



PARISH PROPERTY – REPAIRS AND MAINTENANCE

Approved by Diocesan Council
Endorsed by Perth Diocesan Trustees
In effect:

8 August 2019
15 August 2019
1 November 2019

1. PREAMBLE

- 1.1 Diocesan Council on behalf of parishes, as the beneficial owners (custodians and stewards) of all parish property, has a responsibility to ensure that:
 - a. Parish properties are maintained for the enjoyment and benefit of future generations.
 - b. Parish properties are maintained in a manner that promotes thriving worshipping communities.
- 1.2 The Perth Diocesan Trustees (PDT) is the legal entity responsible for compliance with the following Acts and Regulations, relating to parish property:
 - a. The *Work Health and Safety Act 2020 (WA)* and *Work Health and Safety Regulations (General) 2022* and providing a safe working environment for all Church workers, volunteers and contractors.
 - b. The *Health (Miscellaneous Provisions) Act 1911* and *Health (Public Buildings) Regulations 1992* and providing a safe environment for our parishioners and visitors in our public buildings.
 - c. The *Building Act 2011* and *Building Code of Australia (BCA)*.
 - d. The *Residential Tenancies Act 1987* and *Commercial Tenancy (Retail Shops) Agreements Act 1985*, for leased properties.
 - e. The *Local Government (Miscellaneous Provisions) Act 1960* and Local Authority regulations, including Certificates of Approval and Certificates of Electrical Compliance.
 - f. The successors to the above Acts and Regulations and any other Acts or Regulations related to the use, ownership or occupancy of parish property.
- 1.3 Parishes are the beneficial owners of the parish property, but it is important to recognise the legal responsibility that rests with the PDT as the legal entity responsible for the land and buildings. This policy has been crafted in recognition of this relationship and strives to achieve a balance between the responsibilities and aspirations of the PDT and parishes.
- 1.4 This policy is facilitated through the Diocesan Office and the Parish Property Team (PPT) led by the Diocesan Property Services Manager. An organizational diagram for the PPT is in **Appendix 1**.
- 1.5 It is impossible to cover all aspects of maintenance in a policy that may arise from time to time so, should parish officers have any doubts, contact the PPT.
- 1.6 Some aspects of minor maintenance (e.g., broken reticulation, broken toilet seats, worn tap washers or installing light globes) may be addressed through volunteers and busy bees. Such self-help actions are encouraged but need to be undertaken after appropriate risk assessments and in line with Policy 2 – Work Health and Safety. Minor costs associated with these low-risk activities and odd jobs, may not need to be processed through the PPT.



2. SCOPE

- 2.1 This policy applies to the members of the Diocesan Council, the Perth Diocesan Trustees, and all Church Workers (Church worker means any person who is or who at any relevant time was: (a) a member of the Clergy whether or not holding the Archbishop's license or permission to officiate; (b) an ordination candidate; (c) a church warden or parish council member; (d) a treasurer of a parish; (e) employed or engaged by a Church authority or Church entity; or (f) holding a position or performing a function with the actual or apparent authority of a Church authority or Church entity) and the operational/lay employees involved in providing maintenance services for parish property.

3. POLICY

- 3.1 This policy should be read in conjunction with and is subordinate to the *Parish Governance Statute 2016 Part 16 – Use and Maintenance of Church Buildings - Item 74*.
- 3.2 This policy aims to:
- a. Deliver effective and quality maintenance.
 - b. Deliver timely maintenance, including rapid/after-hours response to emergencies.
 - c. Streamline the administration involved in maintenance at the parish level, recognising the varying levels of experience and volunteer status of Parish Councilors and Wardens.
 - d. Reduce risk and minimise insurance premiums.
 - e. Maintain systems and reports to enable the PDT to fulfill their responsibilities as the property owners under law.
- 3.3 These aims will be achieved by:
- a. Maintaining a coordinated approach to parish property maintenance.
 - b. Maintaining a single database (Parish Property Database), which facilitates good management and reporting; including assessing the long-term maintenance requirements relative to the financial viability of the parish.
 - c. Ensuring contractors engaged by parishes meet minimum requirements for insurance and licensing but recognising the benefits of local contractors and the specific issues of rural parishes.
 - d. Maintaining a coordinated approach to requesting and assessing quote/s for maintenance work, noting that parishes may request to appoint their preferred contractor.
 - e. Conducting regular external inspections of the property to assist parishes with the development of maintenance schedules and ensure compliance with local and state regulations.
 - f. Maintaining a coordinated approach to externally leased commercial and residential property management.

4. PROCEDURES

4.1 Role and Function of the Diocesan Office/PPT

- 4.1.1 Within the Diocesan Office, the Parish Property Team (PPT) under the direction of the Diocesan Property Services Manager, is responsible for:
- a. Coordinating and assisting parishes with all their maintenance requirements.
 - b. Maintaining a database of property-related information.
 - c. Managing the provider of rapid/after-hours response services.
 - d. Coordinating with parishes the assessment of quote/s for maintenance work.
 - e. Ensuring contractors undertaking works meet minimum requirements for insurance (Public Liability and Workers Compensation) and licensing.



- f. Coordinating mandatory testing/inspections and property/maintenance assessments.
- g. Managing property-related insurance claims

4.2 Role and Function of Parish Council and Wardens

- 4.2.1 In relation to the maintenance of parish property, the Parish Council and Wardens are to comply with the requirement of the *Parish Governance Statute 2016 Section 58 (Duties of Wardens), Section 59 (Duties of Parish Council) and Section 74 (Maintenance, alteration and replacement of Church property)* which in summary says the Parish Council is responsible for the general control, maintenance and management of all Church buildings, rectories and other buildings of which the parish is the beneficial owner, subject to and in accordance with Diocesan policies, standards and guidelines.
- 4.2.2 Parish Council and Warden maintenance responsibilities should also be viewed in conjunction with the work health and safety responsibilities detailed in Policy 2 and the risk management responsibilities detailed in Policy 39.

4.3 Rapid/after-hours Response to Emergencies

- 4.3.1 A rapid response to certain incidents is often necessary to safeguard people and ensure further property damage is minimised. Rapid response is often required for:
 - a. a serious roof leak or damage to the roof caused by a storm;
 - b. flooding or serious flood damage;
 - c. fire damage;
 - d. a burst water service or gas leak inside the property;
 - e. a blocked or broken toilet system;
 - f. a dangerous electrical fault;
 - g. a failure or breakdown of any essential services or appliances for hot water, water, cooking, heating or laundering;
 - h. any issue that would compromise the security of the building i.e., broken locks, windows, doors, an opening, etc; or,
 - i. dangerous property damage considered a public safety risk.
- 4.3.2 The decision to call the rapid response/after-hours contractor or emergency services is at the discretion of the parish representative on site.
- 4.3.3 The role of a rapid response/after-hours contractor is to make safe (remove or isolate any immediate threats to life and limb) and prevent further property damage. It is not to affect any long-term repairs. The contact details are in **Appendix 2**.
- 4.3.4 In some cases, a call to the utility provider (Western Power, Water Corp or ATCO Gas) may be more appropriate. In all cases, a fire should be reported to the Fire Brigade by calling 000.
- 4.3.5 The necessity to call the rapid response/after-hours contractor, SES, Emergency Service or Utility Provider depends on the circumstances and is at the discretion of the parish representative on site. Parishes will be invoiced for rapid response/after-hours activities, but the initial outlay is usually worthwhile given a lack of appropriate and timely action by a parish may impact subsequent insurance claims.
- 4.3.6 The role of the rapid response/after-hours contractor is to make the site safe (remove or isolate any immediate threats to life and limb) and to prevent further property damage. The rapid response/after-hours contractor has no role in the long-term repairs.



4.4 Parish Property Database

- 4.4.1 The Diocesan Office/PPT will maintain the Parish Property Database to facilitate interactions between the parish and the Diocesan Office/PPT which will encompass:
- property details,
 - maintenance requests,
 - quote management,
 - contractor/trade management,
 - inspection reports, and
 - property-related incident reports.
- 4.4.2 A parish logon to the Parish Property Database can be arranged by contacting the Diocesan Office/PPT. Keeping parish details up to date in this database will improve the quality of service provided to the parish in the future.

4.5 Adding Contractors to the Approved Contractor Panel

- 4.5.1 While the selection of the preferred contractor rests with the parish, this can only be from the Diocesan panel of approved contractors.
- 4.5.2 Parishes are encouraged to nominate local contractors for Diocesan Office/PPT approval. The Diocesan Office/PPT will maintain a panel of approved contractors enough to maintain competitive quote/s and deal with the geographic distribution of parishes.
- 4.5.3 Ensuring (our) contractors meet minimum requirements is a key factor in keeping Diocesan insurance premiums as low as possible. It should be clear to all stakeholders, that reducing the requirements on contractors', transfers the risk to the whole organisation, which in turn increases insurance premiums shared by all.
- 4.5.4 The Diocesan Office/PPT is to assess each contractor to ensure they meet minimum standards and the reasons why they are applicable are set out as below:
- Public Liability insurance* - All contractors must have Public Liability insurance because their work may cause damage to parish buildings (e.g., fire and flood), injury or death (e.g., electrocution). The standard minimum amount set for Public Liability is \$20m. No exemptions will be made to this minimum for builders, plumbers, electricians, roofers, tree loppers and insulation companies. The Diocesan Property Services Manager may in exceptional circumstances consider applications to reduce this to \$10m for other trades on a case-by-case basis.
 - Workers Compensation Insurance* - All "Pty" and "Ltd" companies are required under the *Workers Compensation and Injury Management Act 1981* to have workers' compensation insurance. The PDT will not engage contractors without this insurance; because if an uninsured contractor is injured on parish property, the liability falls solely on the PDT. This includes Sole Traders; who, because they don't employ staff are unable to obtain Workers Compensation insurance. To allow the use of uninsured contractors or Sole Traders would significantly affect the risk profile of the Diocese/Parishes and have a consequential flow on to insurance premiums.
 - Licensing* - Many activities require specific licensing, which the Diocesan Office/PPT will assess.
 - Quality of Work* – Parishes will be responsible to advise the Diocesan Office/PPT that the works have been finished to their satisfaction after the works. Feedback from parishes regarding the contractor's quality of work will be collected by the Diocesan Office/PPT, which may affect the continued allocation of work to the contractor.
 - Warranties* - It is advantageous to have contractors who offer warranties for their work and have a track record of honoring these.



- f. *Financial Viability* – The Diocesan Office/PPT will assess the financial viability of contractors, for projects and contracts more than \$20,000. This is to try to avoid circumstances where contractors go out of business during the contracted works or warranty periods.

4.5.5 A flow chart showing the process of adding contractors to the approved contractor panel is in **Appendix 3**.

4.6 Procedure for Obtaining, Assessing and Approving Quotes for Maintenance

4.6.1 The following outlines the steps in obtaining maintenance:

- a. The parish identifies maintenance works to be undertaken. This may stem from several sources; parish observations, routine preventative/planned maintenance, testing and inspections, structural and maintenance assessments, environmental event or malicious damage.
- b. The parish determines if a rapid/after-hours response is required and if so, calls the relevant rapid response after-hours phone number. The rapid/after-hours team will make the site/property safe.
- c. If the parish submits an insurance claim form, the Diocesan Office in conjunction with the insurers will determine if the maintenance issue is caused by an insurable event
- d. Parish submits a maintenance request. This is achieved by logging the item in the Parish Property Database <https://www.pdtparishproperty.org/> or by calling the PPT.
- e. The Diocesan Office/PPT will then work together with the parish to obtain quote/s. Quotes would be obtained from approved contractors or from a contractor nominated by the parish (which is subsequently approved by the Diocesan Office/PPT using the minimum criteria set out above and added to the Parish Property Database). One or more quotes will usually be obtained as follows:
 - One quote – works estimated to be less than \$1,000
 - Two quotes – works estimated to be between \$1,000 and \$3,000
 - Three quotes – works estimated to be over \$3,000
- f. The PPT will forward quote/s obtained for the works to the parish, so the parish can select the contractor to carry out the work.
- g. The Diocesan Office/PPT issues a work order on behalf of the parish and provides a copy to the parish.
- h. Parish liaises with the contractor for a suitable time for the works to be undertaken, supervises work undertaken and then advises the Diocesan Office/PPT when works have been satisfactorily completed. Relevant comments regarding contractor performance are recorded in the Parish Property Database.
- i. Contractor forwards invoice to Diocesan Office/PPT to be reconciled against the work order. Diocesan Office/PPT will forward the invoice to the parish to pay.
- j. If it was an insurance claim, the Diocesan Office/Insurer will pay the invoice and charge the parish the relevant excess.

4.6.2 A flowchart showing the process of obtaining maintenance is in **Appendix 4**.

4.7 Insurance Claims

4.7.1 The Diocesan Office will assist parishes in determining if a maintenance issue is caused by an insurable event and if it is, completes the insurance claim form. Damage caused by poor maintenance (e.g., blocked gutters), may not be considered an insurable event.

4.7.2 A minimum excess of \$500 applies to all insurance claims. For insurance claims of \$5,000 (ex GST) or more, the excess will be 10% of the repair cost (ex GST) with a cap of \$1,500.



4.8 Externally Leased Commercial and Residential Property Repairs and Maintenance

- 4.8.1 All externally leased commercial and residential properties are to have a Diocesan Office appointed external property manager in place. Further detail regarding leased rectories is contained in DC Policy 6.4 – Leasing.
- 4.8.2 Tenants will contact the external property manager with maintenance requests. The external property manager will obtain quotes for the said works and forward them to the parish for approval.
- 4.8.3 Property inspections will be coordinated and undertaken by the external property manager as recommended under the appropriate Act.

4.9 Mandatory Testing and Inspections

- 4.9.1 To assist parishes to comply with legislation, the Diocesan Office/PPT will coordinate contractors at the required intervals to undertake mandatory (Government regulated) testing and inspections as detailed in **Appendix 5**. A parish councillor or a person with due delegation should be in attendance while this testing and inspection are being done. The following additional details are provided in support of the list in this appendix.
- 4.9.2 Public (places of worship and community) and commercial buildings must adhere to the service and inspection frequencies as set out in the current Public Health Regulations, Australian Standards, BCA rules and local authority requirements and include:
 - a. All Exit and Emergency Lights must be inspected and tested for satisfactory operation every 6 months under AS2293.2 – 1995. During the testing, the lights must remain illuminated for at least 90 minutes running on battery power. Regulations also require that and Emergency Lighting and Exit Sign Logbook should be maintained.
 - b. RCDs must be tested via a “push button” test every 6 months.
 - c. RCDs must be tested via an “operating time” and “push button” test every 2 years under AS3760 – 2003. The “operating time” test can only be done by a qualified electrician.
 - d. All electrical appliances must be inspected, tested and tagged every 12 months (in an environment where the equipment/supply cord is prone to flexing or open to abuse) and within a period up to 5 years (in an environment where the equipment/supply cord is not prone to flexing or open to abuse), under AS3760 – 2003.
 - e. All fire extinguishers, fire blankets and fire hose reels must be inspected and serviced every 6 months under AS1851.1 – 2012 to ensure they are serviceable and properly located.
- 4.9.3 Residential buildings leased under the Residential Tenancies Act 1987 are to be inspected up to four times per year. As well as mandatory testing and inspections a general property condition report will be prepared.
- 4.9.4 Rectories are to be inspected every three (3) years. Noting the period between inspections, occupants of rectories are encouraged to report items requiring repair and maintenance to the relevant Parish Council in accordance with Policy 10.5.
- 4.9.5 Separate electrical and fire inspections (different contractors) may be undertaken, as requested by the parish.
- 4.9.6 The inspectors engaged by the Diocesan Office/PPT to undertake mandatory testing and inspections will not undertake remedial work unless the works are approved by the supervising parish councilor or delegated authority. Significant works will normally require separate quote/s.
- 4.10 Structural and Maintenance Assessments**



- 4.10.1 In addition to the mandatory testing and inspections above; a building inspection will be undertaken every three (3) years to include a structural and maintenance assessment¹, addressing:
- a. The condition of the roof, gutters, downpipes and drainage, about preventing water damage.
 - b. The presence of rubbish and flammable materials, about preventing fire.
 - c. The condition of pavements, paths, floors and floor coverings, about reducing slip and trip hazards.
 - d. Condition of walls.
 - e. The condition of fitted appliances including hot water systems and air-conditioning, about preventing costly replacements.
 - f. Vehicular traffic areas, to provide safe parking and transit of pedestrians.
 - g. Security and alarms.
- 4.10.2 Non-urgent issues identified in structural and maintenance assessment, should be prioritised by the parish and inform the development of a maintenance schedule and budget.
- 4.11 Termite Inspections**
- 4.11.1 Regular termite inspections and treatments are paramount, as any damage caused by termites cannot be claimed through insurance. Some termite treatment companies offer warranties (under certain terms and conditions) at an extra cost, which may be worth considering. Australian Standard AS 3660 – 1993 *Protection of Buildings from Subterranean Termites* states: “Regular competent inspections at a maximum interval of 12 months, with more frequent inspections at six months where the local termite risk is high.”
- 4.12 Property Repairs and Maintenance Fund**
- 4.12.1 Grants may be applied from the Property Repairs and Maintenance Fund (the Fund) for the maintenance of the fabric of a church, church hall or rectory or for necessary alterations to rectories provided such alterations are required to ensure the rectory is brought to the desired standard. Grants will only be made for works coordinated in accordance with Item 4.6 via the PPT and when the financial need for such a grant together with the urgency of the repair or maintenance is demonstrated.
- 4.12.2 Grants shall not exceed \$5,000.00 exclusive of GST to a parish in any one financial year and may be reduced should applications exceed funds available. The Diocesan Secretary may at their discretion, elect to exceed the amount of \$5,000.00 on a case-by-case basis with the support of the area Archdeacon.
- 4.12.3 Grants for attending to safety and regulatory issues stemming from mandatory testing and inspections, will be prioritised.
- 4.12.4 Except in extenuating circumstances, parishes shall be expected to match a grant on a dollar-for-dollar basis.
- 4.12.5 All applications for grants will be made in writing by the Parish Council Secretary on the form at the link below with supporting quote/s and invoices attached.
- 4.12.6 Grant applications shall be submitted to the Diocesan Property Services Manager for approval by the Diocesan Secretary. Once approved, the Diocesan Property Services Manager will inform the parish.

¹ NB: Structural and Maintenance Assessments will be funded by the PDT.

DIOCESAN COUNCIL POLICY 6.5

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4.12.7 Should a grant be approved based on quote/s, and copies of the associated tax invoices provided to the PPT within 30 days of funds received for auditing purposes.

4.12.8 All works are to be undertaken by Diocesan Office/PPT-approved contractors.

5.0 Loans

5.1 A Parish may apply to the Anglican Community Fund (Inc) for Parish Property Repairs and Maintenance Loan in excess of their immediate financial resources and or/grant.

5.2 Loans will be made available subject to this policy and approval by the ACF on its terms and conditions.

5.3 Details of Parish loans are available on the ACF website.

APPENDICES

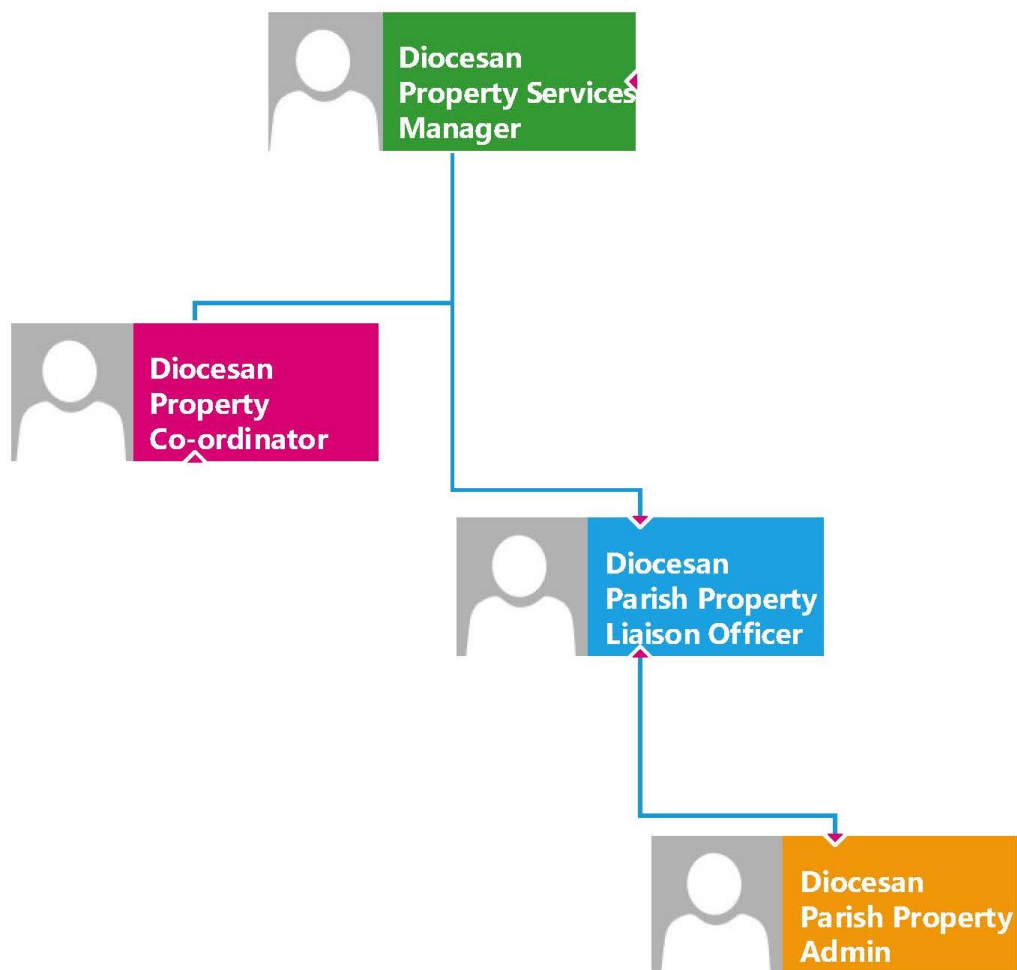
1. Parish Property Team (PPT) Structure
2. Rapid/After-hours Response Contact Details
3. Flowchart – Procedures for Adding to the Panel of Approved Contractors
4. Flowchart – Procedure for Obtaining, Assessing and Approving Quotes for Maintenance
5. Summary of Safety and Regulatory Requirements

FORMS:

1. [Application for a Grant from the Property Repair and Maintenance Fund](#)



Diocesan Parish Property Team (PPT) Structure





Rapid/After-hours Response Contact Details

The decision to call the rapid/after-hours response contact rests with the parish. Who is called, will depend on the circumstances? The following numbers are provided for rapid/after-hours response:

- First Priority on 0417 690 336 or firstpriority@projectmg.com.au

Life-threatening Situations:

- Fire or life-threatening emergencies call - 000

Utility Emergencies:

- Electricity – Western Power – 13 13 51
- Water – Water Corporations – 13 13 75
- Gas – ATCO Gas – 13 13 52

The State Emergency Services can also help in the case of significant storm damage:

- SES – 13 25 00

Crime

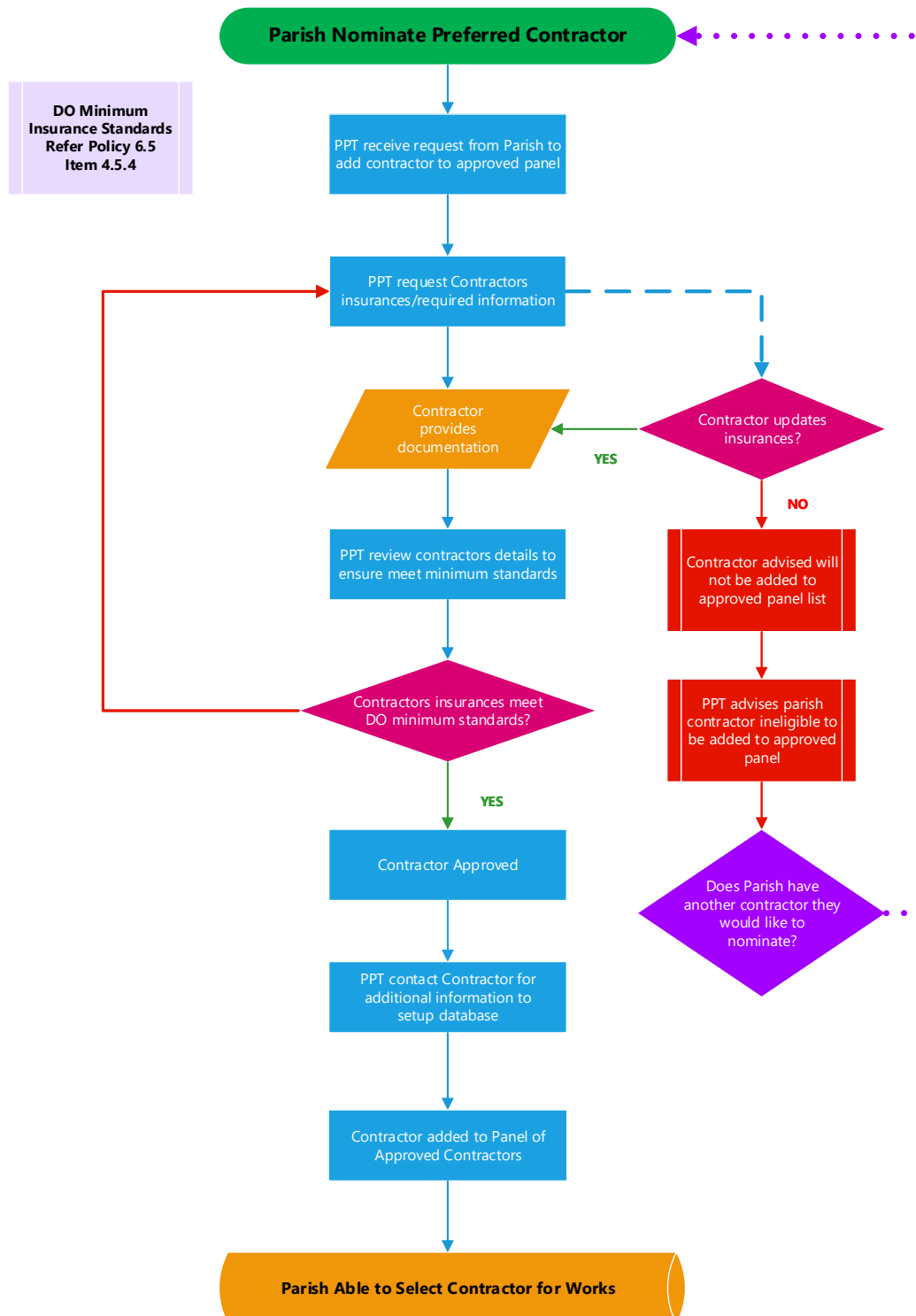
- Police – 13 14 444
- Crime Stoppers - 1800 333 000

Bushfires

- Dept of Fire & Emergency Services (DFES) - 9395 9300

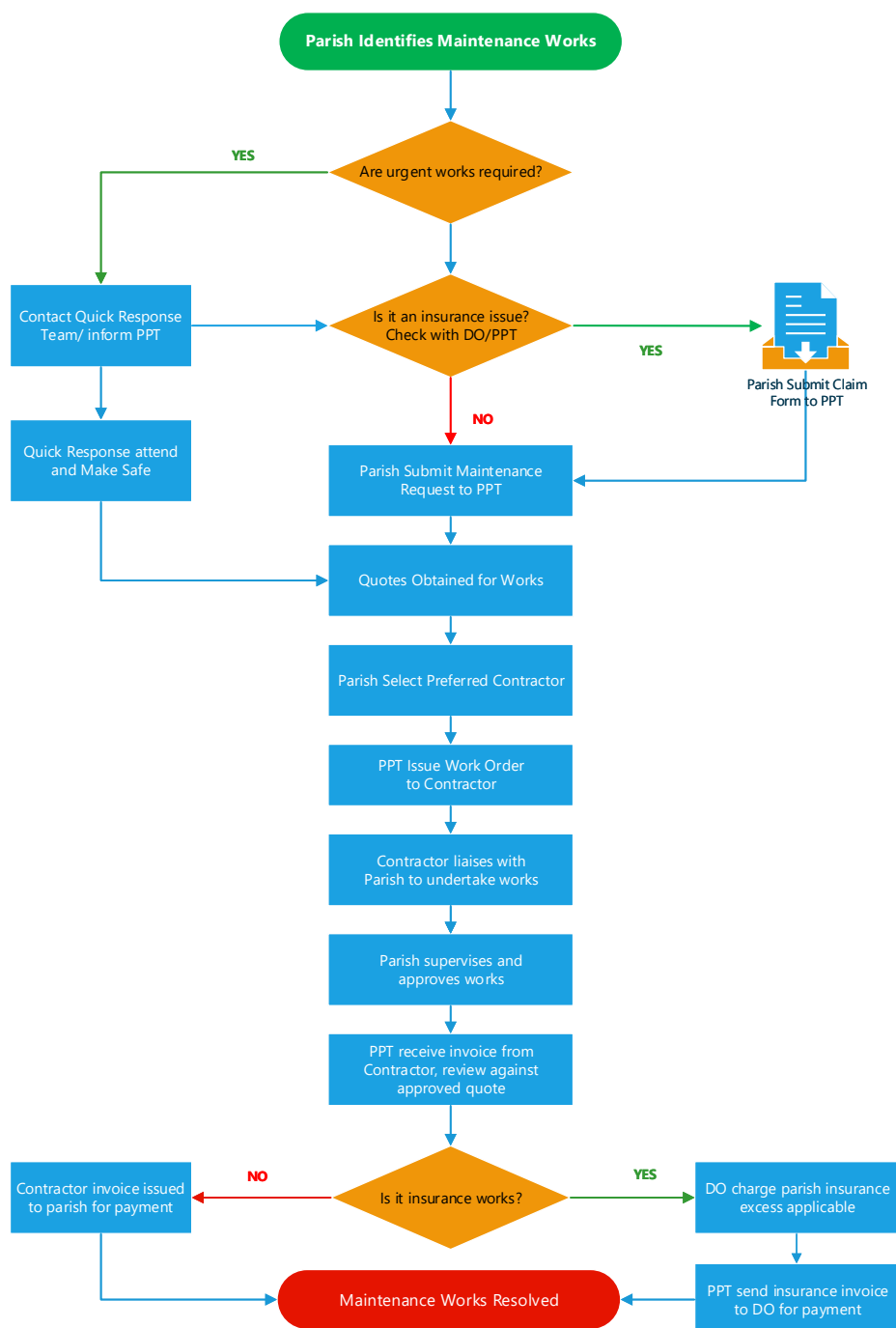


Flowchart – Procedures for Adding to the Panel of Approved Contractors





Flowchart – Procedure for Obtaining and Approving Quotes for Maintenance





Mandatory Testing and Inspection Summary

Item and Description	Residential		Public Buildings ⁽²⁾				Reference	
	Rectory ⁽¹⁾	RTA ⁽²⁾	Church	Hall	Office	Retail	Regs ⁽⁴⁾	AS ⁽⁵⁾
Certification and Documents								
Certificate of Approval (Form 4) displayed and complied with	N/A	N/A	YES	YES	N/A	YES	Reg 8	
Certificate or Electrical Compliance (Form 5) held	N/A	N/A	YES	YES	N/A	YES	Reg 10	
Evacuation Plan displayed	N/A	N/A	YES	YES	YES	YES	Reg 26	
Emergency Evacuation Drill completed	N/A	N/A	YES	YES	YES	YES	Reg 26 (4)	
Electrical Requirements								
Fans	N/A	N/A	If Fitted	If Fitted	If Fitted	If Fitted	Reg 18	
Heaters	N/A	N/A	If Fitted	If Fitted	If Fitted	If Fitted	Reg 19	
Internal Lighting	N/A	YES	YES	YES	YES	YES	Reg 27 / 28 / 29	
External lighting	N/A	YES	YES	YES	YES	YES	Reg 31	
Exit and Emergency Lights tested (plus logbook)	N/A	N/A	YES	YES	YES	YES	Reg 32 / 41 / 62	AS2293.2
Temporary Wiring	N/A	N/A	YES	YES	YES	YES	Reg 36	
Switchboard / RCD correctly labelled, earthed and tested	YES	YES	YES	YES	YES	YES	Reg 61	AS3760
Electrical Appliances tested and tagged	N/A	N/A	YES	YES	YES	YES	Reg 61	AS3760
Fire Related								
Fire extinguishers in service and tagged	N/A	N/A	YES	YES	YES	YES	Reg 25	AS1851
Smoke alarms in order (plus logbook)	YES	YES	If Fitted	If Fitted	If Fitted	If Fitted	Reg 26	
Fire hose in service and tagged	N/A	N/A	If Fitted	If Fitted	If Fitted	If Fitted	Reg 27	
Fire blanket in kitchen available	N/A	N/A	YES	YES	YES	YES	Reg 28	
Fire doors tested and tagged	N/A	N/A	If Fitted	If Fitted	If Fitted	If Fitted	Reg 29	
Various Items								
Seating	N/A	N/A	YES	YES	YES	YES	Reg 11	
Steps, landings, handrails and balustrades	YES	YES	YES	YES	YES	YES	Reg 13	
Exit doors, locks, latches and security	YES	YES	YES	YES	YES	YES	Reg 14	
Exit doors and paths unobstructed	N/A	N/A	YES	YES	YES	YES	Reg 15	
Exit signs clearly visible	N/A	N/A	YES	YES	YES	YES	Reg 16	
Sanitary facilities	N/A	N/A	YES	YES	YES	YES	Reg 20	
Exterior walkways free of trip hazards	N/A	N/A	YES	YES	YES	YES	Reg 21	
Gates and Ramps compliant and accessible	N/A	N/A	YES	YES	YES	YES	WHS Act	AS1428.1
Roof anchor points tested and tagged	N/A	N/A	If Fitted	If Fitted	If Fitted	If Fitted	WHS Act	AS1891
Asbestos Register up to date and available	N/A	N/A	YES	YES	YES	YES	WHS Act	
Swimming Pools and Spas	YES	YES	N/A	N/A	N/A	N/A	RTA Act	
Blinds and Curtains	YES	YES	N/A	N/A	N/A	N/A	RTA Act	
Balconies and Decks	YES	YES	N/A	N/A	N/A	N/A	RTA Act	
Compliant Venting for portable natural gas heaters (Gas Bayonet Points)-	YES	YES	N/A	N/A	N/A	N/A	RTA Act	
Notes								
(1) Every Three Years								
(2) Up to Four Times per Year								
(3) Six Monthly/Annual								
(4) Health (Public Buildings) Regulations 1992								
(5) Australian Standards								