

COVID-19 – SAFE SYSTEM OF WORKING

REPORTING REPAIRS

Call:
07483 436313 or
07483 449729

Email:
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Adam@lrha.co.uk

EXAMPLES OF MAINTENANCE WORK THAT COULD BE UNDERTAKEN

Urgent or emergency repairs
such as no heating or hot
water, severe water leaks;

Gas and oil heating system
servicing and repairs;

Electrical repairs and
servicing; and

Plumbing repairs.

WHAT WILL HAPPEN?

GOVERNMENT RULES ALLOW MAINTENANCE WORK TO BE UNDERTAKEN IN YOUR HOME. ANY WORK PROPOSED WILL TAKE ACCOUNT OF SENSITIVITY TO THE INDIVIDUAL HEALTH CONCERNS OF THE TENANTS AND MAINTENANCE TECHNICIANS.

AT THE APPOINTMENT STAGE

THE SAFETY PROCEDURES FOR WORKING IN YOUR HOME WILL BE FULLY EXPLAINED WHEN AGREEING THE APPOINTMENT AFTER YOUR CONFIRMATION THAT OCCUPANTS HAVE NO COVID-19 SYMPTOMS.

ARRIVING AT YOUR HOME

THE MAINTENANCE TECHNICIAN WILL BE WEARING PPE, WILL CHECK THEIR OWN TEMPERATURE AND YOURS, THEY WILL ASK IF ANYONE IN YOUR HOUSEHOLD HAS COVID SYMPTOMS AND REQUEST YOU WEAR A FACE MASK DURING THEIR VISIT AND MAINTAIN SOCIAL DISTANCE.

DURING THE MAINTENANCE WORK

IF INSIDE YOUR HOME, PLEASE WEAR A FACE MASK OR STAY IN ANOTHER ROOM. THERE SHOULD BE AS LITTLE INTERACTION AS POSSIBLE. THE MAINTENANCE TECHNICIANS ARE NOT ALLOWED TO ACCEPT A DRINK.

COMPLETION

THERE WILL NO PAPERWORK TO SIGN AND THE MAINTENANCE TECHNICIAN WILL LEAVE PROMPTLY AFTER THE REPAIR COMPLETION. YOU CAN PROVIDE FEEDBACK TO OUR MAINTENANCE MANAGERS - KEYLEIGH OR ADAM ON THE VISIT.

Thank you for your cooperation in helping us to work safely and protect everyone. Remember – Hands, Face, Space.



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