

# KEEPING US ALL SAFE DURING OUR VISIT

During the COVID-19 pandemic, we have implemented some extra procedures to help minimise the risk for everyone. Please read the 7 guidelines below so that you know what you need to do before Luke visits and what he will be doing whilst on your premises.

## 1 ISOLATING OR SHIELDING?

If anyone in your household is showing COVID-19 symptoms, is isolating or has been advised to shield then please let us know. We will work with you to reschedule the work in for time when it is safe for us all to do so.



## 2 CLEANING

Please thoroughly clean the area that Luke will be working in before he arrives. He will be wiping down the work area, surfaces and equipment regularly.



## 3 VENTILATION

Please make sure that, wherever possible, the area in which Luke will be working is well ventilated. Opening the windows before he arrives to let air circulate will help.



## 4 KEEPING OUR DISTANCE

Please maintain a safe 2 metre distance at all times, including when Luke arrives, during the job and when he leaves. Please don't be offended when he doesn't shake your hand! Please ensure that all occupants stay in another room while the work is being carried out.



## 5 PPE

Luke will be wearing enhanced protective equipment when working in your home. This will include a mask and coveralls.



## 6 HANDWASHING

Luke will wash his hands thoroughly at the start of the job, at regular intervals throughout and after he has finished. He will use his own soap and towel.



## 7 REFRESHMENTS

In normal circumstances, Luke loves a cup of tea and a biscuit! For now, he will be bringing his flask and eating his packed lunch in the van!



**THANK YOU VERY MUCH FOR YOUR COOPERATION**