

Coronavirus Contractor Policy

Whilst the world looks at measures to combat this virus it is important that we all co-operate with the recommendations announced to keep everyone safe. As such, please find below our policy for attending to maintenance call-outs for the next 12 weeks or until such a time that the government lift restrictions or imposes more stringent instructions.

- We have notified our occupiers and tenants that we will only be attending to priority maintenance at this time. Anything minor will be logged and left to be attended to during more certain and safer times.
Maintenance that would be considered priority is:
Leaks that cannot be easily contained
Heating/Hot water breakdowns
Locks
Appliance Breakdowns
Any items that if left would cause substantial injury/ill health
- If you or any member of your household has displayed **ANY** of the symptoms of the virus to include coughing, sore throat, fever or if you have been out of the country within the last month, please do let us know as we will be unable to utilise your service at the present time.
- If you are asked to attend to a repair by our team and you feel well and happy to attend (you do so at your own risk); please ensure that you adhere to these strict attendance guidelines:
 - **Wear disposal plastic gloves**
 - **Knock on door and ask tenant to unlock it but to move away from the entrance into another room**
 - **Attend to the required repair (in isolation) making contact with as little of the occupiers belongings and property surfaces as possible.**
 - **Wipe over with an antibacterial wipe/spray all surfaces that you have touched**
 - **Do not touch your face**
 - **Wear a face mask if at all possible**
 - **Upon vacating the property, dispose of gloves and wash and sanitise your hands**
- These measures are in place to protect both you and the occupier as much as humanly possibly
- Our office doors will be closed during this time. Our team remain working so please feel free to post things through our letterbox, we will be there (as long as viable) to pick them up.
- Any collection of keys from our office will now be via a key box that will be located by our letterbox, the code will be changed regularly and will be given to you when you are notified of the job. Please do not return keys to this box, instead place them through our letterbox.
- We will continue to pay invoices as promptly as we always have done and look to support you all through these worrying times. If you do find your trade is quiet and you are at a loose end, please do let us know as we may have vacant properties or build projects which we could utilise your skills on and would allow you to work in isolation.

May we take this opportunity to wish you and your families well and look forward to returning to normal life at the earliest possible time.