***Important safety information about working in your home***

*Because of the Covid-19 crisis, and in order to protect our customers, colleagues and contractors, repairs operatives working in your home will be required to operate safely and will be following the guidelines recently issued by the Government. You can read these here:*

[*https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19*](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

*On the day, please ensure all members of your household* ***understand the social distancing and hygiene measures that must be followed******during the appointment. This includes the following:***

*A 2-metre distance must always be kept from the operative. If possible, we would ask anyone present to remain in another room.*

*Internal doors that the operative may need to use should be left open to minimise contact with door handles.*

*The room that the operative will be working in should be well ventilated by opening the windows.*

*Minimise any interaction with the operative while they are working in your home (the operative will inform you when they have finished working and will see themselves out).*

*Minimise the use of busy areas by your family while the operative is working, e.g. corridors and stairs.*

*Avoid face-to-face contact between the operative and anyone who has been advised to shield, e.g. by not allowing them to answer the door.*

*Our operatives will check you have understood the guidelines before they enter. They will wear Personal Protective Equipment (PPE) including gloves and respiratory equipment, such as face masks, where appropriate. This is not required in all cases. To reduce transmission, they will not ask for signatures or share any objects.*

*Please note, there are still some types of repairs that cannot yet be progressed, e.g. where it is not possible to observe social distancing to carry out the work safely because the particular repair requires two repairs operatives. Our officers will advise you if this is the case.*

*Should you have any further queries please do not hesitate to contact us by replying to this email or by telephone on 020 7364 5015.*