

Information for Home Owners during COVID 19

After Sales

Due to the existing restrictions imposed upon us by the Government, our After Sales service is affected. Below is brief details of how we plan to continue with our After Sales provision during these difficult times.

Reporting

You should continue to report any faults issues as previously agreed. We are currently working on a priority system to ensure emergencies are dealt with accordingly.

Our After Sales staff will contact you to arrange a suitable date and time for a member of our Team to visit your Home and carry out any necessary works. You will be contacted prior to any works to answer a few questions:

1. Is anyone in your home currently being treated for COVID 19?
2. Is anyone in your home currently demonstrating symptoms of COVID 19?
3. Has anyone been advised to self-isolate?
4. Has anyone been advised to quarantine?
5. Does anyone currently fall into the shielded category?

We will give you confirmation that any of our employees or nominated sub-contractors visiting your Home are not displaying symptoms or been advised to self-isolate.

Carrying Out the Works

Depending on the nature of the works concerned, will determine the number of people we send to your Home. However, in all cases the following guidelines must be adhered to:

1. On arrival, if your own circumstances have changed with regards to COVID 19, or that of others that live in your home you must advise us immediately.
2. We will identify which rooms we need to work in, and would ask that you occupy another room whilst the works are carried out.
3. Our operatives will wipe down any surfaces prior to starting and when the works are completed.
4. All of our operatives will carry sanitising wipes and hand sanitiser with them and will wear face coverings.
5. Our operatives will take any breaks in their own vehicles.

We thank you in advance for your co-operation and understanding and it is our priority to protect the health and safety of our home owners as well as our employees and sub-contractors.