

Covid-19; Information for Customers; What to expect during a Home Visit

On Arrival

On arrival and before entering your home, our engineer(s) will ask you whether any members of the household have tested positive for Covid-19 in the last 10 days and are self-isolating or whether any members of the household are waiting on a Covid-19 test result.

If a member of the household has tested positive for Covid-19 within the previous 10 days or are waiting on a Covid-19 test result:

Our engineer(s) will only enter the property under emergency circumstances. Emergency work is classified as:

- A complete failure of the central heating or hot water
- A total loss of power to socket outlets throughout the property which cannot be rectified by resetting the master trip switch, or in the kitchen where a cooker or freezer is affected. When the loss is only partial it will only be considered an emergency when there is a potential safety hazard, such as when in a communal hallway.
- A failure of smoke or heat detector.

During Home Visits:

- Our engineer(s) will only enter the property if they deem it safe to do so.
- Our engineer(s) are not required to wear a facemask or face covering, but some may choose to do so.
- During the visit, we ask that you kindly allow the following;
 - Handwashing facilities with soap and water
 - A 2-metre distance is kept at all times from our engineer(s)
 - All doors are kept open in the property to minimise the need to touch door handles
 - Where possible, you ensure the working area is well ventilated with the windows open
 - If required, you cooperate with our engineer to safely dispose of waste
- Our engineer(s) will keep touching surfaces to a minimum, but we recommend you clean the work areas once our engineer(s) have left.

A copy of our full Covid-19 risk assessment is available upon request.

Thank you for your patience and co-operation at this time.