

## COVID-19 Pre-visit Precautions and Preparation

**If you are showing any symptoms of Covid-19 on the day of inspection please contact us immediately and we will reschedule your appointment.**

This important document relates to site visits carried out by HDANYWHERE at properties. Our Technician is following Government guidance regarding the current Covid-19 pandemic. In addition, our visits are in full compliance with health and safety for those who are in an 'at risk' or vulnerable category. Government information is provided at the end of this questionnaire. If you are in an 'at risk category' we do need to know in advance and we will be more than willing to reschedule our visit to a time when it is once again safe for you.

So before our Technician visits the property please take time to read this document and prepare as much information as possible that we have requested. Keeping our clients and our staff safe is our priority.

**When we carry out work in the property we will ensure that the Technician;**

- is in good health and exhibits no signs of COVID-19;
- will apply the 1 metre plus social distancing rule at all times;
- will use disinfectant wipes to clean all equipment used by the Technician before entering the property;
- will wear adequate Personal Protective Equipment (PPE) whilst conducting the visit (gloves, shoe protectors a face mask);
- will use gloves when handling ladders, coming into contact with door and window handles;
- will have minimal contact with all surfaces whilst at the property;
- will require no physical contact at any time during the survey;
- will respect the Client's space at all times.

**What we will need you to do to help for safety purposes:**

We request that any occupants in the property at the time of our Technician's visit wear a face mask. Exemptions include (but are not limited to):

- children under the age of 11 (Public Health England do not recommended face coverings for children under the age of 3 for health and safety reasons)
- people who cannot put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability

To enable the Technician to spend as little time as possible in your home, please may we ask you to apply the 1 metre plus social distancing rule. It is strongly advised that any occupants should remain in any rooms the Technician doesn't need to access during the Technician's visit. Stay in the room/s, the Technician can carry out any tests or fixes in the rest of the house during this time.

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Could you also ensure that (wherever applicable):

- all pets are contained in one room;
- any children remain in the same room as the adults;
- any necessary keys are easily accessible;
- any necessary access points are open and involve minimal touch points;

Information you can prepare and have ready to pass to the Technician at the beginning of the visit:

1. The fault and any description of it.
2. Any evidence to show the fault as this will enable our Technician to find the problem and solve it in the quickest time.

If you haven't got all of the information available when the Technician visits you he will talk you through this on the day. Any information you can provide in advance will help to minimise the length of the visit.

We thank you for your help in preparing for a safer inspection for you.

Please refer to the following page for the current Government Guidelines.

Stay safe, stay well.

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## Current Government Guidelines

The Government is advising those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures. This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):
- chronic (long-term) respiratory diseases, such as asthma , chronic obstructive pulmonary disease (COPD) , emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease , motor neurone disease , multiple sclerosis (MS) , a learning disability or cerebral palsy
- Diabetes
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS , or medicines such as steroid tablets or chemotherapy
- being seriously overweight (a body mass index (BMI) of 40 or above)
- Those who are pregnant
- Note: there are some clinical conditions which put people at even higher risk of severe illness from COVID-19. If you are in this category, next week the NHS in England will directly contact you with advice about the more stringent measures you should take in order to keep yourself and others safe. For now, you should rigorously follow the social distancing advice in full, outlined below.

People falling into this group are those who may be at particular risk due to complex health problems such as:

- people who have received an organ transplant and remain on ongoing immunosuppression medication
- people with cancer who are undergoing active chemotherapy or radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- people with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- people with severe diseases of body systems, such as severe kidney disease (dialysis)