

Information re House Calls

1. Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?
2. Are you or any of your family self-isolating?
3. Are you or any of your family considered vulnerable?
If you answer no to the above:
4. Are you happy for us to enter your home and proceed with your service / repair / visit ?

You should inform us of any change in circumstances before the appointment date. We will work with you to make suitable arrangements. if you or a family member is shielding. As always, please ensure you should maintain a 2 metre distance from Contractors and Staff and that anyone you are allowing into your home has appropriate identification.

All our Contractors have agreed to comply with the government's guidance on managing the risk of Covid 19 "**Five Steps to Safer Working Together**" and have undertaken staff training to ensure they carry out the works safely. Before starting the work all contractors will be asked to provide method statement with safe system of work.

If you have any questions on repairs or improvement works phone **0800 093 8823** and select option 4 to speak to a member of the Property Services Team.