

Keeping you and our staff safe during repairs

As Covid-19 cases rise, everyone is more susceptible to infection. Our teams are not immune from this. The safety and wellbeing of our staff, contractors and customers is our top priority, so we will take extra precautions when visiting your homes for repairs and ask that you do the same.

What we are doing to keep you safe



Our operatives will clean their hands before and after your appointment



They will wear a face covering while in your home



They will remove wipes, gloves and rubbish after completing the repair



They will not come into contact with you, for instance shaking your hands



Our operatives will work in smaller groups to allow them to work two metres apart

What we ask of you

Before we visit

- When you report a repair, you will need to let us know if you are self-isolating as a precautionary measure or have been diagnosed as having Coronavirus.
- If you report a routine repair and you are self-isolating, we will schedule your appointment to take place once your self-isolation period has ended.
- Before we visit your home, we will call to check that nobody is self-isolating or has symptoms.

During our visit

- You will need to wear a mask while our operative is working in your home.
- Please stay in a separate room while works are completed.
- Always keep at least two metres away from our operatives.
- Please open a window to let fresh air into the room.
- When we arrive at your home, our operative will knock and take a few steps back whilst you open the door.

Let's all do our part to keep each other safe from Covid-19. Thank you for your cooperation.