**How to Minimise Infection Risks**

Dear contractor,

This document is designed as a guide to assist you with protocol when it comes to carrying out vital maintenance works during the ongoing global pandemic, Covid-19. Please read the information below carefully to help protect you, your staff and those whose properties you are attending.

**Further to government guidelines, contractors are advised NOT to attend repairs in the following circumstances:**

* **If you are showing any symptoms** of the virus (cough, shortness of breath, fever) no matter how mild.
* Do not carry out works at any home **where the occupants themselves are self-isolating or in quarantine.**

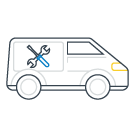
**Should you be called on to attend an urgent repair,**

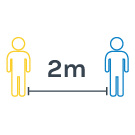
**please take care to do the following:**

**Take time to diagnose the problem off-site before attending to the property**. We will ask for as many details as possible from the tenant, such as requesting photos/videos of the issue and model of appliances where possible. Conducting soft fixes beforehand means that when you do attend the property you can:



**Keep the repair brief.** Tenants will appreciate that in these times, resolving the repair quickly and efficiently takes priority over making small talk.

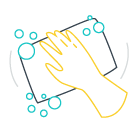
**Reduce the number of call-outs** required and thus minimising infection risks.



**Keep a minimum distance of 2 metres** apart from all members of the household.



**Wash your hands** frequently (and thoroughly). Be sure to do so immediately on entry and before you depart the property.



**Wipe down all surfaces** you come into contact with – with soap and water or sanitised hand wipes.



**Avoid touching anything unrelated to the repair.**

**Please avoid contact with the following groups, who are considered high-risk:**

* Those aged 70 or older
* Those who have a long-term medical condition, for example, heart disease, lung disease, diabetes, cancer or high blood pressure
* People whose immune systems are compromised
* Pregnant women

If you have any questions please call us on *[insert agency phone number].*

Kind Regards,

*[INSERT YOUR SIGNATURE HERE]*