

# Working in your home

## Our commitment to you throughout your installation



Working safely in the home guidance

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# Important new guidance when having improvements carried out in your home

This guide outlines our commitment to keeping your family and our team safe during your upcoming improvement works and what we may need from you to ensure safety.

## Prior to your installation

We will keep in contact with you prior to our visits to your home to talk through the details of the work being carried out and agree how risks can be reduced. Please tell us if anyone in your household has symptoms of coronavirus and we will also confirm to you in writing that our surveyor and installers have no symptoms.

## Steps to a safer installation



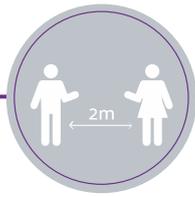
### Minimise pre-installation visits

We'll use phonecalls, emails and conference calling apps like Zoom or Skype to get in touch with you to minimise contact before the installation.



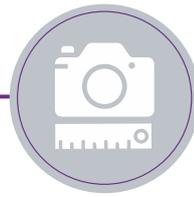
### Clean surfaces

Disinfect surfaces around the working area, in 'high traffic' areas such as door handles and shared toilets before, during and after work is carried out.



### Keep a social distance

Please maintain a distance between your family and our team. Keep any pets away from the work areas and avoid using spaces where work is taking place.



### Your measurements

To avoid a visit to your home, we may request from you photos of your property and rough measurements so we can provide an initial quote.



### External survey

Where possible, we will try and carry out any pre-contract property surveys externally, using PPE and distancing measures.



### Advising

To help you choose the perfect products for your installation, sales advisors will use images, digital visualisation tools and screen-sharing.



### Surveying

Surveyors will complete and provide you with a self-assessment to confirm neither parties are suffering from Coronavirus symptoms.



### Installing

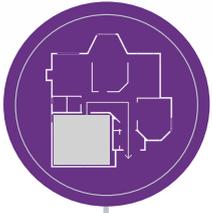
Installation teams will work safely in your property to protect your household members by adhering to a government approved checklist of safety measures.



### Food and drink

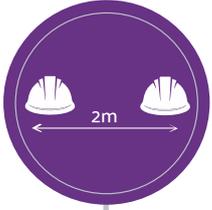
Please do not offer us food and drink as we will bring our own.

# How we will work in your home



## We will agree work areas with you

Before starting work we will agree with you a plan of where our team be working, outlining the entrance and exit path so contact can be avoided wherever possible. We will try and work in one room at a time and carry out as much work as possible outside.



## We will keep our distance

Our team will keep distance between you and each other as much as possible. The same team will be allocated to your home for each visit.



## We will use correct PPE

Our installation team will be fully equipped with PPE in accordance with the current Government Guidance. PPE will be suitably disposed of between jobs and at the end of each workday.



## We will wash our hands

Our workers will sanitise their hands at regular intervals throughout the working day. Hard surfaces in the working area will be cleaned down at the end of each working day and left in a hygienic condition.



## Our final inspection

To avoid an additional visit to the house by the surveyor, the installer will carry out the final inspection on completion of the installation. They will record the work through images and video footage which will then be forwarded on to the surveyor.

# Documentation & Self-assessment



Self-Assessment declaration forms will be provided to you by the installer or surveyor visiting your property. These self-assessments are to be filled out within no more than 24 hours of the scheduled appointment. You will also be asked to complete a self-assessment document in the same time frame to confirm all parties are well and not suffering from any Coronavirus symptoms. If symptoms arise for any party during the installation, the team will leave the site in a safe condition and protected from adverse weather conditions.

# Can we enter your property?

We will take great caution and implement safety measures when entering your property to carry out any installation. However, there may be cases where we are unable to enter the property unless it is an emergency.



## Very High Risk

We will not enter properties with vulnerable groups unless it's an emergency.



## High Risk

We will not enter key workers' properties unless it's an emergency.



## Medium Risk

Where the property is occupied but there are no Coronavirus symptoms we can enter the property with measures in place.



## Low Risk

We can enter empty properties safely with measures in place.



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During any installation, it is in our best interest to keep the members of your household safe, as well as protecting our team.

We will work with you to take all of the necessary precautions outlined in this guide. If you have any questions please get in touch.



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