

COVID-19 PROPERTY MAINTENANCE PROTOCOL

Understand the problem, is the reported maintenance issue an issue which can be solved remotely via video call or is a contractor is required to attend the property? If a contractor is required to attend the property, follow the below process:

1. Request that tenant completes the visitor declaration form, please see below
2. Based on the form answers, assess the situation to see if it is safe to send a contractor into the property
3. Contractor to wear PPE
4. Tenant to isolate in separate room whilst contractor is in the property

COVID-19 VISITOR DECLARATION

All tenants must complete the following questionnaire prior to a maintenance visit.

Questions:	YES	NO
Do you have any symptoms of Coronavirus (a high temperature, dry cough or breathing difficulties)?		
Have you been in close contact with anyone who has symptoms of Coronavirus?		
Have you been advised to self-isolate by a doctor or Public Health England?		

Unfortunately, if any of the above are answered with a YES, we will not be able to visit the property.

We ask that whilst our contractor visits, you isolate yourself in a separate room that does not need to be accessed. Therefore, please provide us with as much information as possible beforehand so we can resolve the issue ASAP.

Name:

Address:

Signature:

Date: