

Customer Requirements due to Covid 19.

Updated 17/05/2020

Our aim is to keep you, our customers and our staff safe from the risk of infection by Covid 19.

We have therefore implemented some extraordinary measures and we will of course need you to play your part in keeping everyone safe.

Unfortunately our staff will be unable to provide service if you are not able to accept or comply with these measures.

Prior to arrival

Our staff will

Not work in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield.

When booking for a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, prior arrangements will be made with vulnerable persons to avoid any face-to-face contact, for example, when answering the door.

Remind you that a 2m distance is to be kept from those working, at all times.

Ask that you leave internal doors open in the area where we are working to minimise contact with door handles.

On Arrival

1. Our engineer will clean his hands using sanitising gel before entering the property.
2. Maintain 2 meters social distance at all times.
3. Offer you the choice of you his wearing a face covering while in your home or premises.
4. Wear nitrile gloves when handling filters or carrying out sanitisation procedures.
5. Clean the work area paying special attention to door handles and waste bins prior to commencing work using sanitary wipes.
6. Dispose of used gloves, masks, sanitary wipes and tissues in our own dedicated sanitary waste disposal bag.
7. Sadly at this time we will not be able to accept any food or drink offered by our customers
8. On completion our engineer will clean his hands using sanitisation gel before entering his vehicle.

Thank you for your understanding at this time.