

Our priority is the safety of our tenants, staff and contractors

We continue to follow Government guidelines and have adapted our ways of working. As lockdown restrictions ease, we'd like to reassure that we still have safety measures in place.



If a member of staff from Flagship Group needs to visit your home, **please note:**

1: We will call you **beforehand** to discuss the visit. Checking that you're ok with us **visiting** your home, and that no one in the household has any covid-19 symptoms, is self-isolating or shielding. Unless it's an emergency, if it isn't safe for us to visit, we will rearrange for a more suitable time.

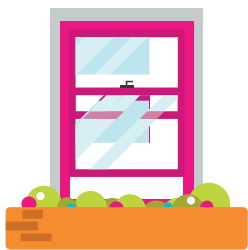
2: We will **limit the number of people attending your home** as much as possible.

3: On arrival we will respect your personal space, by **knocking** on your door and **stepping back**.



4: We will present ID and explain why we are at your home and what we plan to do. We may also have to ask you some additional questions to ensure it's safe to enter your home.

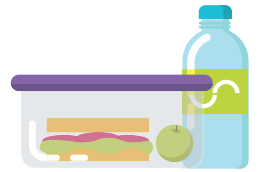
5: We'll be mindful and considerate of your circumstances and are **happy to wear PPE** (e.g. masks) if you would like us to.



6: We will ask you to increase ventilation where possible, by keeping internal **doors** and **external windows open**. We also ask that when we're working on your repair, please **respect personal space** and wait in the other room until we're finished.

7: We will try not to **touch** your personal belongings and may need you to prepare your household for our visit. Please **remove** as many **personal objects** as possible away from the area due to be repaired.

8: Please don't be offended if we don't have a cup of tea - we will bring our **own food** and drink and have **breaks outside** where possible.



9: If necessary, we will use disposable floor protectors, to **reduce** the chance of transferring bacteria.

10: If working **outside**, we will first check it is **safe** to do so, and agree with you a **pre-determined** route to ensure your safety.

11: If a repair has taken place in your home, we will **explain** what we have done and ask you if you would like to **check the work**, being respectful of social distancing and anyone shielding.

12: At the end of the visit, any working areas will be wiped down with **anti-bacterial** wipes. We will also arrange to remove any **waste** that occurred during our visit.

13: We will not require you to sign any paperwork or electronic devices, we may **take a picture of the work** instead.



14: We will let you know if any **follow up work** is required.



Thank you for your co-operation.