

## Staying safe procedure for property management

### Confirming visits

When we speak to a tenant at the time a maintenance issue is raised or when any works are ordered, they will be asked if they are showing symptoms of coronavirus and if they are self-isolating.

The third-party contractor/engineer attending will also be asked these questions.

If anyone due to visit the property, or within the household of those visitors, develops symptoms or are notified to self-isolate after the visit is confirmed, we ask that they contact us to postpone the appointment.

For 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.

Face coverings are required to be worn by all parties present during the visit along with using hand sanitizer before and after the visit.

We recommend you wipe clean surfaces and door handles after our visit.

The Government guidelines on home moving during the outbreak are continually being updated in terms of safe practices. We encourage you to seek further clarification on the Government website - [click here](#).