

## How to Guide:



# PROBLEM SPOTTING

Whenever you encounter a problem, please contact your CCT contact. If they are unavailable, please contact CCT's national line on 0207 841 0400 (9am to 5pm) or email [enquiries@thecct.org.uk](mailto:enquiries@thecct.org.uk)

## Utilities

### Electrical

Any suspicion of electrical problems, contact your CCT contact. If unavailable, call the CCT national line.

If it is outside of working hours and contact cannot be made and you believe the situation to be an immediate danger, call a local electrician to make safe ONLY. Reasonable expenses will be reimbursed.

### Gas

Any suspicion of gas problems, contact the gas supplier emergency number then contact your CCT contact. If unavailable, call the CCT national line.

Do not use electrical switches, mobile phones or electrical devices in the vicinity and move outdoors and well away from the area before telephoning.

### Water

If there is a suspected or an obvious leak, turn the water off at the stop-cock if it is accessible. Contact your CCT contact, or if they are unavailable, call the CCT national line.

If it is outside of working hours and contact cannot be made, call a local plumber to make safe ONLY. Reasonable expenses will be reimbursed.

### Sewage

If there is a suspected or an obvious problem, such as a blockage, contact your CCT contact. If unavailable, call the CCT national line. If it is outside of working hours and contact cannot be made, call a local plumber to unblock if possible, or to make safe ONLY. Reasonable expenses will be reimbursed.

## Heating

Very few CCT churches have heating. Before considering using any portable heating device, please discuss with your CCT contact.

Where portable electric heaters are available in your church, suitable portable appliance testing will have occurred, and the capacity of the electrical system will have been considered. Portable gas heaters are not permitted at all.

Do not leave the existing heating on for longer than necessary, and please ensure that you turn it off when you leave the building. Heat can damage the fabric of the church or present a fire hazard. Water vapour from gas heaters can damage the fabric and fittings.

If you find a problem with the boiler, or it is not operating as usual, please contact your CCT contact. If unavailable, call the CCT national line.

## Heritage Crime (Vandalism, Theft, Graffiti)

Contact your CCT contact and the police and tell them it is a Heritage Crime to ensure it is dealt with correctly. Do not touch anything. Do not be tempted to clear/tidy up, as evidence may need to be collected.

Also, broken stained glass and monuments must NOT be touched, as these can be repaired by our conservation experts. Do not remove graffiti as this may need to be carried out by a conservation specialist.

Please ensure that the police and anyone else attending the incident site are aware of what must not be moved other than to collect evidence.

## Bats

British bats and their roosts are protected by law. In England this is implemented by Natural England, which must be contacted before action is taken which might harm or disturb bats or their roosts.

If a sick or injured bat is found, advice should be sought from the Bat Conservation Trust (0345 1300 228).

If you are scratched or bitten by a bat, seek medical advice immediately. Public Health England's leaflet [Bat Contact and Rabies Risks](#) provides more information. If you can, show this leaflet to your health professional.

For information on how to safely manage churches with bats, please refer to the cleaning guidelines and health and safety guidelines.