

Working safely

Rules for home visits

Before we enter the house we need to go through our COVID-19 safety rules with you. Due to the risk of infection we can only work in properties where these are followed.

First we need to ask:

- Is anyone in your household self-isolating or do they have COVID-19 symptoms?
- Is anyone in your household shielding?

Our safety rules are:

- 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.
- Your household must stay in a different room while 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).
- Don't offer us refreshments – we can't accept them.

During the visit we will:

- 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.

If you don't follow the safety rules, we'll leave your home and you'll have to rebook your appointment. This is for the safety of your household and the Yorkshire Housing team.



**Safety
always comes
first for our
customers and
colleagues**

Working safely

General guidelines for colleagues

What customers must do:

Before we arrive:

- If possible, open a window to let fresh air into the room we need to work in.
- Open internal doors so we don't have to touch them.

During the visit:

- Stay in a different room while the repair is taking place.
- Social distance – keep 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 they don't have a mask we'll provide one).
- Don't offer our colleagues refreshments – they can't accept them.

Remember:

If in doubt, walk out!

If customers refuse to follow the safety requirements you can make safe any work and leave the property. The customer will have to book another repairs appointment and may be charged for the cost of the second call out.

