperation in the ongoing maintenance of the houses. This is particularly true in times of vacancy where responsibility falls to the Sequestrators and typically the Churchwarden.

The person vacating the property will have been asked to arrange for gas and electricity meters to be read on the leaving date, final accounts paid and the services transferred into the name of the PCC. The PCC is responsible for ensuring that the gas and electric suppliers are notified of the appropriate contact details and for the payment of charges during the vacancy unless the property is let, and therefore it is important that a parish representative reads the meters as soon as possible after the house is vacated.

If any work is carried out at the house you are advised to take meter readings before and afterwards. It is important also that meters are read before the house is re-occupied and the accounts transferred to the new resident. The Property Department will arrange for the heating system to be drained down as soon as possible after notification is received that the property has been vacated. It must not be turned on again without permission.

It is advisable for the parish to contact the person vacating the property so that arrangements can be made regarding the telephone. Please note that the PCC is responsible for any telephone charges incurred during the vacancy unless the property is let.

Please ensure that all communications from either the water company or the council tax authority are sent to the Diocesan Office. The DBF cannot accept responsibility for any charges resulting from forms filled in by PCC representatives.

Please keep the gardens neat and tidy. Please also ensure that no furniture and/or appliances are left in the property as this will render the property liable for council tax.

If the PCC considers that there are security issues at the property, please contact the Property Department. To comply with the conditions of the diocesan insurance policy, the property must be checked twice weekly. Please discuss this with your Archdeacon. It would be helpful also if PCC members could notify the Property Department during the vacancy if any emergency repairs need to be carried out.

Unless specifically mentioned in this guide or if the property is let, all other requirements that typically fall to the resident within this guide, fall to the PCC/Sequestrators in vacancy. Should there be any issues or questions with this please do not hesitate to contact the Diocesan Surveyor or your Archdeacon before the vacancy is due or as soon as is practicable.

ASBESTOS

Asbestos Containing Materials (ACMs) have been widely used in construction and building for centuries and indeed were only finally banned in this country in 1999. There are believed to be over 3,000 construction products alone with ACMs within, but also of course in many other products used in other industries. Unfortunately, 5,000 people die each year from Asbestos related diseases and it is a highly hazardous product, but only if disturbed.

Asbestos is very common in houses and generally does not present a health hazard. It would typically be present in Artex ceilings, pipe insulation or panels on boiler room/cupboard doors. However, asbestos is only dangerous when disturbed. If it is safely managed and contained, it doesn't present a health hazard.

The Control of Asbestos Regulations 2012 and our response

The Health and Safety Executive's updated regulations reinforce previous requirements for effective Asbestos Management, as well as placing greater ownership on Asbestos documentation, controls and updates. Regulation 4 of the Control of Asbestos Regulations 2012 also requires every 'Duty holder' to locate, assess and manage all information relating to asbestos on their premises. In the case of vicarages, notwithstanding the particular legal status of benefice buildings, we are interpreting the 'Duty holder' to be the CDBF as it is in reality the body with 'Maintenance & Repair' responsibilities for the premises.

We have implemented an Assumptive Asbestos Policy for all our properties built before the year 2000, which in essence means it must be assumed by all those planning to disturb, alter or carry out any works on any item on the property that ACMs are likely to present, unless suitable and sufficient evidence is available to confirm otherwise.

In time, we will have completed a survey on your property and will have more relevant information in the form of a report highlighting any asbestos present or confirming no asbestos is present. A copy of the Asbestos Management Plan will be sent to each resident and this must be kept in a safe place. It is imperative this is shown to all and any contractors BEFORE they start work on the property.

We, as the CDBF, only use competent contractors who are asbestos aware but nonetheless that alone is not sufficient. If you intend to do or arrange for any work on your property, you must inform the property department before starting, keep a record of all work (including DIY) carried out. You must also show your Contractor the Asbestos Communications Policy which can be found on our website.

Artex should never be drilled, scraped or dry-sanded, which risks releasing fibres into the air, but if you or the PCC are painting the room this is not a problem itself.

We don't remove asbestos unnecessarily - removing it can be more dangerous than leaving it in place and managing it. Not all asbestos materials present the same risk and the measures that need to be taken for controlling the risks from materials such as pipe insulation are different from those needed in relation to asbestos cement. Our duty to manage asbestos is all about putting in place the practical steps necessary to protect you, your family, any contractors and others from the risk of exposure to asbestos fibres - it is not about removing all asbestos.

As mentioned previously, asbestos is only an issue if disturbed and you and your family have nothing to worry about while it is left alone.

ENERGY CONSERVATION

As part of our property care programme we are working to improve the energy performance of the estate and reduce bills for residents. Simple measures such as increasing the depth of loft insulation can have a big effect.

Just under half of the houses in the estate have been fitted with Solar PV panels, which provide/generate 'free' electricity during the day. If you have a solar installation it may be more cost-effective to run certain appliances (e.g. washing machine, dishwasher) during the day to take advantage of the free electricity rather than at night. Please be aware that electrical work must not be undertaken on properties fitted with PV panels unless the system has been properly isolated – always use a professional electrician and alert them to the presence of solar panels. Vacant properties fitted with solar panels should have the mains electricity left on unless advised otherwise by the Property Department.

A number of energy companies are now offering free upgrades of electricity and gas meters to Smart Meters which allow you to monitor your energy usage more closely, often using an app on a smartphone. You are welcome to upgrade to Smart Meters if offered by your utility company, but please notify the Property Department so we can keep our records up to date.

LISTED BUILDINGS

Some houses are listed under the Planning (Listed Buildings and Conservation Areas) Act 1990 as being of architectural interest and are required by law to be kept in good order. Alterations or major repairs require planning permission and Listed Buildings consent.

IT IS IMPORTANT TO NOTE: When a building is listed, it is listed in its entirety, which means that both the exterior and the interior are protected. In addition, any object or structure fixed to the building, and any object or structure within the curtilage of the building, which although not fixed to the building, forms part of the land and has done so since before 1 July 1948, are treated as part of the listed building.

It is a criminal offence to carry out work which needs listed building consent without obtaining that consent beforehand.

CONTRACTORS

The Property Department works with a number of contractors to manage the estate. We have long established relationships with many of our contractors and try to ensure they appreciate the particular needs of office holder and their families.

We welcome feedback on our contractors' performance (see below). In addition, recommendations for additional contractors are always welcome, particularly where you or the PCC can recommend directly. Please send any suggestions to the Property Department.

FEEDBACK

Feedback on your experience as a resident and particularly feedback on your experience of working with the Department or our contractors is welcome. Feedback is reported regularly to the Houses Committee. Please either email the Property Department directly or send in the form as appended to this guide.

COMPLAINTS PROCEDURE

If you have a problem or complaint we want to know. In the first instance we hope that you would be able to raise any concern informally with the member of the Property Department you have been working with. Your Archdeacon will also be willing to give informal advice. If however you would like to raise a complaint the process is as follows:

1. Contact the Property Department (propertyteam@chelmsford.anglican.org) in writing/by email in the first instance. You will receive an acknowledgement and response as soon as possible and we aim to respond to complaints within 10 days.
2. If you remain dissatisfied with the response, please contact the Chief Executive, (msouthworth@chelmsford.anglican.org)
3. You may appeal to the Chair of the Houses Committee, Roger Louth, who may be contacted via the Diocesan Office.

Ecclesiastical Office Holders may also use the grievance procedure under Common Tenure in relation to a property complaint. However, we encourage you to use the above procedure in the first instance.

CONTACT DETAILS

Repairs: please contact the **Helpdesk** by:

Telephone: **01245 294471** or email: propertyhelpdesk@chelmsford.anglican.org

Meet the Property Department:

| | | |
|------------------|------------------------------------|-----------------------------|
| Alex Reeve | Head of Property | 01245 294434 / 07583 669286 |
| Simon Garnier | Diocesan Surveyor | 01245 294415 / 07740 628369 |
| Sid Rudd | Estates Manager | 01245 294417 / 07740 628368 |
| Chris Harwood | Building Surveyor/ Project Manager | 01245 294436 / 07590 929498 |
| Jamie Woods | Building Surveyor/ Project Manager | 01245 294435 / 07740 628370 |
| Anna Franklin | Property Support Manager | |
| | /Glebe Officer | 01245 294420 |
| Susan Cartwright | Helpdesk Manager | 01245 294471 |

All email addresses are initial + surname@chelmsford.anglican.org

PROPERTY WORKS FEEDBACK FORM



| | |
|--------------------------|--|
| Property Address: | |
| Incumbent/Resident: | |
| Contractor: | |
| Diocesan representative: | |
| Works description: | |

Please rate the following items:

| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|---|----------------|-----------|--------------|-------------------|
| Was the scope of the works effectively communicated and agreed? | | | | |
| General attitude of contractor? | | | | |
| Were the works completed in a reasonable time/as agreed? | | | | |
| Did the contractor work in a tidy/ orderly manner? | | | | |
| Were any difficulties easily resolved? | | | | |
| Are you happy with the completed works? | | | | |

If you have any particular comments or have been very satisfied or at all dissatisfied, some brief comments supporting your observations would be greatly appreciated below:

Please return this completed form to: property@chelmsford.anglican.org

With many thanks for your time.

MOVING OUT INFORMATION

Name:

Address:

Telephone Number:

Future Address and contact details:

I confirm that I vacated the above premises on:

I confirm keys have been collected or I have sent a set of keys to the Diocesan office on:

Gas meter reading:

Supplier:

Electric meter reading:

Supplier:

Is there a burglar alarm fitted? YES/NO

What is the alarm code?

Is it connected via the telephone directly to an answering station? YES/NO

Please ensure that all furniture and appliances are removed from the property.

On notification of you leaving we will also send you a property condition questionnaire.

Thank you for your time in completing this form, we wish you well for the future.

VERSION CONTROL

| DATE | VERSION NUMBER | CHANGES | AUTHOR |
|---------------|----------------|--|--------|
| April 2017 | 1.1 | New edition | MM |
| April 2017 | 1.2 | Minor comments from feedback and formatting for printing | MM |
| April 2018 | 2.1 | Minor updates | MM |
| February 2019 | | Minor updates | AF |
| | | | |
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