Clergy house – Christmas emergency guidance 2023

The diocesan office is closed for the Christmas period from Friday, 22 December until Tuesday, 2 January 2024.

Should you require any housing assistance during this period, we have created an emergency list of contractors which may be helpful.  All these contractors have generously offered to provide cover and have instructions to make safe in the first instance.

The list indicates when they are available as you should note that they are not all available all of the time.

If you have an emergency, please follow these steps:

* Contact an appropriate contractor from the list and explain you are housed by the Diocese of Bath and Wells.
* Explain the issue.
* The contractor will then assess the urgency and either agree a call out or offer advice over the phone and/or schedule a call out at an appropriate time.
* Email the Property Helpdesk to let us know what you have arranged: [Property.Helpdesk@bathwells.anglican.org](mailto:Property.Helpdesk@bathwells.anglican.org)

If you cannot find a contractor local to you, then select one that is the nearest main town, or you can source your own.

This is not a free service, so please be mindful of our increased expenditure. A dripping tap or running out of oil in your boiler on Christmas day is not an emergency!

As per our [Housing Guide](https://bathandwells.org.uk/content/pages/documents/a4-housing-guide-final-sept-2023-3.pdf), we reserve the right to charge back for items not covered e.g. light bulbs or pest control.

If you are having problems reporting a non-urgent issue on the Fixflo App, please report it via [the FixFlo website](https://bathwellsdiocespropertymanagement.fixflo.com/issuereport/CreateIssue).

We hope you will not need to refer to this guidance during the Christmas period and would like to take this opportunity to wish you Merry Christmas. We look forward to supporting you in the new year!

The property team