

Covid-19 repairs guidance for working in residents' homes

This guidance is for residents of Newlon Housing Trust. It is designed to protect both Newlon residents, staff and contractors from any risk of Covid-19 transmission when working in residents' homes, in line with UK Government guidance.

Please follow the guidance below when staff or contractors enter your property to carry out repairs or for other essential visits.

What you should do:

- Staff or contractors will not enter a property where a confirmed or suspected case of Covid-19 is present, or if a vulnerable resident is shielding. **You must tell us if this applies before we attend.**
- We ask that a 2m distance is kept from those working in your property at all times.
- We ask that households leave all internal doors open to minimise contact with door handles.
- Clean and disinfect any affected area or objects after staff or contractors have attended.

What we will do:

- We will maintain 2m separation where possible. If staff are supervising contractors (if you consent to access when you are not at home) we will remain at the entrance to the property while contractors work.
- We will wear gloves when touching anything within the property and will only touch items required as part of the visit. Face masks may be worn but this is not compulsory.
- We will remove any waste from the property and wipe down the work area with disinfectant wipes.
- We will carry and use hand sanitiser when in the property.
- If we attend and suspect there is a risk of Covid-19 transmission, unless there is a health implication or risk of serious damage to property, we will leave the property until such time as the risk is no longer present.

Staff and contractors have the right to refuse a service if these conditions are not met; you have the right to refuse services if they are not provided safely.

For further information please see:

<https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-240520.pdf>

If you have any questions please email repairs@newlon.org.uk or call 020 7613 8080.