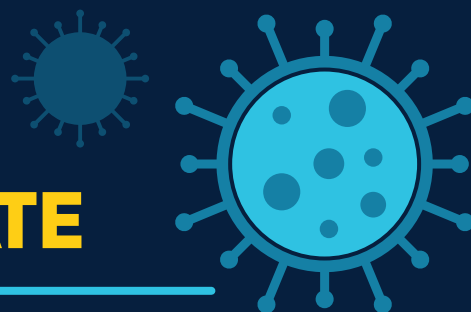
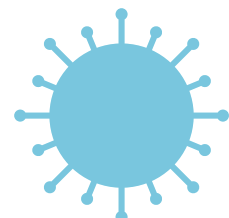


# COVID-19 SERVICE UPDATE

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**The Government are allowing tradespeople to work in people's homes throughout lockdown. We are continuing to carry out repairs and safety inspections at customers' homes and are taking all the precautions to make sure you are protected. Here is a list of the measures we are taking to ensure repairs are carried out in a safe environment.**



## **MEASURES WE ARE TAKING:**

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- Anyone visiting your home from Yorkshire Housing must wear a face covering and gloves.
- We will also check with you if anyone in the house has had COVID-19 symptoms.
- Please open a window in the room Yorkshire Housing staff will be working in prior to us attending and leave it open to ventilate the room while we are there.
- We request you to open any doors to where the repair will take place, this is to minimise touch points and please stay in a separate room while the repair is taking place.
- Do not offer refreshments to Yorkshire Housing staff and they have been instructed not to accept.
- PPE can only be taken off where a repair is being undertaken and the customer is in another room.
- We will ensure all touch points are thoroughly wiped down and sanitised.
- All Yorkshire Housing employees are instructed not to attend work or enter customers houses if they (or any house member) has COVID symptoms.
- We will make contact before the appointment to confirm and check no one in the house is unwell. During the call we will confirm that you understand the need to social distance.

