

Essential visits

The health and wellbeing of our customers and operatives is of the utmost importance to us during this difficult time.

In line with government guidance on how operatives should enter and work at a customer's home, we have set out a clear service standard so you know what to expect and what you need to do to keep safe.

1. When arriving at your home our operative will either contact you by phone or knock on your door and stand back at least 2m, whilst waiting for you to answer.

2. Everyone in your home will be asked to temporarily self-isolate into a room where the work does not need to be carried out.

3. Once everyone in your home has self-isolated our operative will enter.

Our operative will put on disposable gloves before entering your home and will only bring essential tools to complete the work, along with cleaning materials into your home.

4. If our operative needs to go back to their vehicle for further tools or supplies, they will remove their gloves and put on a new pair before re-entering your home.

5. When the work has been completed our operative will leave your home and contact you by either phoning you or by knocking on your door and then standing back at least 2m.

6. Our operative will let you know that they have completed their work and advise you to wipe down the immediate area where they worked and any surfaces, they have used.

7. After leaving your property our operatives will clean down any tools taken into your home. They will dispose of any cleaning materials and protective gloves used into plastic bags, which are sealed. These bags are deposited into special containers at our depots, to be destroyed.

8. Before continuing to their next job, our operatives will clean their hands in their van, which has vehicle mounted wash facilities or by using hand sanitiser.



Please help us to keep you and your family safe by:

1. Always following government hand hygiene and social distancing guidance and keeping at least 2m away from our operative.

2. Staying in your temporary isolation room until our operative has completed their work and left your home.

3. Wiping down and cleaning the areas advised by our operative.

By working together, we can help reduce the spread of infection.

Stay home 

Protect the NHS 

Save lives 