

Working safely

General guidelines for customers

We know that it remains a difficult time for you. Although COVID-19 restrictions will be lifted from the 19th July, we'll continue with measures put in place to keep you and our colleagues safe.

That's why we're asking you to keep following our guidance when we visit your home.

Also, it's also not easy to be on the frontline delivering services during a pandemic. Our colleagues have concerns about their health and their families like you do. Yet they come to work every day to make sure we get the job done for you, our customers. You can play your part by following the safety rules when we visit your home.

What you must do before we arrive:

- Let us know if anyone in your household has COVID-19 symptoms or have been told to self-isolate by the NHS. We will rearrange our visit.
- Tell us if you're shielding (you'll have received a letter from the Dept of Health and Social Care). We'll work with you to ensure that any essential visits are carried out as safely as possible.

What you must do during the visit:

- Let fresh air in – if possible, leave a window open in the room we'll work in.
- Open internal doors so we don't have to touch them.
- Stay in a different room to where the repair is taking place.
- Social distance – you and your household must stay at least 2 metres away from Yorkshire Housing colleagues.
- Wear a facemask when in the same room as colleagues unless you have a medical exemption (if you don't have a mask we'll provide one).
- Also, please don't offer our colleagues refreshments – they can't accept them.

If you don't follow the safety rules, we'll leave your home and you'll have to rebook your appointment. For repairs visits we'll also charge you the cost of us being called out again.

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We want you to feel safe when we visit your home. These are the steps we're taking to prevent COVID-19 spreading.

Before we arrive:

-  Take you through the safety rules.
-  Ask if anyone in your household has COVID-19 symptoms.
-  Wear gloves and a safety mask whenever you are in the same room.
-  Wipe down and sanitise all surfaces we have touched.
-  Social distance – stay at least 2 metres away from you/ your household.

**By working together we can get the job done.
Let's keep each other safe from covid-19.**

