

## Staying safe procedure for property management

**We continue to manage all of our fully managed properties, supporting both landlords and tenants.**

We will continue to arrange any essential repairs and instruct works to be carried out by third-party contractors/engineers, taking into account Government Covid-19 guidelines.

We are temporarily conducting non-essential house visits virtually (via video link).

### Confirming visits

When we speak to a tenant at the time a maintenance issue is raised or when any works are ordered, we will always ask if they or anybody they live with are showing Covid-19 symptoms. The third-party contractor/engineer attending will also be asked.

If anyone has been showing symptoms, or had the illness within the last 14 days, the visit must be postponed.

An email will be sent to the tenant and the contractor outlining our staying safe procedures so everyone understands how to stay safe during the visit.

Any visits which are rearranged, the third-party contractor is responsible to check that the visit is still safe to proceed.

### Staying safe during a visit

The contractor should contact the household in advance to check that no member of the household is showing symptoms of coronavirus or self-isolating. If they are, works should be delayed.

No work should be carried out by a person who has coronavirus symptoms, however mild.

The contractor should wash his hands (or use hand sanitiser) on entering the property using separate towels or paper towels which need to be washed or disposed of safely after use.

The contractor will always minimise contact with the householder and remain 2 metres apart. In circumstances where 2 metres distance is not possible, i.e the room is too small, then only one person may be present at any one time.

If more than one person from the contractors is required to carry out the work, the contractors will implement a buddy system and ensure that the same people work together and enter the property where this is needed.

Tradespeople should bring their own refreshments (offering drinks should be avoided).

We ask that the householder provide the tradesperson with hand washing facilities, using separate towels or paper towels if possible. Any used towels should be washed or disposed of safely afterwards.

Householders and contractors must conform to social distancing requirements and use appropriate PPE including a face mask and gloves/or use hand sanitiser.

The contractor should spend as little time as possible inside the property and wherever possible unnecessary contact with surfaces within the property must be avoided.

In all circumstances, contact between the householder and contractor should be limited to one member of the household only and all other members of the household should wait in a separate room or outside the property if possible.

Where possible and weather permitting the householder must ensure that all internal doors are left open and the work area well ventilated.