

Repairs in your home during Covid-19



Keeping our customers and colleagues safe

Keeping our customers, colleagues and communities safe is our priority.

We want to reassure you that we have everything in place to carry out repairs, compliance testing and routine works safely. We've worked hard to put additional safety measures in place to protect our colleagues and customers, and we're following health and safety guidance at all times.

Our trade operatives have been fully trained in the correct use of personal protective equipment (PPE) and we're continuing to follow government advice and guidance. We use antibacterial wipes, hand sanitiser, appropriate facemasks and disposable gloves.

The wellbeing of our colleagues and customers is so important, so during these challenging times we're continuing to look out for each other.

We'll only work if we feel healthy, so if anyone in the team feels unwell they won't come to work and they won't return until it is safe for them, their families, colleagues and our customers. Providing a great customer experience remains a priority – and we must keep everyone safe while doing so.

Before an appointment

When we book an appointment, we'll ask a number of questions and we'll check that there's no suspected or confirmed cases of Covid-19 in the household. Please don't be alarmed.



This is to protect us all and to stop the spread of the virus.

If anything changes and in the meantime you or a family member becomes unwell or you have any worries before we visit you, please contact us.

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We're here to help

We won't carry out repairs if someone in the house has symptoms of Covid-19 and the appointment will be re-arranged for when it is safe, after they have been clear of symptoms for 14 days.

If the appointment is an emergency and really can't wait, we may put a temporary arrangement in place to keep you and our colleagues safe. For example, if there's no heating in the home, we may deliver an electric heater, until we can safely return to the home to carry out the repair.

You can help us too

If we have your mobile number in our systems, we'll be able to let you know that we're on our way, as you'll receive a text message when the operative is on the way to your home.



In line with government guidance - before we arrive at your home, where possible, please open windows and leave all internal doors in the property open to encourage ventilation.

When we arrive

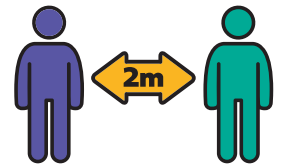
When the trade operative arrives at your home, and you answer the door, they'll stand two metres away and again, they'll ask some safety questions to check, that no one in the house has symptoms of the virus, to make sure it's safe. They'll thoroughly clean their hands using their hand sanitiser before they go into your home.



They may wear a face mask and gloves to protect themselves and our customers. Please do not be offended or afraid - these measures are to help us all.

Keep your distance

Please remain at least two metres away from our trade operatives at all times and where possible step into a separate room, to keep everyone safe.



If our colleagues do not feel safe, they may leave your property to ask advice. Again please do not be alarmed as these are precautions we are taking to make sure we all do our bit to combat the spread of the virus. If this does occur, you will be able to speak to a colleague from Thirteen about the next steps.

While we're in your home

We'll clean down all surfaces before touching them, using antibacterial wipes. Please don't worry. We'll wear the appropriate PPE at all times.



Please try not to move around the home while we're there. But if you need to at any time, please let us know, so we can ensure we can maintain social distancing.

Leaving your home

When our trade operatives have completed the work at your home, they'll sanitise their hands and the area they've been working in and let you know they're leaving the property.

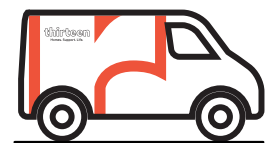


Disposing personal protective equipment

Our trade operatives will safely dispose of their PPE into a secure bag as soon as they've left your home, including their gloves and antibacterial wipes.

Thank you

Thank you for your support. Stay safe.



Contact us

 www.thirteengroup.co.uk  [ThirteenGroup](https://www.facebook.com/ThirteenGroup)
 [@Thirteen_Group](https://twitter.com/Thirteen_Group)  [0300 111 1000](tel:03001111000)