



Keeping you safe while we work

We want to keep you, and our colleagues and contractors safe during the coronavirus pandemic. If we need to visit you or do work on your property, we've put these measures in place so we can do it as safely as possible.

Before we start

- ① We'll ask you some questions to make sure it's safe for us to carry out the work/visit.
- ② We won't send anyone to your property who is showing symptoms of coronavirus, or anyone who has been symptomatic unless they have completed the required self-isolation period.

When we're there

- ③ We'll ask you to move away from your door when you answer, and we'll ask you to open any doors inside your home that we need to walk through in order to get to the area that we're going to be working in. Please let us in via the door which is closest to the repair or inspection.
- ④ We'll ask you and your household to stay out of the room where we're working or inspecting. If we need to speak with you, we'll ask you to keep a minimum of 2 metres away.
- ⑤ We'll wear gloves where our work allows it, so we won't need to wash our hands in your property.
- ⑥ We'll wear a face covering or a face mask depending on the work we're doing, and for all tenancy visits.
- ⑦ We'll wipe down and disinfect surfaces and equipment we'll be in contact with, and do the same once we've finished.
- ⑧ We won't be able to accept any food or drinks, so please don't be offended.

When we're done

- ⑨ We'll take away anything we used during our work, such as waste material, wipes, and disposable masks and gloves.
- ⑩ If we're carrying out an inspection or repair, we won't ask you to sign for the work.



If you have any concerns about the work we've done, or the safety measures in place, please call us on **0800 317 861** or email repairs@ncha.org.uk.