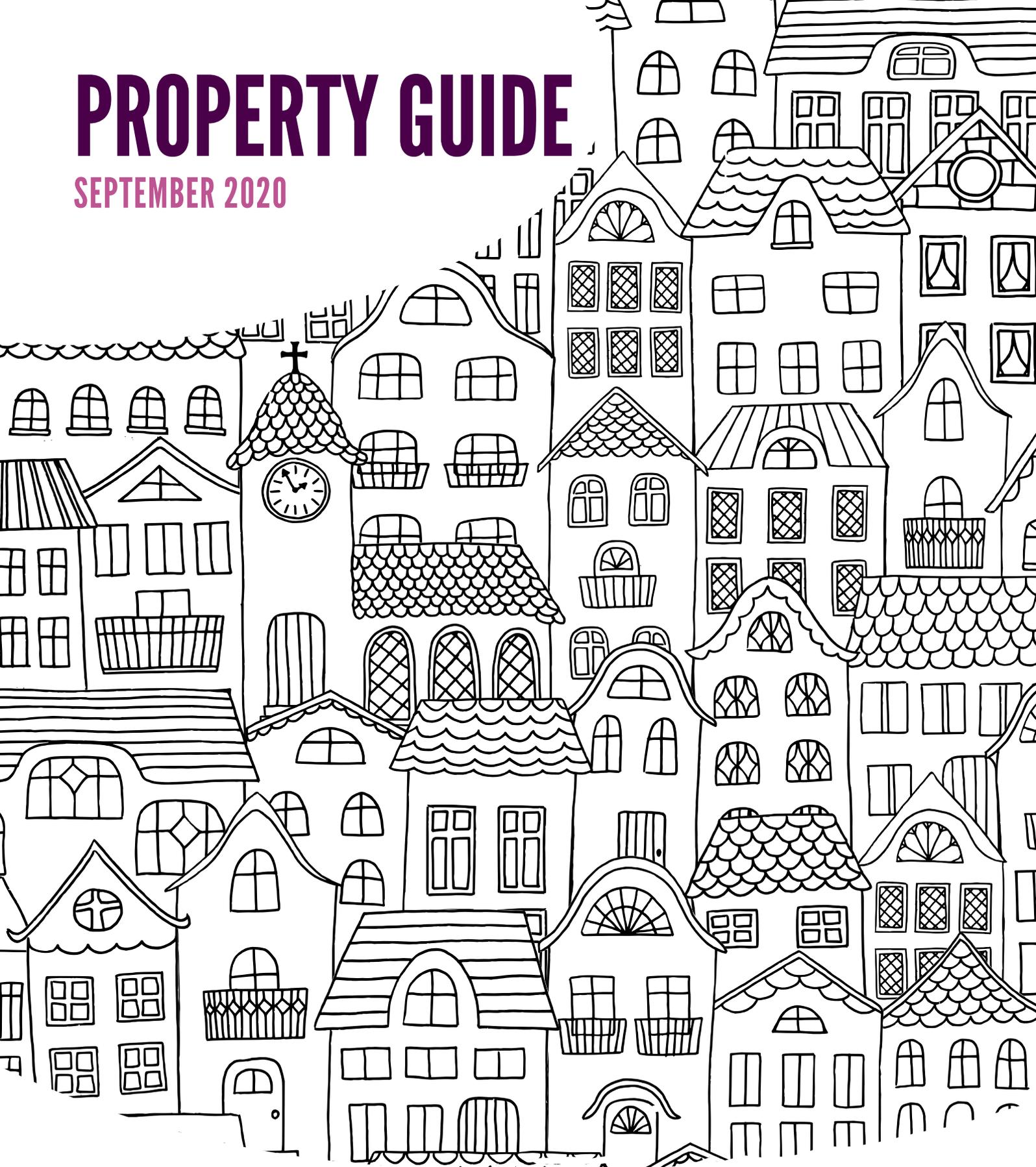


# PROPERTY GUIDE

SEPTEMBER 2020



DIOCESE OF TRURO  
DISCOVERING GOD'S KINGDOM  
GROWING THE CHURCH

# CONTENTS

---

■ Foreword <i>By the Property Management Committee</i>	2
■ Commitments	3
■ The Legal Part <i>The basis of occupation &amp; ecclesiastical law</i>	3
■ Contacts	4
■ A - Z of property matters	5 - 17
■ Role of the PCC	18 - 19
■ Out of hours emergencies <i>- Property Emergency Contact Numbers</i>	20
■ Appendices <i>- Damp, mould &amp; condensation (PDF)</i>	21-23

---

# FOREWORD

---

The Diocese of Truro is situated in a diverse area of beautiful coastlines, rural villages and changing urban communities. It is crucial we help our clergy establish a good, safe and secure home, as a base for their life and ministry.

---

This handbook has been developed to provide guidance on working together to maintain your home. We have a responsibility to our parishioners to ensure we use our resources prudently and effectively.

Welcome to your new home and we wish you well in your ministry.

***Chair of the Property Management Committee***

# COMMITMENTS

---

The diocese is committed to providing properties that are fit for purpose and provide a stable platform for clergy to carry out their duties.

We are continually reviewing our portfolio,

endeavouring to raise the standards of existing accommodation and where necessary, replace with modern, more efficient and more suitable properties. In return, the diocese has an expectation that the properties will be respected and looked after.

---

## THE LEGAL PART - THE BASIS OF OCCUPATION & ECCLESIASTICAL LAW

---

The property which you currently occupy is your home and ministry base, and it will become the home and ministry base for clergy in years to come. You and your family are effectively custodians of the property, and it is helpful if you keep in mind those who will follow you. As a diocese, we apply the principles of the **'Repair of Benefice Buildings Measure 1972'**\* equally to all clergy, whether incumbents, priests in charge or curates. You therefore need to be committed to (undertaking or paying for) tasks of routine maintenance, such as the clearing of gutters/cleaning windows/internal decorations/garden upkeep/small household repairs. In summary the Measure sets out:

- The priest 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.
- The priest shall notify the Board through its Property Management Agents, of any repairs to a parsonage house, appearing to be necessary, and in the case of repairs, urgently required for reasons of safety or to prevent further damage or deterioration, or to meet a liability to other persons and shall do so without delay.
- Where the report of a diocesan surveyor or managing agent, specifies any repairs to a parsonage house as necessary by reason of damage caused or aggravated by any deliberate act of the priest, the Property Committee may, on completion of the repairs, by notice require the priest concerned to pay to them the whole or part of the cost certified by the diocesan surveyor/managing agent to be attributable to the said act or default.
- The priest shall have a duty to keep the Property Management Agents informed of matters affecting buildings and land belonging to the benefice, such as planning applications on neighbouring property.

If you hold office on Common Tenure, the rights and duties of the property department and yourself are set out in **Regulations 12-14 of the Ecclesiastical Offices (Terms of Service) Regulations 2009**.\*

Any parsonage is a private domestic dwelling and access by members of the public is by invitation. Nevertheless, the Truro Diocesan Board of Finance (TDBF, or 'the Board'), its officers or agents may enter any property which is provided as a house of residence on first giving, except in an emergency, reasonable notice to the office holder, to inspect or carry out repairs to the property or to inspect, repair, replace or remove any contents of the property which have been provided by the DBF. The Board, through its management agents, will endeavour to agree a convenient time with you for such access, but may need to exercise such a right at other times (for example to inspect the gas or water supply). In the very unlikely event that such access by agreement is not possible and a Court Order required to obtain access to the property, you may be required to meet the Board's legal costs.

\*Copies are easily accessed via the internet or can be provided on request.

# CONTACTS

---

## TO REPORT AN ISSUE WITH YOUR PROPERTY

Katie Treseder, Property Manager  
T 01872 243274  
E [katie.treseder@savills.com](mailto:katie.treseder@savills.com)

## MOVING INTO OR LEAVING A PROPERTY & LETTING ENQUIRIES

Katie Treseder, Property Manager  
T 01872 243274  
E [katie.treseder@savills.com](mailto:katie.treseder@savills.com)

## PROPERTY SALES OR PURCHASES

Michael Greet, Associate Director  
T 01872 243255  
E [mgreet@savills.com](mailto:mgreet@savills.com)

---



# A - Z OF PROPERTY MATTERS

---

## **A** ACCESS & CONSULTATION

**You will be consulted about any works that are to be undertaken on the property.**

Generally, the timing and extent of these works will be by agreement. Where work is of urgent/essential nature, you will be given notice of when the works are to take place and you will be expected to allow access to diocesan surveyors or contractors for this purpose. Reasonable notice will be given wherever possible but in certain cases of emergency immediate access may be required.

## ALARM SYSTEMS & SECURITY

**Alarm systems and security lighting are not normally provided unless the property and its location put the security of the occupants at increased risk.**

In such cases, appropriate arrangements will be considered with the Archdeacon. You may ask the property manager for permission to install an alarm system at your own expense and you will be responsible for both the annual maintenance fee and any repair costs, together with any costs to remove the system on departure. Alarm systems already at the property will be reviewed on a case by case basis.

## ALTERATIONS & IMPROVEMENTS

**The layout and facilities of the parsonage reflect the necessity for safety, ease of maintenance and the longevity of the property.**

The board recognises that occupants may want to undertake improvements. Apart from routine domestic internal redecoration in like for like colours, all alterations and improvements must have the approval of the property management committee. Costs may need to be met by the occupant if the works do not meet the standard board's policy. Any alterations (and the contractors engaged) must be agreed in writing through the property manager on behalf of the board. 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.

The board 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 cooperation in enabling these to happen would be valued.

## ANNEXES

**Some properties may have buildings detached from the main dwelling which may be capable of use as storage, study space, meeting rooms or additional accommodation.**

Strict planning rules, building regulations and council tax measures apply to the use of annexes and you **must** ensure written consent has been provided by the property management agents before you propose to change the use of an annex (i.e. from storage space to a study). **Equally the TDBF reserves the right to refuse consent.** Any costs associated with upgrading an annex to comply with legislation for a new use may need to be borne by the priest. Third party use of an annex is not generally permitted and you should contact the property manager if you are considering sharing or letting the space.

## ASBESTOS CONTAINING MATERIALS

**Asbestos is a substance which is regulated by law because of the health and safety risks that it can pose in a building if it is not handled properly.**

Each building has to have its own asbestos survey so that anyone working on the house can work safely. In addition to a survey, each property must have a management plan which is re-surveyed each year. The board has adopted a policy of removing asbestos containing materials wherever possible to remove the requirement for annual surveys.

Copies of the surveys and management plans will be held in your Property File (see below).

# A - Z OF PROPERTY MATTERS CONT.

## **B** BATHROOMS

**The standard colour for bathroom suites is white.**

Suites are replaced when they are worn out. Whilst some properties do have more than one bathroom, en-suites or additional bathrooms are not provided as a matter of course.

## BATS

**Bats are a protected species and there are expensive fines for disturbing them.**

If you think there are bats in the property, please notify the property manager.

## BOILERS & CENTRAL HEATING

**Central heating is provided in the property as standard and the board is responsible for the maintenance, repair and replacement of the boiler.**

The TDBF's retained contractor organises this service in consultation with you, and there is a works programme for modernisation. If you have problems with your boiler between services, please contact the property manager. You are responsible for the costs of the energy that you use.

Running out of oil causes damage to the boiler and will require a call-out to re-start the boiler once a delivery of oil has been made. The costs associated with running out of oil will be re-charged to the occupier. Please do not rely solely on electronic or external gauges, but carry out visual inspections or better still arrange for regular top-ups. Savings can be made by joining a local oil supply club, such as [www.oil-club.co.uk/heating\\_oil/heating-oil-cornwall](http://www.oil-club.co.uk/heating_oil/heating-oil-cornwall)

## 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 'encroaching on' or increasing the size of the plot, you should let the property manager know immediately. A plan of your property will be sent to you when you move in or can be made available in request from the property manager.

Walls around the property are (if not a neighbour's responsibility) to be maintained by the board and you should report any damage or deterioration to them and inform the property manager if you think there is a risk to you, your family or the public.

If the parsonage shares an internal wall with a neighbouring property ('a party wall') and you have any concerns about its condition or work being done to it, you should inform the property manager immediately.

## BURGLARIES

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

- Notify the police immediately and obtain a crime reference number;
- Contact the property manager as soon as possible;
- Contact your own insurance provider in relation to your contents insurance;
- An out of hours approved contractor is supplied on the "Emergency Contact Sheet" for you to 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;
- Discuss with the property manager whether any improvements should be made to improve security;
- Inform the churchwardens, mainly so that they are aware about your wellbeing.

## BUSINESSES

**The permission of the Archdeacon and the property management committee is required before any business activity can be carried out from a clergy house.**

In considering any approach, the property

# A - Z OF PROPERTY MATTERS CONT.

management committee will require written confirmation that;

- You have arranged appropriate insurance. (Please note that you risk being financially exposed as a result of any event leading to a claim against the property insurance being rejected by an insurance company.)
- The proposal does not constitute a change of use of any part of the property, (as defined in the Planning Act 2008 and other associated legislation).
- Any alterations required by any regulatory authorities have the prior consent of the property manager.
- You will meet any non-domestic rates charged by the Local Authority.

## C CARPETS & FLOOR COVERINGS

**The board now provides neutral coloured floor coverings throughout the property with a standard specification and cost.**

Usually this includes the provision of vinyl flooring for kitchens, utility rooms, bathrooms and cloakrooms and carpets to other rooms. Floor coverings are considered for renewal during changes of occupancy. Deviations from TDBFs standard specification will be considered, but any additional cost will need to be met by the occupier. Any changes not considered acceptable beyond the occupier's tenure, may require the occupant to reinstate on vacation to the TDBF standard.

## CHIMNEYS, SOLID FUEL APPLIANCES & FLUES

**If your property has a chimney flue which is in use, TDBF will carry out the sweeping and servicing of any appliance (unlike the approach adopted by many other dioceses) as frequently as advised by a professional solid fuel contractor.**

The board does not install wood burners or other solid fuel appliances where there is not one already in place. If more than one sweep is deemed necessary by the chimney sweep as a result of the fuel that is being burnt, the cost of the additional sweeps may be re-charged to the occupier.

The board will check that CO alarms and smoke/heat detectors are correctly installed prior to occupation and occupiers must regularly test them and report any faults immediately to the property manager.

## CONDENSATION, DAMP & MOULD

**Pages 23 and 24 contain a helpful guide from Cornwall Council regarding how you can mitigate against a build up of condensation, damp and/or mould in your property.**

Please do make every attempt to follow these guidelines, but if you believe there is an underlying issue with the property, please do contact the property manager.

## CONSERVATORIES

**The property management committee does not normally install or maintain conservatories and is phasing out their use in parsonage houses.**

Where there is one in existence, the property manager will advise on its condition and maintenance. The board reserve the right to remove and not replace conservatories if they are not deemed economical to repair or replace.

## CONTRACTORS

**Only contractors who have been appointed by the property manager may work on board properties.**

This is to ensure they have met the requirements set by the board's insurers and health and safety advisors. Suggestions of reliable contractors are always welcome so that they can be added to the property manager's approved contractor and supplier database. Please provide feedback in terms of the standard of workmanship and the general attitude of contractors. As payment is usually made directly from the property manager, it is essential that any problems are notified to them as soon as they become apparent. It is not always possible for staff to inspect minor works personally, and they very much rely on occupiers notifying

# A - Z OF PROPERTY MATTERS CONT.

them of their worries or, indeed, about satisfaction with works undertaken.

## COOKERS

**The board now install built-in ovens and hobs to kitchens with standard makes and models.**

Where free standing models are in place prior to occupancy, the board will maintain these whether built-in or free standing, TDBF will only provide 600mm wide models, and any requests of range cookers or larger models would need to be made at the occupier's own expense, (including any adaptation of the existing kitchen layout, extraction and/or energy supply).

## COUNCIL TAX

**TDBF has adopted a policy whereby it is responsible for council tax payment on behalf of clergy.**

It is the clergy responsibility to inform the property manager of any circumstances, such as single occupancy or disability which would reduce the 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.**

Most hairline cracks, especially if they 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 see one that is wider than a hairline, or one that is changing or worsening, it is important that you contact the property manager for advice without delay. A photograph is particularly helpful. The appointed surveyor will decide on any necessary action.

## CURTAINS, BLINDS, CURTAIN TRACKS & FIXINGS

**The fitting of curtains, blinds and their tracks and fixings are the responsibility of the occupant.**

On departure, these items may be left for the next occupant and if so, the property manager should be informed. The board supplies battens for the ease of fixing brackets or curtain poles to the wall.

## DAY-TO-DAY REPAIRS

**In the course of time, the need for minor repairs to the property may occur.**

You may think that you can do them yourself and save the cost of a contractor but it is essential for you to refer them to the property manager for advice. This is for two reasons, firstly your health and safety and secondly because something apparently simple could mask a more serious problem.

## DECORATIONS - EXTERNAL

**The board will undertake a five-year programme of external repair and decoration.**

Savills will contact you in the year your property is due for redecoration to discuss the arrangements and programme of works.

## DECORATIONS - INTERNAL

**The diocese now carries out internal decoration where necessary on changes of occupancy, this makes moving in a much easier process for clergy and their families.**

A neutral palette has been adopted, and there may be some opportunity to indicate personal preference within these options. Any additional costs would be the responsibility of the occupier. Maintaining the internal decorations is your responsibility unless damaged by a structural repair or plumbing leak. Any internal decoration

# A - Z OF PROPERTY MATTERS CONT.

---

which deviates from the neutral colour palette, or which has not been completed in a professional manner will need reinstating to the board's direction on vacation. It is not permitted to apply textured paint finishes to ceilings or walls.

## DECKING

**It is not permitted to install decking in the garden of the property for safety reasons.**

Unless it is carefully maintained and cleaned, decking can become slippery and unstable and is costly to remove. Where decking has already been installed, the property management committee have adopted a policy to remove it as part of the routine maintenance of the building.

## DEPARTURE

**See Moving Out.**

## DISABILITY

**Where alterations are required for the purposes of complying with legislation and accommodating the disability needs of the occupants, needs should be discussed with the Archdeacon and the property manager.**

Alteration costs will be borne by the board, subject to their having authorised and taken responsibility for the changes.

## DOOR BELLS & DOOR KNOCKERS

**A door bell or a door knocker will be provided, if not already fitted.**

## DRAINS

**Drains and sewer systems that work properly are an essential part of maintaining a property as a safe and healthy environment for living.**

In order to keep them working well, you can help 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 in line with South West Water's recommendations 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 property manager. If there is a blockage as a result from improper use, the board reserves the right to re-charge any costs to you.

If you have a problem with the drains, please contact the property manager as soon as possible.

## DUSTBINS & RECYCLING

**You are responsible for ensuring that the necessary bins are at the property and that they are collected regularly so that there is no accumulation of rubbish.**

## E ELECTRIC CAR CHARGING POINTS

**In principle the diocese will support clergy installing electric car charging points as long as they meet the costs in full and it is safe to do so.**

Clergy can apply and keep any funding/grant that may be available. The relocation allowance paid prior to a move can be used to cover the cost of installing a charger unit.

## ELECTRICAL

**No electrical works should be carried out unless they are commissioned and monitored by the property manager.**

# A - Z OF PROPERTY MATTERS CONT.

## EMERGENCY REPAIRS

**In the case of a real emergency (fire or flood), authority is given to the occupant to take immediate action to reduce further damage.**

The property manager should be contacted at the earliest possible time, and the Archdeacon informed.

## EXTRACTORS

**Extractor fans are provided where possible in kitchens and bathrooms, and are maintained by the board.**

You are expected to make sure dust and grime are removed from the cover, and to provide replacement filters. Please ensure that fans are turned on whenever the hob is in use or when showering/bathing.

## F FENCES

See Gardens.

## FIRE SAFETY

**Smoke detectors and carbon monoxide detectors are provided as standard and the board is responsible for their replacement and repair.**

The provision of batteries and their regular testing is your responsibility.

## G GARAGES & PARKING

**The provision of garages and parking is dependent on the locality of the property.**

In urban areas it may not be possible to provide off-street parking, although every effort is made to do so.

## GARDENS

**If your property has a garden, you are responsible for keeping it neat and tidy, which means cutting the lawns regularly, trimming**

**hedges and shrubs and weeding flower beds drives and paths.**

A tax allowance may be claimable by those in receipt of a full stipend against the cost of maintaining their gardens. Advice should be sought from a personal financial adviser with regard to claiming this.

Garden Boundaries: The rear garden should be both private and secure.

The diocese will carry out regular surveys as part of the Quinquennial Inspections, in order to identify trees that provide a safety risk. If an expert is required for any Health and Safety work, the board carries the responsibility. Occupants are asked to notify the property managers, of any concerns. Trees can affect the condition of properties and their roots reach out underground as far as the branches do. These can pose a risk to building foundations. No tree should be planted without the written authority of the property management committee, and in no case within 12 metres of the house. If the garden contains mature trees which either overhang public highways, present a risk to the building or have become storm-damaged and dangerous, please consult the property manager who will appoint a contractor and secure the necessary local authority permissions.

Some trees are subject to a local Tree Preservation Order (TPO) which means that they may not be pruned or cut down without permission. In conservation areas, there may be restrictions on pruning and trimming shrubs and bushes.

Ivy and creepers can damage the property by blocking gutters and ventilation. Please keep them trimmed and do not plant them near the property.

If you choose to climb ladders, use power saws or engage in other garden work which requires specialist knowledge, you do so at your own risk.

Internal fencing will be provided by the property management team to divide the front garden from the back for the safety of children. Fencing will not be provided for the protection of pets.

# A - Z OF PROPERTY MATTERS CONT.

---

The installation of boundary fencing and five yearly treatment of it is the responsibility of the board. The standard specification is feather edge six foot close boarded fencing. It is your responsibility to ensure the fence is not damaged by any plants, ivy or creepers and any repairs as a result of neglect of plants will be recharged to you.

Where a garden is inherited with hedges and shrubs which are beyond six foot high, the board will carry out works to reduce to six foot or a manageable size for a typical domestic garden which could be maintained by corded power tools. The responsibility to maintain at this level will then pass to you.

See also Ponds.

## GARDEN SHEDS, GREENHOUSES & WATER BUTTS

**You may install a garden shed, greenhouse or water butt at your own expense provided you remove it when leaving the property unless agreed otherwise with the property manager.**

You will be responsible for the maintenance and upkeep of these features.

## GAS FIRES

**Existing gas fires are serviced annually by the board's contractor).**

Gas fires are gradually being phased out as they become unusable, and where there is satisfactory central heating.

## GAS LEAKS

**In the event of a suspected gas leak do not operate any electrical equipment or switch device, in case of sparks.**

Make sure 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.

## GRANTS

**Resettlement grants are paid by the board and can help to cover the installation of blinds/curtains and free standing white goods not supplied by the board.**

These remain your property and should be removed at the end of your tenure.

## GUTTERS

**Ensuring that gutters and downpipes are kept clean and clear from debris is the responsibility of the occupier.**

At no time should you put yourself or other occupants at risk by climbing ladders at height. Should your property have high gutters, please make the necessary arrangements for a professional contractor to undertake the task. Alternatively, contact the property manager who will be able to arrange for a contractor to carry out the required work. It would be your responsibility to make direct payment to the contractor.

## H HEDGES

See Gardens.

## HOLIDAYS

**When you go away, particularly during winter, either the property should be drained down with mains water turned off or heating should be left on at a minimum temperature of 15C with loft hatches left open.**

You should arrange with your churchwardens for daily inspections when the property is vacant for more than 14 days with written records of inspection whilst you are absent from the property necessary in case an insurance event occurs.

If you leave the property for 60 days or more, please make sure that you inform the property manager to ensure that the correct procedures can be adopted to comply with insurance policies and to avoid damage caused by unattended leaks.

# A - Z OF PROPERTY MATTERS CONT.

## IMPROVEMENTS

See Alterations and improvements.

## INFESTATION & PESTS - MICE, RATS, WASPS & OTHER VERMIN

**Prevention is better than cure, so it is important to make sure that anything that would attract vermin is removed and destroyed.**

Pet food should be kept in secure and sealed containers. Spillages and debris that would provide food for vermin should be cleared up immediately.

If you think that there is an infestation of mice, rats, wasps (nests), cockroaches or other pests, please notify the property manager immediately.

If it becomes apparent that the nuisance is caused by poor home management, you may be liable for the costs of removal.

If a genuine emergency, and out of hours, a pest control company has been listed in the contact sheet for your direct use.

## INSULATION

**Varying standards of insulation are in place in the properties and improvements are being implemented in a planned programme of works.**

## INSURANCE - BUILDINGS

**This is provided by the board, but is subject to a number of conditions.**

Much of the guidance in this handbook arises directly from insurance policy conditions. Any failure to comply with a responsibility which invalidates the board's insurance policy could result in you being responsible for making good any damage or loss.

## INSURANCE - CONTENTS

**You are responsible for the insurance of the**

**contents and you may like to know that the Ecclesiastical Insurance Group provide a special contents scheme for clergy.**

Their website is [www.ecclesiastical.com](http://www.ecclesiastical.com)

## K KEYS

See Moving in/ Moving out

## KEY SAFES

The primary function of the key safe is to allow access to the property during periods of vacancy. Key safes codes are not supplied to occupiers. If you require use of the key safe during your occupancy please liaise with the property manager regarding a change of key code. You will be responsible for the key safe and the diocese cannot be held responsible following a change of key code. You may be required to comply with conditions imposed by the property insurers. The code must be supplied to the property manager on your departure; the diocese do not keep a copy of keys.

## KITCHENS

**Kitchen units are considered for replacement at change of occupancy and only in cases when they become worn out. Programmes are planned by the property manager as part of the condition survey of the property.**

Your ideas on the design will be carefully considered against the standard specification adopted by the Property Management Committee but the committee will have the final decision. Any deviation to the board's standard specification as a result of a personal request and which results in increased cost will need to be met by you.

Most kitchens have spaces for free standing fridges, freezers and other appliances to be supplied and maintained by you. Occasionally where a property has been purchased by the board, it may have been purchased with built-in appliances and if so, these can be used and the board assumes responsibility.

# A - Z OF PROPERTY MATTERS CONT.

## LEGAL OBLIGATIONS - CLERGY

See The Legal Part in section 1.

## LEGAL OBLIGATIONS - CHURCHWARDENS & PCCS

**Legislation places significant responsibilities with respect to the parsonage on the Churchwardens and Rural Dean during a transition period.**

The good news is that the Property Management Committee has adopted a policy which lightens these responsibilities. The board will carry out maintenance to gardens on a regular basis, to avoid them becoming overgrown and unmanageable. The board will seek to include re-decoration on any specification of works. The obligations to the PCC/Churchwardens are therefore limited to twice-weekly written inspections (on a standard form provided by Savills) to protect the building insurance. See pages 18 -19 for more details.

## LIGHT FITTINGS

**The board provides light fittings in each room (a cable and socket or fitted lighting units).**

It is your responsibility to provide lightshades and replacement light bulbs. If you wish to have special units fitted, please follow the advice in the section 'Alterations and Improvements'.

## LISTED BUILDINGS & CONSERVATION AREAS

**If the building that you live in is listed, there are additional restrictions on what can be done with the property, grounds and trees in terms of maintenance and improvements.**

Some of the things that you would like to see may not be permitted, and some things have to be done to a required standard.

A building, grounds or tree may be in a conservation area which similarly means that

some things are not permitted in relation to the outside of the premises.

The property manager can advise you as to whether your property is affected by either of these two pieces of legislation and how they affect any proposals you may be considering. She will also advise on maintenance to the required standards.

## LOCKS - DOORS & WINDOWS

**The standard locks provided are 5 lever.**

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

## LODGERS

**See sub-letting of property.**

## LOFTS

**Great care should be taken in accessing and using the loft for storage.**

You should avoid contact or inhalation of any insulating material in the loft, and you should take care to use stable ladders and secure them when accessing the loft space. Only store in the loft a small number of items which will not be of a nature to cause risk to people or property. Do not store flammable items like camping gas cartridges or items likely to leak and cause damage to ceilings or attract vermin. Things should be arranged to spread the weight, and laying of boards is to be carried out with the prior consent of the property manager. Laying of items directly on insulation, or any damage to insulation is prohibited.

Lofts should not be used for storage unless a loft ladder is fitted.

# A - Z OF PROPERTY MATTERS CONT.

## **M** MOVING IN

- 1. Inform the property manager as soon as possible of the date you are moving in.**
- It is nice to also let the Churchwardens know of your date of move, as they may wish to welcome you.
- Take meter readings on the day of moving in and supply them to the property manager.
- Access to the property – please do not attempt to access a property prior to your move without first contacting the property manager and agreeing an appropriate opportunity. This is for your own safety, as works may still be taking place. The Construction (Design and Management) Regulations 2015, also known as CDM, define legal duties for the safe operation of UK construction sites. There may be chemicals, wet paint, loose floorboards etc in the property.
- Inventory - Prior to your move in, a full pictorial Inventory and Schedule of Condition will be compiled. A copy of this document will be sent to you. This document will record the condition of the property at the start of your occupancy and can be referred to when you vacate the property. This is paid for by the DBF. The property management agents will also arrange (if required) for the property to be cleaned prior to your arrival. For this reason, please ensure you contact the property management agents to check that the Inventory and any required cleaning has been conducted prior to moving any items in to the property.

## MOVING OUT

**As soon as you become aware you are to move out of the property, please obtain a copy of the “Moving Out From Your Property form”, from the property management agents Savills and return it to them as quickly as possible.**

Where possible a pre-vacation inspection will be undertaken. Please ensure all keys to the property are handed back to the property manager. Please contact the property manager to arrange a convenient time to meet at the property on your last day.

## **P** PARISH OFFICES & MEETING ROOMS

**The Parsonage can be often used for meetings with members of the public, the congregation and for some functions.**

The permanent use of the Parsonage as a parish office or designating part as a parish meeting room should not occur unless the prior written consent of the Property Management Committee has been obtained.

## PETS

**Subject to compliance with the ecclesiastical Measures, pets may be kept in the house and garden.**

You are expected to exercise common sense about the effects of your choice of animals in terms of potential impact on the maintenance of the property and relationships with neighbours. You are responsible for providing any additional fencing that is required to keep the pets within the garden. Any damage to the fabric of the property or the garden will be repaired at your expense. You are required to obtain the permission of the property manager before fitting a cat/dog flap. This will normally be granted provided that you agree to reinstate doors to their original condition prior to leaving the property.

# A - Z OF PROPERTY MATTERS CONT.

## PLANNING APPLICATIONS & OTHER NOTICES

If you receive any notification of a planning or other form of application being made for a neighbouring property, you are required to provide details to the property management agents as soon as possible so that the board can be advised if any comment of support or requested alterations be made.

## PONDS

**The existence of ponds in parsonage gardens is being phased out.**

Do not create a pond in your garden without the consent of the Property Management Committee (via the property manager). Consent will only be granted providing you are properly insured against risks, and agree to provide for the pond to be filled in on departure.

## PROPERTY FILE

**A 'Property File' has been compiled by professionals who are familiar with the parsonage and will be passed to you if you have not yet received a copy.**

This should be stored in an accessible location, ideally near the boiler. This document contains information on the electrical systems, plumbing, fixtures and fittings in your home. It includes:

- information on how to access your property's Asbestos Management Plan,
- guides to where the stop cock is located and what it looks like
- manuals on how to operate boilers and other equipment

The Property File will assist the property management agents or contractors to advise you over the telephone where possible, thus avoiding the cost and disturbance associated with a site visit.

## QUINQUENNIAL SURVEYS & WORKS

**Q** Savills co-ordinate the programme and delivery of quinquennial surveys ("QQ"s), the timing and requirements of which are set out in the Repair of Benefice Buildings Measure.

Savills will write to you when a QQ falls due, and you will be asked to provide information and review the survey report on completion. Once the report is approved, it is the property committee's aim that the recommended works are completed within 12 months. This time-frame may be slightly longer while the current back-log is being dealt with.

## RIGHTS OF WAY

**R** 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 parsonage land regularly over a period of years (other than 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 property manager immediately.

## SATELLITE DISHES & TV AERIALS

**S** Are your responsibility.

You must seek the property manager's prior consent if you wish to install or replace a satellite dish at your own expense (as it could breach local authority rules or covenants imposed on your property).

## SEPTIC TANKS & OTHER PRIVATE SEWERAGE SYSTEMS INCLUDING PUMPS

**The board is responsible for overseeing the works relating to a septic tank and any problems that arise with its maintenance, or emptying.**

Please contact the property manager if you have

# A - Z OF PROPERTY MATTERS CONT.

any queries relating septic tanks. Also see: Water and Drains.

The board is responsible for any sewerage charges that arise in respect of clergy occupants.

## SHELVING

**You have been provided with up to 30 metres of shelving for books and this must remain behind when you leave the property.**

You may add other shelving at your own expense but you must take prior advice from the property manager about fittings to the walls to avoid damaging cabling and plasterwork. If you remove your own shelving on vacation, you must make good the damage from the fixings.

## SHOWERS

**It is board policy to provide at least one shower in each property. No right exists for the installation of additional showers or provision of showers separate to baths.**

## SUB-LETTING OF PROPERTY

**You are entitled to allow family members to reside with you in the property.**

If you seek to share your home with anyone who is not a family member, you must apply to the Property Management Committee for prior written consent, whose decision will be final.

It is possible to take in lodgers, but you must consult with, and obtain written permission from the Property Management Committee before doing so. The property manager will provide a written lodgers' agreement, which should be entered into before the lodger takes up occupation.

Some properties (particularly those rented rather than owned by the TDBF) may be subject to legal restrictions in this regard.

## T TELEPHONE

**The installation of a telephone line from your network provider is your responsibility, and any agreements for the laying of any cabling will require the prior written approval of the property manager.**

The bill is your responsibility, but the PCC should pay expenses relating to the cost of ministry-related calls. Broadband internet is your responsibility, again the PCC should reimburse expenses directly related to your duties.

## TREES

**See Boundaries.**

## W WALLS

**See Boundaries.**

## WASHING MACHINES & DISHWASHERS

**Plumbing for a washing machine and a dishwasher is supplied as standard (if possible).**

If there is a fitted washing machine or dishwasher you may use and maintain it but replacement and repair is your responsibility.



# A - Z OF PROPERTY MATTERS CONT.

## WATER BUTTS

See Garden sheds, greenhouses & water butts

## WATER

**The board is responsible for the water charges for clergy occupants, so we ask you to be careful not to be wasteful in your water usage.**

If you have a private water supply, the board is also responsible for the supply infrastructure and water quality testing.

## WINDOWS - REPLACEMENT

**Our parsonages have a very diverse range of window design and construction, and some properties have restrictions due to listing or conservation issues.**

We currently have a programme for window replacement, and all requests will be considered within the limits of what can be achieved both financially and practically.

## WOODBLOCK FLOORING

**The, polishing (day-to-day maintenance) of**

**woodblock flooring is your responsibility, however, the repair of any wear or damage will be carried out by the board.**

Please do not sand or stain the floor without the property manager's prior consent.

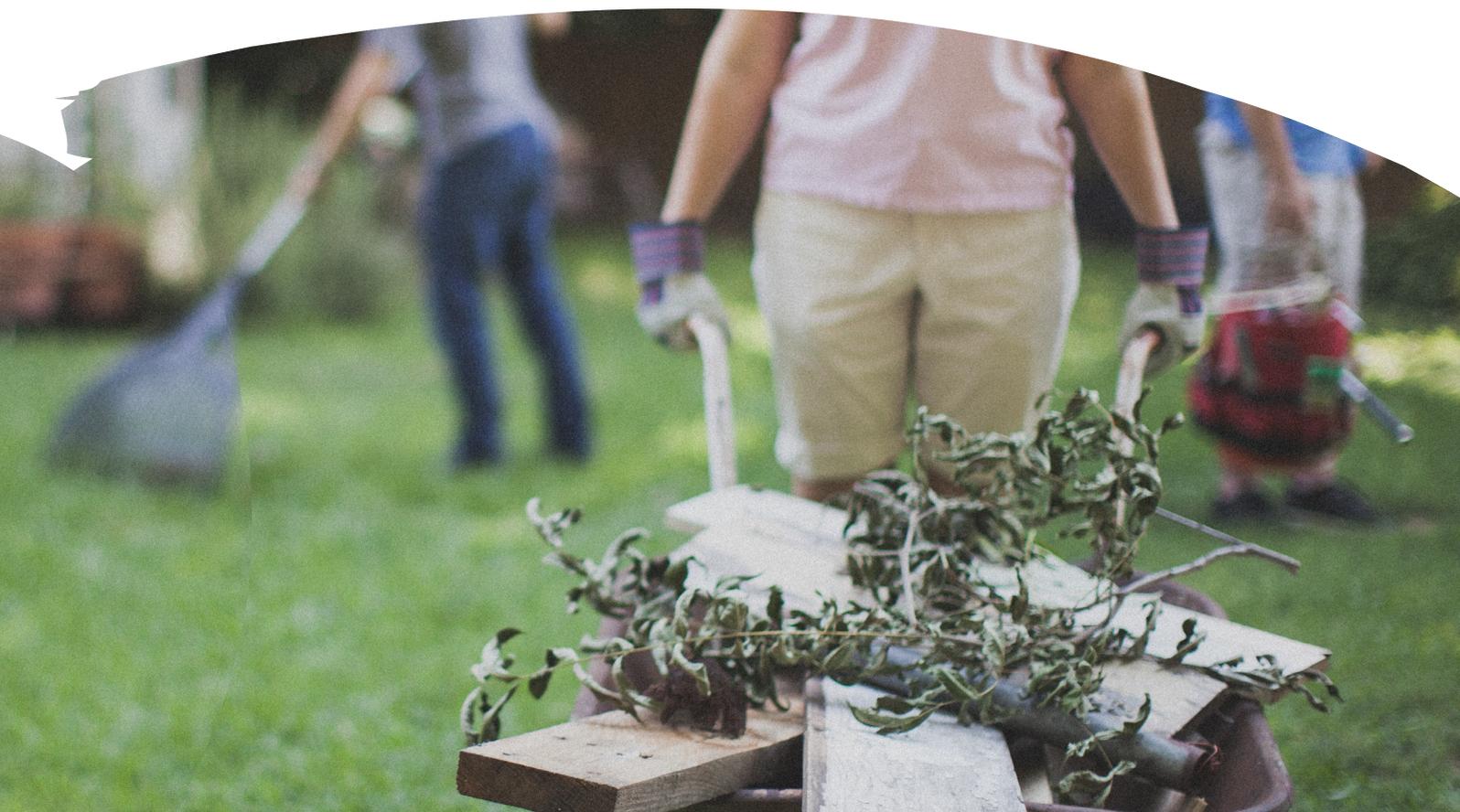
## WORK ORDERS

**Works Orders are issued by the property management agents to contractors and consultants working at the property.**

Such orders enable the monitoring of any works contract and the related expenditure. They are sent electronically, and you will be copied in to the instruction for transparency, and so that the contractor can be provided with your direct contact details to communicate the delivery of work.

**You are not permitted to contact the contractor directly to change the specification of any works.**

Any queries or concerns about works orders should be communicated as soon as possible to the property manager.



# DURING A TRANSITION

For any queries relating to the parsonage house, please contact Savills on **01872 243253** where someone will be happy to help.

## DURING A TRANSITION

**During a transition (previously known as ‘interregnum’ or ‘vacancy’) the property management agents Savills carry all of the burden which previously fell onto the PCC (for example garden maintenance and decorating).**

However, during a transition, it is expected that:

- The PCC will not access the property whilst the property is let without first contacting Savills;
- The PCC will not access the property whilst works are ongoing without first contacting Savills.

## LETTING

**It is diocesan policy to let parsonage houses, wherever it is possible, during a transition period**

All negotiations and administration regarding the letting of the property will be conducted by Savills. If access to the property for interview candidates is required, please contact Savills to arrange this rather than speaking directly to any tenants.

At the beginning of a transition, an inspection of the parsonage house will be arranged in order to establish if improvements or repairs are necessary. The initial inspection will be carried out by the property management agent and/or a building surveyor depending on the nature of the works.

Works to the property will be overseen by a professional surveyor and the contractor. For insurance and health and safety reasons, access to vacant clergy properties is controlled by our property management agency, Savills. Any PCC member wishing to access the property should first consult the property

manager, even if keys are held locally.

Dependent upon the extent of work required, it will be agreed with the Archdeacon whether or not work is carried out before a letting or new appointment is made. See ‘Decorating’ for colours. Every endeavour is made to ensure that the works are completed before the occupier moves in, but the ability to achieve this does depend on the time scale involved and the scope of the works.

A meeting between the incoming priest and the property manager will be arranged as soon after the priest’s appointment as is practically possible.

## UTILITIES

**Whilst the property is empty, payment of water, gas and electricity bills become the responsibility of the board.**

Any utility bills, or notices from local authorities that are addressed to the house, will be collected by the property manager and dealt with accordingly. Before departing, the outgoing priest is required to transfer responsibility for utilities to the DBF. The Property Management Committee will not meet the cost of any telephone arrangements during the transition. If the PCC wishes to put interim arrangements in place, please contact the property manager before doing so.

## KEYS

**Before departing, the outgoing priest will hand back all keys for the property to the property manager.**

## INSURANCE

**The board insures the parsonage house, but whilst it is empty there is a significantly reduced level of cover.**

# DURING A TRANSITION CONT.

---

During the winter months the heating system will be drained for this reason. Please note that any property left in the parsonage house belonging to the PCC will not be insured. The PCC are therefore asked to ensure that any equipment stored in the property is removed at the time it is vacated.

## OCCUPATION AGREEMENTS

**No persons should be allowed to occupy a parsonage house or diocesan managed**

**property without the written agreement of the property manager.**

This is to ensure that any necessary work can be carried out and that the property will be available for the new occupant.



# EMERGENCY OUT OF HOURS CONTACT INFORMATION

## DIOCESE OF TRURO PROPERTY SERVICES

Between the office hours of 8:30am and 6pm Monday to Friday please contact Savills:

**Katie Treseder:** T 01872 243274 E [katie.treseder@savills.com](mailto:katie.treseder@savills.com)

**Michael Greet:** T 01872 243255 E [mgreet@savills.com](mailto:mgreet@savills.com)  
Savills, 73 Lemon St, Truro TR1 2PN  
T: 01872 243253

Outside of office hours, and

where works **cannot be delayed** until office hours for fear of risk to safety/welfare or where the damage poses a risk to serious disrepair to the property, please select from the numbers below:

EMERGENCY TYPE	NAME/ COMPANY	CONTACT NUMBER	HOURS OF CONTACT
<b>Electric, Gas, Plumbing, Heating, Hot Water</b>	Flockhart Solutions	01208 811646	24 hours
<b>Tree</b>	Woodsmiths	07879 999064	24 hours
<b>Security (locksmiths)</b>	South West Locksmiths	0845 4 756 257	24 hours
<b>Sewerage/ drainage</b>	South West Drains	0800 8 247 248	24 hours
<b>Pests</b>	ADM Pest Solutions	0800 999 2922	24 hours
<b>Other (not falling in to the above)</b>	JDS	07875 222 057	24 hours

The board will normally bear the cost of call outs unless you are responsible for the work under the terms of your occupancy; the problem has been caused by inappropriate use of the property e.g.

blocked drains from putting nappies down the lavatory; or the problem is not a genuine emergency.

For fire, please call 999 to request the fire service and

inform Savills as soon as possible. If the issue relates to network power/South West Water supply to your property please call the network provider (details below).

<b>Electricity</b>	Western Power Distribution	0800 365 900	24 hours
<b>Gas</b>	National Gas Emergency Service	0800 111 999	24 hours
<b>Water</b>	South West Water	0800 169 1144	24 hours
<b>Flood</b>	Environment Agency (floodline)	0845 988 1188	24 hours

## GET IN CONTACT

T 01872 274351  
E [info@truro.anglican.org](mailto:info@truro.anglican.org)  
[www.trurodiocese.org.uk](http://www.trurodiocese.org.uk)

Church House, Woodlands Court,  
Truro Business Park, Threemilestone,  
Truro, TR4 9NH



**DIOCESE OF TRURO**  
DISCOVERING GOD'S KINGDOM  
GROWING THE CHURCH