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## **Property Department – Covid-19 Update**

### **September 2020**

#### Property Office

The property department at Church House remains closed. Calls to the property department direct line (01768 807762) are redirected to the main Church House switchboard, where voicemail messages are only monitored on an occasional basis.

Neal Andrews and Helen Harker continues to work remotely with full access to emails. Any enquiries should be addressed to:

- Housing repairs or lettings: Helen Harker - [property@carlisediocese.org.uk](mailto:property@carlisediocese.org.uk) , Tel 07776 859097
- General enquiries: Neal Andrews - [neal.andrews@carlisediocese.org.uk](mailto:neal.andrews@carlisediocese.org.uk) , Tel 07584 684298

#### Property Maintenance and Repairs

Necessary repairs and routine servicing will continue to be addressed. Contractors will be expected to carry out works in accordance with the government guidance “Working safely during COVID-19 in other people’s homes”, notably regarding maintaining social distancing and sanitation. Occupiers will be expected to cooperate in these requirements, failing which works will not be possible.

#### Self-isolating, shielding and clinically vulnerable Clergy/Families/Tenants:

Before the property department will arrange for a contractor to visit the occupier will be asked:

- Whether anybody in the household is isolating because one or more family members has, or has had, symptoms of Covid-19 or on advice following a test and trace contact.
- Whether any individual in the household has been advised to shield.
- Whether any individual in the household is clinically vulnerable, but has not been asked to shield (for example being over 70).

Should any of these apply then additional precautions will need to be discussed and if anyone in a household is isolating then work will not be considered at all unless there is a direct risk to the safety of the household or to public safety.

#### Quinquennial Works

The 2020 planned programme of quinquennial works to houses has been deferred and is not expected to be undertaken until 2021.

If you feel that any of the planned works require more urgent attention then please contact the property department to discuss.

#### Tenanted Properties

The diocese is aware that, as a consequence of Covid-19, some tenants may face difficulties in making their rent payments in the coming months. We would encourage any tenants who are affected in this way to contact us to discuss matters. The diocese would not wish any tenants to feel that their homes are at risk due to a change in circumstances caused by the current exceptional situation.

Neal Andrews  
Property Manager