

Covid-19 Risk Assessment Guidance

Working in your home during the Coronavirus outbreak

We are continuing to carry out emergency repairs for our residents. We want to keep you and our staff safe whilst carrying out repairs in your home during the Coronavirus outbreak. The best way of keeping safe is by limiting the amount of times we come into your home, so we are currently only carrying out emergency and urgent repairs.

If you do have an emergency repair, we will still complete this, but we will do so slightly differently. When you contact us, we will ask you if you are shielding or self-isolating – this won't stop us from doing the repair, but it allows us to take additional precautions to ensure your safety and the safety of our staff.

To keep us all safe and avoid the transmission of Coronavirus, when a contractor visits your home, they will carry out the following simple measures:

- Double check the repair is an emergency/urgent
- Double check if you are shielding or have symptoms
- Wash their hands thoroughly before (and after) they enter your home
- Ask you to stay in another room or stay at least a safe two metres away from our operative
- Wear Personal Protective Equipment (PPE) such as eye protection and a face mask
- Clean the area they are working in before and after carrying out the work
- Offer you a disposable face mask if you are shielding or have symptoms

If you don't/can't keep a two metre distance from our operatives in the interests of health and safety, they will have to leave your home and we will contact you to arrange an alternative date for the repair. These measures are subject to review, and we appreciate your co-operation in this matter.

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What are Emergency and Urgent repairs?

Emergency repairs are defined as something which was unexpected and could cause danger to health, residents' safety, or serious damage and destruction to property.

Urgent repairs are less serious but strongly affect residents' comfort and may be causing some damage to the building fabric. In certain circumstances these repairs could be treated as emergencies.

Derrick Singleton, Head of C&C Direct