

Havebury

Housing Partnership

Accessing your property through Covid-19



This document is to advise you, of our commitments. To assure you that we adhere to current safe working guidance before entering your property.

Meet The Team

Appointments will be arranged to undertake servicing and inspections by one of the Havebury team.

To speak to us, call 0300 3300 900 option 2,1 and then 3 for gas/electrical Inspections and 4 for asbestos and stock surveys



**Lucy Peek - Customer Liaison
Co-ordinator (Surveying)**

**Sue Harris - Administrative
Assistant (Gas)**



**Danielle Scott - Administrative
Assistant (Electrical)**

**Alison Silverback - Customer
Liaison Co-ordinator (Servicing)**



The guidelines below will apply for the following;

Gas Servicing		Electrical Inspections	
Asbestos Surveys		Stock Survey Inspections	
Lift Servicing		Water hygiene assessments	

Our contractors will also call you on the day of your appointment to confirm everyone in the property is well, and that no one is self-isolating with COVID-19 symptoms.

What you can expect from us



We will call you and ask you if you, or a member of your household has symptoms or is self isolating when the appointment is booked. We will repeat these questions when we arrive at your home



We will be wearing the relevant PPE. This will include **a surgical mask and gloves. We will remove this safely once the works is complete**



We will wipe down all surfaces and anything we touch



We will demonstrate social distancing at all times

Why we need to carry out these survey's/inspections;

- To keep you and your family safe in your home
- To ensure you always have hot water and electricity when you need it
- To make sure your electrical appliances remain safe to use

What we expect from our tenants

- Our contractors will require access to the **whole** property for an **electrical, asbestos or stock condition survey**. On arrival the Surveyor will let you know what parts of the property they will need access to. We would ask you to remain in a different room whilst the inspection takes place.
- The Surveyor will let you know when you can leave that room to complete their inspection.
- Please make sure you carry your phone in case the Surveyor needs to contact you.
- **Make sure all internal doors are open** (including built in cupboards) to reduce physical contact with anything in the property.
- We would also ask that you open the back door (where applicable) to allow access to the external areas.
- **We would also recommend that windows are open to allow for ventilation around the property.**



A message from Sandra Norris (Chair of the Tenants' Forum)

"I have just had my gas boiler serviced for the year which went through very safely and quickly. The contractor arrived at the given time and I was pleased to see that he was kitted out in a mask and gloves and demonstrated social distancing the whole time.

It is so important for tenants to give access to these very important checks, which include asbestos, stock condition, gas, oil, electrical and lifts.

Havebury have to by law check these things regularly do do please let the technicians have access so that your homes can be as safe as possible."