



COVID-19

GUIDANCE FOR REPAIR APPOINTMENTS

We need to enter your home to complete a repair.

Please be assured that:

- *Our officer/contractor will have the appropriate PPE*
- *They will sanitise their hands before entering and on leaving your home*
- *They will clean the work area after the job is completed using disposable wipes or antibacterial cleaning solution*

When our officer/contractor arrives please:

- *Answer the door and then stand back and move to another room where the officer/contractor does not need to enter, e.g. bathroom, kitchen*
- *Keep at least 2 meters away from the officer/contractor at all times*
- *Do not attempt to shake their hands or touch them*

IF YOU REFUSE TO FOLLOW ANY OF THE ABOVE ADVICE WE WILL NOT BE ABLE TO COMPLETE YOUR REPAIR

Thank you for your co-operation in this matter and should you have any concerns please contact the Housing Team on 01782 968566