
Welcome To Your New Home

Advice To New Occupiers of Diocesan Housing

Introduction

We have prepared this document to provide some help and guidance on the arrangements and procedures as you prepare to move to your new home in our Diocese.

We look forward to working with you to ensure that your house is prepared as best we can in readiness for your arrival.

Contact Details

If you have any queries or concerns regarding housing matters then please do contact us:

Neal Andrews (Property Manager)
Helen Harker (Property Officer)

Property Department
Church House
19-24 Friargate
Penrith
CA11 7XR

Email: property@carlisediocese.org.uk

Direct line: 01768 807762

In emergency: 07584 684298

Preparing For Your Move

Removal Costs

Payment of removal costs is arranged by our Finance team (Contact Angela Platts: tel 01768 807761, email angela.platts@carlisediocese.org.uk). At least three quotations should be obtained and costs are met based on the lowest of three quotations submitted. Usually we will arrange for payment directly to your removal company. For further information please liaise with Angela.

Resettlement and First Appointment Grants

Resettlement grants, and where applicable first appointment grants, are administered by the Bishop's office. For further information please liaise with Jacqueline Brown, Tel 01768 773430, email Jacqueline.Brown@carlisediocese.org.uk

Decorations Grant

A grant of £500 is paid for works of, or materials for, internal decoration that you may wish to arrange. Payment is arranged by the Bishop's office along with the Resettlement Grant. You may choose to make this available to the parish, or to the Property Department, to use on your behalf.

Other Grants

There are some other minor grants and allowances available to new occupiers and which are arranged by the Property Department:

Cooker Grant: Where there is no built in cooker and if you do not have your own cooker, or a cooker suitable for the fuel type available, then a grant is available for 50% of the cost of a cooker, to a maximum grant of £300. Payment is arranged by the Property Department upon sight of a receipt.

Hallway, staircase and landing decorations: Unless they have very recently been done then the Property Department will arrange for these areas of the house to be redecorated before your arrival.

Telephone

The Property Department will advise whether there is a telephone number associated with the property/benefice which the Diocese has been maintaining during the vacancy. If there is a stored number then the property department will arrange for this to be transferred back to the house, and set up with a telephone only service, before your arrival. You can arrange to take over this service from our telecoms provider (Online Systems, tel 0808 144 2200). Online can also provide you with a broadband service. Alternatively once the number has been reconnected to the house you can arrange for a telecoms company of your choice to take over the number and provide you with telephone and broadband services.

If there is no stored number then you will need to arrange with a telecoms provider of your choice to provide telephone and broadband services.

“Ingoing” Works

As soon as possible an inspection of the house will be arranged with yourself, the parish representatives and the Rural Dean or Archdeacon. Wherever possible the Property Manager will attend, often in place of the Rural Dean or Archdeacon.

Although the policy in the Diocese is generally to carry out repairs and improvements on the “quinquennial” cycle (and the Property Department can advise when quinquennial works will be due on the property) there may be works which it would be prudent to carry out before your arrival. The Property Department will agree with you those works that the Diocese will undertake and we will endeavour to have these completed before your arrival.

There may be additional works that you would like carried out which are either not the responsibility of the Diocese or which the Diocese would not undertake at this time. Notably the internal decorations and the carpets are your responsibility. The parish may, with your approval, agree to undertake some works. The parish might agree to make a financial contribution or you may wish to arrange for works using your resettlement grant.

The Diocese is keen to foster a sense of partnership between occupant, Parish and Diocese. Sharing the cost two or three ways can make possible otherwise unaffordable works.

Where the parish wish to make a contribution, or you wish to fund works from your resettlement grant, then if wished and where practical the Property Department will be pleased to assist with obtaining quotations and arranging for the works.

Insurance

The Diocese maintains a block policy for buildings insurance on all of our housing. We do not insure contents. Please make sure that you put in place insurance for your own contents.

Notifications

By no means intended as an exhaustive list, but a reminder of some bodies not to overlook notifying of your move:

- TV Licensing. (www.tvlicensing.co.uk or call 0844 800 6722)
- Inland Revenue
- DVLA - Renew your driving licences and vehicle registration documents.
- Local Authority – electoral role.
- Banks, building societies, insurers, pension providers
- Credit card and store card companies
- Subscriptions to magazines, charities, etc.

On Arrival

Keys

The Diocese does not hold keys for houses and these will be held by parish representatives. Please make sure that you have made arrangements in advance for keys to be available. The Property Department can advise who the key holders are.

Utility Services

Upon arrival please take electricity and gas meter readings and report your opening account readings to your chosen utility supplier. You are free to establish accounts with any suppliers of your choice.

Please also report the meter readings, and confirm your actual arrival date, to the Property Department, so that we can arrange to close our supply accounts.

Council Tax/ Water Rates

Please do not make any contact with the local authority regarding council tax or with United Utilities regarding water rates. Any correspondence from them should be forwarded to the Diocese.

The Finance team will liaise with the authorities over the council tax and water rates for the property, which the Diocese is responsible for.

Post

The last occupants should have made arrangements for forwarding mail. However, some post for previous occupiers will almost inevitably continue to arrive.

Please liaise with the parish representatives regarding the forwarding or arrangements to deal with mail for former clergy occupants.

Any "official" mail concerning the house before your arrival, notably from utility companies, should be forwarded to the Property Department.

Ongoing Maintenance

The policies for maintenance and repair of housing in the Diocese can be found in the "Pink Book". This is available on-line on the Diocesan web site. If you would like a hard copy then we will provide one on request.

If you have any queries or if any maintenance, repair or other issues arise with your home then please do contact us.

We hope that you will enjoy your time in your new home.

The Property Department
Diocese of Carlisle