

# Visiting your home



## We need you to...

- ✓ Keep **two metres** away from our colleagues at all times
- ✓ Tell us if you have symptoms, are self-isolating or shielding
- ✓ Stay in another room if possible, open all internal doors and keep all corridors clear
- ✓ Reduce the spread of germs by covering your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow
- ✓ Wash your hands regularly for at least 20 seconds or use hand sanitiser
- ✓ Allow our staff to wash their hands before and after carrying out any work, if you are happy for them to do so

## We will...

- ✓ Ensure we are only working if we are fit and well
- ✓ Keep at least **two metres** from you and your household
- ✓ Carry hand sanitiser
- ✓ Wash our hands frequently in line with Government recommendations
- ✓ Always have the personal protective equipment (PPE) we need
- ✓ Clean any surfaces we need to touch
- ✓ Politely decline the offer of refreshments

We politely ask everyone to observe social distancing with our staff, both inside and outside your home, whether they are wearing a mask or not. Where customers are not willing to do this, we reserve the right not to enter the property.

