

Visiting your home

The safety of our customers and staff is important. We politely ask everyone to observe social distancing with our staff both inside and outside of your home, whether they are wearing a mask or not. 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 shielding or awaiting test results
- ✓ Keep two metres away from our colleagues at all times
- ✓ Stay in another room if possible, open internal doors and keep all corridors clear
- ✓ Reduce the spread of germs by covering your mouth and nose when you cough and sneeze, or use the inside of your elbow
- ✓ Wash your hands regularly for at least 20 seconds or using 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
- ✓ Keep at least two metres apart from you and your household
- ✓ 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
- ✓ 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

