



# Carrying out Repairs

**Important information for you to know or do when a repair or service is being carried out.**

## We need you to...

- Always keep two metres away from our colleagues
- Stay in another room if possible, open all internal doors and keep all corridors clear
- Wash your hands regularly for at least 20 seconds or use hand sanitiser



- Tell us if you have symptoms, are self-isolating or shielding
- Reduce the spread of germs by covering your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow
- Allow our staff to wash their hands before and after carrying out any work, if you are happy for them to do so

## We will...

- Ensure we're only working if we're fit and well to do so
- Carry hand sanitiser
- Always have the personal protective equipment (PPE) we need
- Clean any surfaces we need to touch



- Keep at least two metres from you and your household
- Wash our hands frequently in line with Government recommendations
- Minimise the number of visits it takes to complete a job when possible
- Politely decline the offer of refreshments

**We politely ask everyone to observe social distancing with our staff, both inside and outside 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.**