

How we work safely in your home

Our commitment to you throughout your
installation



This guide explains our commitment to keeping your family and our team as safe as possible during your home improvement works.

Before visiting your home

We'll make as few visits as possible to your home whenever there are social distancing measures in place. We will keep in contact with you prior to our visits to your home to talk through the details of the work being carried out and agree how risks can be reduced. Please tell us if anyone in your household has symptoms of Coronavirus and we will also confirm to you in writing that our surveyor and installers have no symptoms.

Steps to a safer installation



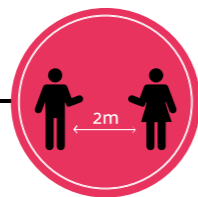
Minimise pre-installation visits

We'll use phonecalls, emails and conference calling apps like Zoom or Skype to get in touch with you to minimise contact before the installation.



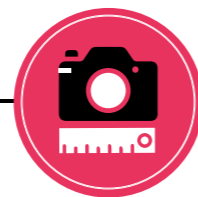
Clean surfaces

Disinfect surfaces around the working area, in 'high traffic' areas such as door handles and shared toilets before, during and after work is carried out.



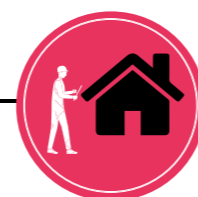
Keep a social distance

Please maintain a distance between your family and our team. Keep any pets away from the work areas and avoid using spaces where work is taking place.



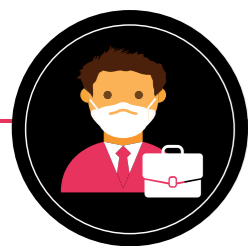
Your measurements

To avoid a visit to your home, we may request from you photos of your property and rough measurements so we can provide an initial quote.



External survey

Where possible, we will try and carry out any pre-contract property surveys externally, using PPE and distancing measures.



Advising

To help you choose the perfect products for your installation, our sales advisors will arrange a video consultation to discuss your project and show you examples of our work.



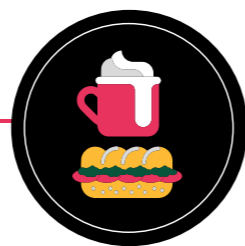
Surveying

Our surveyor will contact you to arrange a visit. He will adhere to social distancing guidelines and confirm that neither parties are suffering from Coronavirus symptoms.



Installing

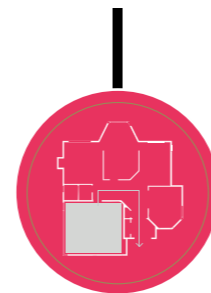
Our installation teams will work as safely as possible in your property to protect your family by adhering to government guidelines and regulations.



Food and drink

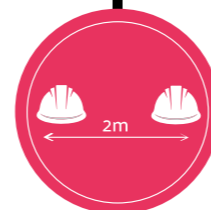
Please do not offer us food and drink as we will bring our own.

How we will work in your home



We will agree work areas with you

Before starting work we will agree with you a plan of where our team be working, outlining the entrance and exit path so contact can be avoided wherever possible. We will try and work in one room at a time and carry out as much work as possible outside.



We will keep our distance

Our team will keep distance between you and each other as much as possible. The same team will be allocated to your home for each visit.



We will use correct PPE

Our installation team will be fully equipped with PPE in accordance with the current Government Guidance. PPE will be suitably disposed of between jobs and at the end of each workday.



We will wash our hands

Our workers will sanitise their hands at regular intervals throughout the working day. Hard surfaces in the working area will be cleaned down at the end of each working day and left in a hygienic condition.



Our final inspection

To avoid an additional visit to the house by the surveyor, the installer will carry out the final inspection on completion of the installation. They will record the work through images and video footage which will then be forwarded on to the surveyor.

Can we enter your property?

We will take great caution and implement safety measures when entering your property to carry out any installation. However, there may be cases where we are unable to enter the property unless it is an emergency.



Very High Risk

We will not enter properties with vulnerable groups unless it's an emergency.



High Risk

We will not enter key workers' properties unless it's an emergency.



Medium Risk

Where the property is occupied but there are no Coronavirus symptoms we can enter the property with measures in place.



Low Risk

We can enter empty properties safely with measures in place.

During any installation, it is in our best interest to keep the members of your household safe, as well as protecting our team.

We will work with you to take all of the necessary precautions outlined in this guide. If you have any questions please get in touch.



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