



**MANORESTATES**  
Housing Association

Manor Estates Housing Association  
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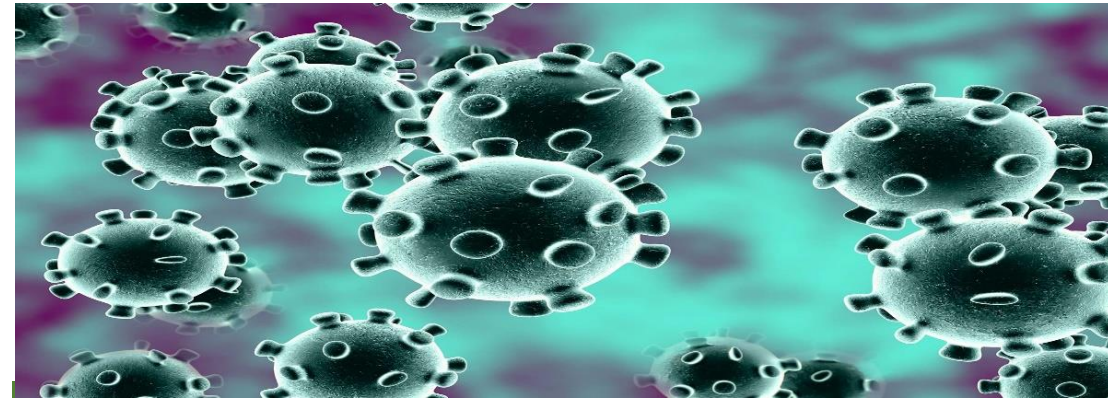
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Do you need information provided in a different language or format?



We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.



## **Covid 19 Code of Conduct**

# **Tenants / Customers, Contractors, Suppliers, and Staff**

In this current situation we have to set ourselves stricter rules on hygiene and can expect to be asked detailed health questions. Through setting and following rules, we can ensure tenants / customers, staff, contractors and suppliers remain safe while properties continue to be maintained and improved. Everyone involved must take the responsibility to report any area of concern.

Our Contractors, Suppliers and Staff have agreed to comply with the government's guidance on managing the risk of Covid 19 "Five Steps to Safer Working Together".

### **Our Contractors, Suppliers and Staff will :**

- Wherever possible only one person will be in any vehicle – where this is not possible, only those who regularly work together should travel together
- Wear fresh work wear daily and take care to keep their own clothes clean during visits
- Wear any PPE, face coverings or gloves, they deem essential, disposing of these safely and sanitise hands before and after the work
- Clean any equipment or tools before and after each use
- No more than 2 workmen per property - unless by prior arrangement with Manor Estates and tenant
- Discuss issues with you from a safe distance, from outside of the property or by telephone and complete any notes and forms outside of your property

### **Our Contractors, Suppliers and Staff will Call ahead – day before and ask a few simple questions :**

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 ?

and confirm areas of property we will need access to.

**It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.**

On the day of the work or visit the Contractor / Supplier / Staff will clarify that

- (a) You, the tenant / customer (and any family living at property) and
- (b) the Contractor / Supplier, or
- (c) the staff member :

- **Do not have any symptoms, however mild**
- Confirm areas of access required
- Ask all parties to maintain 2m social distance at all times and that no hand shaking to take place
- Ask tenant to open window coverings and ventilate room where works will take place
- Ask tenant to clear area of any surface goods / keep routes free of any obstructions, and the property well lit
- Ask tenant to occupy another room where possible during the works, all other occupants of the house should congregate in one other room or vacate the property
- Ask that the tenant does not admit any other visitors to the property while works are carried out
- Ask the tenant to shut pets away safely within another room

**Thank you for considering these points – we are committed to providing a safe working environment for our Contractors, Suppliers and Staff and ask you to follow these simple rules and keep your home safe for your family and friends.**  
**Manor Estates Housing Association**

## Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

### FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**