

Visiting your home

The safety of our customers and staff is important. We politely ask everyone to follow current COVID-19 guidance. Where customers are not willing to do this, we reserve the right not to enter the property.



What we need you to do....

- ✓ Tell us if you, or a member of your household, have symptoms, are self isolating or awaiting test results. We may have to reschedule our visit.
- ✓ Keep one metre away from our colleagues at all times and wear a face covering or mask.
- ✓ Stay in another room if possible, open internal doors and keep all corridors clear.
- ✓ Follow good respiratory hygiene.
- ✓ Wash your hands regularly for at least 20 seconds or use a suitable hand sanitiser.
- ✓ Tell us if the repair gets worse so that we have the materials to complete the job in one visit.

What we will do

- ✓ Make sure that we are only working if we are fit and well to do so.
- ✓ Follow current social distancing guidance.
- ✓ Follow good hand and respiratory hygiene.
- ✓ Carry and use hand sanitiser.
- ✓ Always have the personal protective equipment (PPE) that we need, including a face covering or mask.
- ✓ Minimise the number of visits we take to complete a job when possible.
- ✓ Clean any surfaces we need to touch with wipes or disinfectant spray.
- ✓ Politely decline the offer of refreshments.

