

## What is it About?

In these extraordinary times we need to protect not only you, our employee and your family, but also the tenants of the properties you visit, employees of the agents you may have contact with when collecting keys and also members of the public you may come into contact with during your working day.

**This method statement has been updated in line with the government guideline relating to social bubbles.**

Version 5

Dated 25/09/2020

## Key Points

- 1] Before your appointment at a property, ring ahead to inform the tenant of your ETA.
- 2] Reassure them that you have been given instructions on the precautions you need to take with regard to the spread of COVID19.
- 3] Ask them if anyone in the household **or social bubble** has developed a new cough or has a fever, (a temperature of 38.7+) or any other symptoms relating to the corona virus.  
  
If you are refused entry by the tenant, it is still best practice to take a photo of the door and the road name. You are not expected to travel to the property if the tenant refuses access if you ring ahead.
- 4] If a tenant refuses you entry into a property because your presence exceeds the maximum number permitted (6) in a social group, please politely inform the tenant that as a tradesman the rule does not apply to you. If the tenant still refuses to allow you access on this basis, ring your area office immediately. The office will contact the landlord or agent to inform them of the situation.
- 5] Before approaching the property put on your disposal gloves. **If you have been unable to source any gloves, then please ensure that you wash your hands at every opportunity. Some engineers are taking their own soap and towels, wet wipes etc. If you are using hand sanitiser tell the tenant.** Government guidelines have now change in regard to the wearing of masks. As a company we will make it mandatory for all engineers to wear masks when there are tenants present during an appointment
- 6] On entering the property advise the tenant that it is safer for them to maintain a distance of at least 1.5 meters from you. Always be courteous and polite and listen to the tenants concerns.
- 7] In terms of gas checks, if the tenant is refusing entry, you must notify the agent immediately / customer services straight away.
- 8] Once you have completed your work, ask the tenant if it is OK to wipe down any surfaces you have come into contact with, and dispose of the of the wipe in a separate rubbish bag.
- 9] You should also wipe the surfaces of any tools and equipment you have used.

- 10] Once you have left the property remove your gloves and dispose of them in the same rubbish bag as the wipes.
- 11] Crucially, if you experience any symptoms of the corona virus or anyone [in your household or social bubble](#) you must self-isolate immediately in accordance with current government guidelines.
- 12] It is strongly recommended that you download the NHS app for Contact Tracing

**In addition we have now made a travel document available in ECIS for everyone to download and present to the authorities if you get stopped.**

***CARRY COPIES OF THIS METHOD STATEMENT WITH YOU. SHOW IT TO THE TENENT IF REQUESTED - GIVE THEM THE REASSURANCE THAT WE ARE TAKING THIS SERIOUSLY.***

**We will continue to review and revise this method statement and welcome any suggestions from you as to how these arrangements can be improved**

If you find yourself in circumstances which are not covered by these guidelines and need advice please ring HR directly on my 01359 257 316.

**APPENDIX 1 (25/09/2020)**

**(For use by engineers and customer services)**

**Taken from the Gas Safe Registers web site.**

**Link:** [https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/landlords/?utm\\_source=Engineeremail-CV19update&utm\\_medium=email&utm\\_campaign=CV19-08-04-20&utm\\_content=LLGSC](https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/landlords/?utm_source=Engineeremail-CV19update&utm_medium=email&utm_campaign=CV19-08-04-20&utm_content=LLGSC)

This web site was updated on 23/09/2020