



# **Housing handbook for clergy**

## Preface

Welcome to the Diocese of Norwich.

It is our intention to maintain all our properties to a good standard.

The intention of this booklet is to provide you with advice and guidance plus inform you of the back-up services which are available so that you and your family can enjoy living in your home and run the house efficiently. The booklet states the latest Diocesan policy, who is responsible for what, as well as giving hints on looking after your home, facilities, the garden and trees.

The house you do or will occupy is the parsonage house for the Benefice or is one that is owned by the Diocesan Board of Finance Ltd. (DBF) In both cases we are responsible for its care and maintenance and for the formulation of policy matter relating to the house.

If you hold office on an 'old-style' freehold, your rights and duties (and the rights and duties of the diocese) are set out in the Repair of Benefice Buildings Measure 1972 which 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 hold office on common tenure, the respective rights and duties are set out in regulations 12-14 of the ecclesiastical offices (terms of service) regulations 2009 and the licence agreement in relation to the property which you sign prior to taking occupation of the house.

See the [Checklist Fact Sheet](#) to assist you in meeting your responsibilities.

The Diocesan Surveyor and Property team are based at Diocesan House. They may be contacted by telephone, email or in person, please see Fact Sheet 7 for full contact details. The Diocesan Surveyor and Property Team will deal with all the questions relating to the running of your home and garden.

When you are moving into your house in the Diocese, please do not forget to apply for the connection of your telephone, electricity and/or gas services prior to your occupation. This office cannot make these account changes for you.

Normally, your house will be prepared before occupation, and a “Pre-occupation survey” undertaken recording the condition of the various elements of the property generally ahead of you moving in (a copy of which is supplied to you as part of your welcome pack). This includes photographs of each room and the garden. When you vacate the house, the property needs to be returned in the same condition as the date of your occupation subject only to fair wear and tear for the period of your occupation. There will be charges incurred if there is a substantial deterioration between occupation and vacation and for any work needed to return the house and garden to its original condition when you took occupation.

Tim Sweeting  
Diocesan Secretary (Chief Executive)

## **A-Z of Property Matters**

### **ACCESS AND CONSULTATION**

You will be consulted about any works that are to be undertaken on the property. Some of these may be for health and safety reasons or for essential or routine maintenance. You will be expected to allow access to our staff and their appointed contractors for this purpose. For other works, timing and extent will be by agreement. Apart from emergency these works will be during normal working hours Monday to Friday.

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### **ALARM SYSTEMS AND SECURITY**

Alarm systems are not normally provided unless there is a recognised security risk at the property you occupy. If an intruder alarm is already installed in the property it will be serviced prior to occupation.

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### **ALTERATIONS AND IMPROVEMENTS**

During the quinquennial inspection, the Diocesan Surveyor, or his representative, will assess the need for any improvement to overcome a deficiency in the existing accommodation or fittings, bearing in mind the recommendations of the Church Commissioners booklet *'Parsonages – A Design Guide – sixth edition'*, which is often referred to as the *'Green Guide'*.

Clergy can, in certain circumstances, undertake or have undertaken work to improve/alter the house at their own expense, however all such work needs to be pre-approved by the Property Department in writing and carried out in full compliance with statutory approvals. Upon vacation any unauthorised work may have to be removed to restore the house to its original condition at the cost of the outgoing occupier.

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### **ASBESTOS**

Asbestos is regulated by law because of the health and safety risks that it can pose in a building if it is not handled properly. Asbestos is only dangerous when the microscopic fibres are released. Therefore, Asbestos Containing Materials (ACM) in good condition or encapsulated ACMs are not hazardous to health.

An asbestos survey has been carried out on the property you occupy, and this is held by the Property Department. A copy is available to contractors who may undertake work at the property.

The condition of all suspect materials is to be monitored and no work undertaken on them without the prior knowledge of the Diocesan Surveyor. Asbestos fibre inhalation is most likely to occur when the ACM is disturbed. Therefore, monitoring and maintaining ACMs in-situ is often less hazardous than removing the materials. The use of asbestos in buildings was banned from 1999.

## **BATHROOMS**

If your house has a shower over the bath that requires a shower curtain, the provision of a shower curtain of sufficient length to avoid water draining onto the floor is your responsibility. Leaky shower hoses and replacement toilet seats should be dealt with by the occupant but the cost of such replacement items can be claimed using the Minor Repair Scheme via the Diocesan Surveyor's office. [A claim form can be found here.](#)

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## **BATS**

If you have Bats at your property, please do not disturb them as they are a protected species. Please notify the Property Department if you believe you have a colony of bats them at your property.

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## **BOILERS AND CENTRAL HEATING**

The Property Department is responsible for the servicing and maintenance of the central heating installation and the boiler. Currently MYG Servicing Ltd, hold the servicing contract for the installations whether gas or oil. The firm is "registered" and therefore fully up to date with training and regulations for gas installations. You will be contacted by MYG in respect of an annual service of the boiler. Please ensure you respond to their request for access. A list should be kept of any minor defects, which require attention and notified to the heating engineer's office when planning for the annual service. If you experience any major problems with your boiler between services, please contact the Property Department.

The Property Department will not pay for the cost of any work which is deemed necessary because of any of the following situations occurring:

- running out of oil which causes an airlock in the oil pump and the system needing to be purged
- the incumbent/occupant arranging an appointment for access to the house with the heating engineer and then going out and then failing to keep the appointment
- frost damage occurring due to neglect by the incumbent/occupant

Invoices received for such expenditure, incurred under the circumstances set out above, will be passed to the incumbent/occupant for payment.

[See Central Heating Fact Sheet.](#)

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## **BOUNDARIES**

Where a boundary is owned by our property, then the boundary walls and fences will be maintained by the Property Department. Some boundaries are shared responsibility with a neighbour and if you become aware of the boundary being altered please advise the Property Department. Please also report any damage or deterioration to walls and fences. If the building shares an internal wall with a neighbouring property, 'a party wall', then you should inform the Property Department immediately of any concerns you may have about its

condition or if any works on it are undertaken by your neighbours. Care should be taken to ensure that no encroachment occurs onto or from the property.

As occupier, you are our local eyes and ears, should you become aware of any encroachment onto our property please advise the property Department immediately, likewise, should you become aware of any planning application on neighbouring property or land please advise the Property department so that we can judge if such application will have any detrimental effect on our property.

Please do not allow neighbours or third parties to have access over our property as such actions can give rise to permanent rights.

Boundary hedges are the responsibility of the Occupier. See GARDENS.

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### **BURGLARIES**

Should a burglary occur please notify the police immediately and ensure you obtain a crime reference number. Please advise the Property Department as soon as possible with details of any repairs required to the property.

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### **BUSINESSES**

If a member of a clergy household wishes to carry on a trade or business of any type from the property then they must provide full details of the business being proposed and written consent must be obtained from the DBF before the business commences. The carrying out of a business might be in contravention of the terms and conditions of the property conveyance or Canon Law.

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### **CARPETS AND FLOOR COVERINGS**

The DBF provides vinyl or similar flooring for kitchens, utility rooms, bathrooms and cloakrooms and a floor covering to the Study of Parsonage Houses but does not provide carpets to other rooms. If carpets or floor coverings are in place in these other areas when you occupy these will not be replaced by the DBF when they reach the end of their life.

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### **CHIMNEYS AND FLUES**

If your property has an open fire or wood burning appliance that is in use it is your responsibility to make sure that the chimney/flue is swept annually. The DBF does not cover these costs. On ingoing the sweeping of chimney will be arranged by the Property Department and a certificate obtained but thereafter it is the occupant's responsibility.

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### **COOKERS / WHITE GOODS**

The DBF does not normally provide kitchen white goods. Should there be any such items in the house you are due to occupy then the Property Department will have contacted you over the future use and maintenance of such items and given you the opportunity to request their

removal prior to your occupation and their replacement with a standard 600mm space available for you to fit and install your own freestanding appliance.

If it is agreed that any appliances, either freestanding or integral, will be left in the property at occupation these can be used by clergy for the life of the item. However, the clergy will be responsible for any repair or replacement of these items once they have broken.

The cost of installing a cooker and any other white goods will be your responsibility as are any repairs which may be required later.

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### **COOKER HOODS** (see also EXTRACTORS)

These appliances need regular attention by the user to keep them working effectively. Neglect over a prolonged period will eventually lead to a complete breakdown. The manufacturers' maintenance recommendations should be acted upon, but if not available the following may be of help: -

Ductless Cooker Hoods draw fume-laden air through filters and re-circulate the cleaned air to the room. Ducted Cooker Hoods are vented through filters to an outside wall, removing fume-laden air from the kitchen.

Both types will cease to have any effect if the filters are not cleaned or replaced regularly at your own cost. There are many types and makes available and the manufacturers' recommendations should be obtained if possible.

### **Cleaning**

Due to the variety available only the broadest principles can be outlined. First, isolate from the electricity supply. Access to the filters is usually from the underside perforated panel which is generally held in place by two or more screws or finger catches. Most hoods contain two filters. The first of fine wire mesh or cellular plastic which traps grease and moisture – this can be washed, dried and re-used. The second will probably be an activated charcoal filter to trap the smells – when no longer effective this will need replacing with one of a similar type.

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### **COUNCIL TAX**

The Diocese is responsible for council tax payment on behalf of clergy. Please inform us of any change in circumstances which might change the liability such as single occupancy.

In the event of a permitted business being operated from the property the occupant will be responsible for any additional rates attracted by the activity.

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### **CRACKS**

Most hairline cracks, especially if they are internal and run in parallel with the walls and ceiling, are due to plaster shrinkage and can be dealt with during the course of redecoration.

However, if you notice cracks appearing internally or externally or existing cracks changing or widening please advise the Property Department.

## **DECORATIONS**

### **External**

These are the responsibility of the Property Department and will generally be carried out as part of the Quinquennial work.

### **Internal**

Any internal decoration deemed necessary by the Property Department will be carried out prior to occupation of the property.

Occupants may carry out internal redecoration as required/desired. The cost of paint only is refundable up to £120 per annum under the "Minor Repairs & decorating Scheme". [A claim form can be found here](#). See [Decorations Factsheet](#) with hints on redecoration.

It is normal practice for the Diocesan Surveyor, to consider the decorative condition of the Hall, Stairs and Landing at the time the quinquennial inspection is undertaken. The re-decoration of these areas may be included in the specification as access to these areas is difficult for occupants to undertake safely. Generally, this is programmed for alternate quinquennials.

See [Decorations Fact Sheet](#).

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## **DEPARTURE – See VACATING**

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### **DRAINS**

The Occupier is responsible for keeping the external rainwater and waste water gulleys clear of debris, leaves and silt.

You can help to keep drains flowing freely by:

- Making sure you avoid pouring fatty substances 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 e.g. wet wipes/kitchen roll
- 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 Property Department.

Please contact the Property Department if you consider you have a problem with the drains. Out of hours and in an emergency please see details of our emergency call out contractors on the Property Department Contact Sheet.

If your house does not have mains drainage it will have a septic tank or cesspit. See SEPTIC TANKS.

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### **DUSTBINS**

The arrangements for dustbins and collections vary between local authorities. You are responsible for ensuring the necessary bins are at the property and that they are collected regularly so there is no accumulation of rubbish. You may request a garden waste collection bin from the local authority at your own expense.

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### **ELECTRICAL**

The electrical system will be inspected and tested by an approved NICEIC qualified Electrician as part of the Quinquennial work and any remedial work identified will be carried out.

No electrical works should be carried out by occupants and you must contact the Property Department if you have any concerns regarding the electrical installation. If an electrician is sent by the Property Department and the problem relates to a faulty appliance or personal electrical item owned by the occupant, you will be asked to meet the costs.

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### **EMERGENCY REPAIRS**

In the case of real emergency, i.e. fire or flood, occupants can take immediate action to reduce further damage. The Property Department should be contacted at the earliest possible time.

During Office Hours telephone 01603 882363. Out of office hours telephone or text 07467 488 079.

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### **EMERGENCY PLUMBING ISSUES**

#### **Frozen Pipes**

If a pipe freezes, turn off the water supply at the stop tap, usually located in the kitchen under the sink. Open all cold water taps and flush the toilet to empty the water storage cistern and then very carefully thaw out the pipes, this should not be undertaken quickly as any splits in the pipe will not be evident until the pipes have thawed and start to leak.

#### **Burst Pipes**

The first thing to do is to prevent water passing the point of the leak. Start by turning off all the stop taps, if the escaping water cannot be controlled immediately, open all cold water taps so that the pipework and storage system

drains quickly.

DO NOT TURN ON THE HOT WATER TAPS.

### **EXTRACTORS**

Extractor fans are provided in some kitchens, bathrooms, cloakrooms and shower rooms. These are maintained by the Property Department, but you are expected to regularly remove dust and grime from the cover and to provide any replacement filters/light bulbs.

Extract Fans work on the principle of extracting to the outside air-laden grease, steam or smell-laden fumes, some of which will condense on the internal surfaces of the extractor as they pass through the duct. In time a thick deposit builds up which will cause the motor and solenoid to burn out.

To clean an extractor fan, isolate the appliance from the electricity supply. Remove the louvre panel or inner grille (usually held in place by screws or push fit lugs). Scrape off any build-up of grease from all parts within the duct and then wash in a strong detergent solution, rinse and dry. Take care not to get water into the electrical parts. Make sure all parts can move freely.

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**FENCES – See BOUNDARIES**

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**FIRE SAFETY – See SMOKE ALARMS**

### **FUNGAL ATTACK AND FURNITURE BEETLE**

Please ensure you do not introduce furniture beetle into the house by bringing in infested furniture.

Please check your property regularly for the following:

- Beetle attack
- Newly created flight holes in timber and timber dust generally in an area, particularly near flight holes.
- Fungal attack
- A musty or mushroom type of smell within a room
- Springiness to floors
- Damp walls
- Fruiting bodies (mushroom type growths)
- Mycelium (veins) on walls, floors and ceilings
- Red dust
- Timber splitting or becoming brittle, often behind a painted finish

Please advise the property department promptly as fungal and beetle attack can spread rapidly causing damage throughout the house, not just in isolated areas.

## **GARDENS**

The care of hedges, gardens, shrubs, bushes, flowering shrubs, fruit and other small trees are the responsibility of the occupiers of the house to manage and maintain including regular cutting of lawns, hedges, shrubs and weeding flower beds.

Hedges should be kept at a height that is easy and safely maintainable. (Max 6ft / 1.8m)

Weed control on driveways and footpaths is also your responsibility – however you may reclaim the cost of the weed killer through the Minor Repair Scheme.

[A claim form can be found here.](#)

If during an inspection by a member of staff the garden is found to be overgrown, we will appoint a contractor to carry out the necessary work and this will be charged to the occupier.

### **Japanese Knotweed**

This plant is extremely invasive and can cause serious damage to buildings. If you see Japanese Knotweed growing in your garden or that of an immediate neighbour, please leave it alone and notify the Property Department. Other invasive plants to be aware of are Himalayan Balsam, Giant hogweed, and certain bamboo types.

### **Leylandii**

You must not plant Leylandii or similar in the garden. This shrub, if unattended, will grow **3 feet** (900 mm) a year both in **height and width** and will very soon become a tree which will cause expensive maintenance problems.

### **Creepers**

If you have any creepers or climbing shrubs etc. growing against the walls of your house, please do not allow them to grow above the gutters and eaves. Damage can be caused to gutters and roof tiles and vermin can climb up and gain entry to the property. Likewise to prevent damp problems or damage to the external house walls, please ensure that, if you plant new shrubs, the plants are not positioned too close to the brickwork. As these plants grow, the stems will expand, and the roots may start undermining the brickwork.

### **Airbricks / Vents**

It is important to keep ensure all airbricks and vents are clear of any garden debris, leaves etc. as they serve an essential purpose. Ground levels and vegetation should not be allowed to build up above the damp proof course of the property.

See Also TREES & PONDS

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## **GARDEN SHEDS & GREENHOUSES**

You may install a garden shed and/or greenhouse at your own expense provided that you remove it and make good when leaving the property unless agreed otherwise with the Property Department. The maintenance of items provided by the occupant are the responsibility of the occupant in all cases.

Garden sheds or storage structures provided by the Diocese will be the responsibility of the Diocese.

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## **GAS**

Existing gas fires are serviced annually by the Property Department with the annual boiler service and gas safety check.

In the event of a suspected gas leak call **0800 111 999** immediately and report the 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. Report any actions undertaken to the Property Department.

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## **GUTTERS**

Please ensure that gutters and drainage gullies are kept free of leaves and debris. Annual clearance of the gutters is recommended. It is the occupier's responsibility to have gutters and gullies cleared and you can request reimbursement via the Minor Repair scheme. [A claim form can be downloaded here.](#)

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**HEDGES** – See Gardens

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**IMPROVEMENTS** – See ALTERATIONS & IMPROVEMENTS

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## **INSURANCE**

### **Buildings**

This is provided by the Norwich Diocesan Board of Finance Limited.

### **Contents**

You are responsible for the insurance of the contents and your personal possessions.

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### **KEY SAFE**

Normally a key safe will have been fitted near the front door to allow emergency access during your occupation and the Property Department and their appointed contractors access when the property is not occupied. The key safe is accessed with a security code. Please ensure that a key is left in this key safe upon your vacation of the property.

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## **LIGHT FITTINGS**

The Property Department provides light fittings in each room either a pendant light fitting or fitted lighting units. These will be working on occupation. The occupant will provide lightshades and replacement light bulbs, fluorescent tubes and starters during their occupation and will leave the same in working order on vacation.

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## **LODGERS**

If you wish to take in Lodgers, please contact the Property Department in the first instance. Permission must be obtained in writing from the Diocesan Secretary prior to any Lodger taking occupation. This is essential to ensure that a tenancy is not created.

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## **LOFTS**

If your property has an accessible loft area, great care should be taken in accessing and using this for storage. You should avoid contact with any loft insulation.

Flammable items must not be stored in the loft nor any items that might leak, attract vermin or invalidate the DBF building insurance.

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## **MINOR REPAIRS**

The Property Department runs a scheme whereby small items of work may be organised by the occupant of the house which saves you having to telephone the Property Department first to get repairs under way quickly. You claim this expenditure back on the designated form, which can be found [here](#), together with all paid receipts, for re-imbusement from this office. The DBF has set the maximum refund at £200 per annum.

If a single item of repair costs more than £75, then you must contact the Diocesan Surveyor who may advise the repair to be carried out differently or for a different contractor to be used to reduce the cost to the Diocese. Upon receipt of your claim by the Property Department it will be checked and processed to the Accounts Department for payment to be made.

It is important that repairs which may be covered by insurance should be reported to this department immediately after the occurrence so that there is no delay in preparing a claim. However, there is an excess of £250 on each claim. These repairs should not be dealt with under the Minor Repairs Scheme.

Please remember that it is expensive to call tradesmen out to every minor defect. There is usually a high minimum call out charge. Occupants should try, by their own efforts, to prevent a minor problem becoming a major and expensive problem.

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## **OIL TANKS**

These are checked with the annual boiler service, but occupiers are requested to keep a regular check for any signs of leaks and advise the Property Department of any concerns.

## **PETS**

You are responsible for providing any additional fencing that is required to keep pets within the garden and any damage to the fabric of the property or the garden will be repaired at your expense.

## **Cat-flaps**

Please contact the Diocesan Surveyor, if you wish to fit a cat flap. These can create a draught and it is difficult to restrict entry to your cat only. However, permission will normally be granted if you agree to reinstate doors to their original condition prior to vacating the property either by replacing the panel or the door if necessary.

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## **PONDS**

Occupants are requested not to create ornamental pond in the garden as they can be a safety hazard.

If a pond already exists, the Diocesan Surveyor will liaise with the occupant prior to occupation regarding safety implications but will not take responsibility for maintenance/safety if the occupier requests the pond is not removed.

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## **QUINQUENNIAL INSPECTIONS**

The Diocese will inspect your property on a regular five-year basis (quinquennial inspection). Necessary repairs to the house internally and externally as well as the external re-decoration will be assessed. A specification is produced and sent out to contractors for competitive pricing. The work is then ordered, and the contractors asked to arrange mutually convenient start dates with you. At the same time a schedule of fixtures and fittings and condition of internal decorations, room by room, will be drawn up and sent to you for your confirmation.

Items of repair will inevitably occur between inspections and these must not be neglected but reported to the Diocesan Surveyor as soon as possible in the normal way.

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## **RESTRICTIONS**

If the property you occupy is on an estate there may be restrictions in the deeds regarding the size of sheds, storing caravans, commercial vehicles, fencing frontages and the keeping of animals other than domestic pets. Please consult the Property Department.

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## **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 will be required if your property is in a conservation

area or if the building is Listed. The obtaining of all permissions is the occupier's responsibility.

### **SEPTIC TANKS AND SEWERAGE**

If your property is not connected to a public sewer, it will be connected to a cess-pit or septic tank. The Property Department is responsible for the maintenance of the septic tank or cesspit.

Please see [Septic Tank Drainage Fact sheet](#).

The occupant is responsible for arranging the emptying of the tank and the cost can be reclaimed under the Minor Repair Scheme. [A claim form can be found here](#).

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### **SMOKE ALARMS**

One alarm is fitted on each habitable floor of the house. These are either battery operated or hard wired. The alarms will be in working condition prior to occupation. The Property Department is responsible for any necessary replacement and repair but regular checking/testing and battery replacement is the responsibility of the occupant.

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### **TREES**

#### **Policy**

The Diocese only undertakes the management of mature woodland trees within your garden. Fruit trees, shrubs and "dwarf" varieties of deciduous/evergreen trees are the occupier's responsibility.

Any trees which are within the boundaries of the Churchyard are the responsibility of the PCC.

Ornamental trees with large and vigorous root systems such as willows should not be introduced into gardens.

No tree should be planted within 12 metres of the property or any outbuildings.

Ornamental trees, fruit trees, hedges and shrubs should be pruned as and when suggested in good gardening books.

Some trees are subject to a local Tree Preservation Order (TPO) which means that they may not be pruned or cut down without permission.

A Management Programme is in place to inspect the mature woodland trees by a suitably qualified professional as part of the quinquennial inspection.

The occupier of the property is requested to look at the trees in the garden and to report to

the Diocesan Surveyor any concerns or suspected tree issues that may require professional advice.

Please see [Trees Fact sheet](#).

## **VACATING**

### **Temporary**

Extensive damage results from burst pipes both to the structure and the contents of your home. If you are going away during the winter months, even for a few days, leave your heating on, turn off the internal stopcock and arrange for a responsible person to look after your house, leaving them with a key.

If frost damage should occur while the property is left vacant, it is essential that you report the damage to the Diocesan Office as soon as possible. Give a full description of the damage, how it occurred and what steps you have taken to prevent it. This information will be required when formulating an insurance claim. See Emergency Plumbing issues in Emergency Repairs above

### **Permanent**

You will be sent Guidelines on vacating clergy property together with a form for completion and return to the Property Department.

It is your responsibility to ensure that:

1. The property is left clean and tidy, empty of all personal belongings, furniture and white goods, rubbish etc. This includes the loft, garage and any outbuildings. The garden must be left tidy.
2. Any lodgers must have left and taken all their belongings with them.
3. Final meter readings should be taken on day of removal and service providers advised accordingly to enable your final bills to be drawn up. Please also advise the Property Department of the readings.
4. For oil-based central heating systems, there is sufficient oil to still run the system for a short period post vacating the property, i.e. please do not run the tank dry.

The Property Department should be informed of the vacation date in order that an exit inspection can be undertaken by the Diocesan Surveyor.

If costs arise from having to carry out works to put the property in order or to remove rubbish and items remaining, you will be invoiced for any repair/removal costs.

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## **VERMIN**

It is important to make sure that anything that would attract vermin is kept in secure sealed containers, i.e. bird food/pet food and spillages cleared up. If you think there is an infestation of mice, rats, cockroaches or other pests please notify the Property Department. If the nuisance is caused by poor home management, you will be liable for the cost of dealing with the issue.

### **WATER CHARGES**

The Diocese is responsible for the water charges for clergy occupants whether these are unmeasured charges or metered charges. Many of the houses have water meters fitted and the Water Companies do have a policy of fitting meters.

If you receive paperwork from Anglian Water or Essex & Suffolk Water to advise that a meter has been fitted please pass this to the Property Department. Please also be aware of your water usage.

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## CONTACTING THE PROPERTY TEAM

The office at Diocesan House is open Monday to Friday, 9am – 5pm.

Our team:

**Director of Property Services – Tom Williams**

01603 8828365 / tom.williams@dioceseofnorwich.org

**Diocesan Surveyor – Charles Thurston**

01603 882364 / charles.thurston@dioceseofnorwich.org

**Property Maintenance Surveyor - Laurence Gage**

01603 881725 / laurence.gage@dioceseofnorwich.org

**Property Customer Service – Yvette Sullivan**

01603 882363 / yvette.sullivan@dioceseofnorwich.org

**Property Administrator – Sally Finn**

01603 882361 / sally.finn@dioceseofnorwich.org

### Property Repairs

Routine repairs should be reported to the Property Services Team during office hours (9am - 5pm, Monday to Friday) on 01603 882363 or email with a photo, if possible, to [property@dioceseofnorwich.org](mailto:property@dioceseofnorwich.org) at any time.

### Emergency Repairs

Details for emergency repairs during out of office hours, at weekends and bank holidays:

Blocked drains - Dyno Rod 01603 772325

Loss of heating / hot water – ADM Plumbing & Heating 01603 958677

Electrical issues - Norwich Electrical - 07802 598806

### If you smell gas call 0800 111 999

If the above are unable to assist, please call or text the Property team on 07467 488079 where a member of staff will return your call / text with advice and guidance.