

Havebury

Housing Partnership

Keeping your home safe through Covid-19



This leaflet tells you about how we will work safely in your home while we carry out essential services.

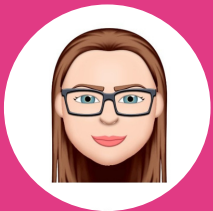
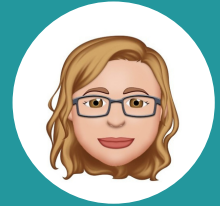
Meet The Team

Our team will be in touch soon to make an appointment for any services or inspections that are due.



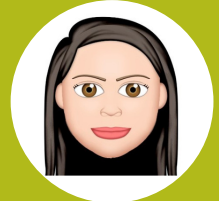
Lucy

Sue



Danielle

Alison



If you need to speak to us call 0300 3300 900.
For Gas Services or Electrical Inspections
press options 2, 1, 3.
For Asbestos or Stock Surveys press options 2, 1, 4.

We carry out these works to make sure that:

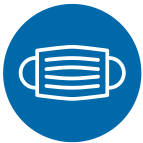
- You and your family are safe in your home.
- You always have hot water, heating and electricity when you need it.
- Your appliances are always safe for you to use.

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 work is complete.**



We will wipe down all surfaces and anything we touch.



We will practice social distancing at all times.

What we expect from our tenants

- We ask that everyone in the property wears a surgical mask or appropriate face covering while works are being carried out in their home (unless you are exempt for medical reasons).
- Our contractors will need access to the **whole** property for an **electrical, asbestos or stock condition survey**. For safety please make sure you're in a different room to the surveyor whilst they are there.
- The Surveyor will let you know if they need you whilst they're there.
- **Make sure all internal doors are open** (including built in cupboards) to reduce physical contact with anything in the property.
- Please open the back door (where applicable) so we can check outside areas.
- We would also recommend that windows are open to allow for ventilation around the property.



A message from our Tenants' Forum Chair

"I have just had my gas boiler serviced for the year which went through very safely and quickly. The contractor arrived on time and I was pleased to see that he was kitted out in a mask and gloves. I waited in the living room while he checked my boiler.

Havebury have to do these checks by law so it's really important that we do our bit and let them in. I felt really safe the whole time and it didn't really feel too different from when they came last year. At least I know my boiler is safe for the winter now. "

Sandy Norris