



As we have now entered another lockdown 3.0, to ensure the **safety** of everyone, we will need to make some changes to the way we work when we visit your home. And where possible we will contact you by telephone or video call.

However, if a member of staff from the Flagship Group needs to visit your home, **please note:**

1: We will call you **beforehand** to discuss the visit. Checking that you're ok with us **visiting** your home, and that no one in the household has any covid-19 symptoms, is self-isolating or shielding. Unless it's an emergency, if it isn't safe for us to visit, we will rearrange for a more suitable time.

2: We will **limit the number of people attending your home** as much as possible but, in some circumstances, it may be necessary for a second person to attend.



3: On arrival we will respect social distancing guidelines, by **knocking** on your door and **stepping back two metres**. We will be wearing PPE throughout the visit



4: We will present ID and explain why we are at your home and what we plan to do. We may also have to ask you some additional questions to ensure it's safe to enter your home.

5: Please **wear a face covering** (unless you are unable to) when interacting with our staff or moving around your property during our visit.

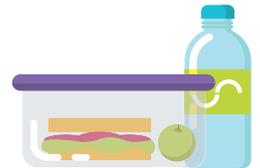
6: Please **move to a separate room** during the visit, **keeping any children with you** at all times.

7: We will ask you to increase ventilation where possible, by keeping **doors** and **windows open**. We also ask that you leave all internal doors **open** to reduce any contact with door handles. Please keep the number of people in your home to a minimum during our visit.



8: We will try not to **touch** your personal belongings and may need you to prepare your household for our visit. Please **remove** as many **personal objects** as possible away from the area due to be repaired.

9: Please don't be offended if we don't have a cup of tea - we will bring our **own food** and drink and have **breaks outside** where possible.



10: If necessary, we will use disposable floor protectors, to **reduce** the chance of transferring bacteria.

11: If working **outside**, we will first check it is **safe** to do so, and agree with you a **pre-determined** route to ensure your safety.

12: If a repair has taken place in your home, we will **explain** what we have done and ask you if you would like to **check the work**, being respectful of social distancing and anyone shielding.

13: At the end of the visit, any working areas will be wiped down with **anti-bacterial** wipes. We will also arrange to remove any **waste** that occurred during our visit.

14: We will not require you to sign any paperwork or electronic devices, we may **take a picture of the work** instead.



15: We will let you know if any **follow up work** is required.

