



## Maintenance & Installation

**Customer Guide**

## Keeping people Safe, Secure and Warm in their homes

**This document outlines the steps that Mila Maintenance and Installation staff will follow when visiting your home during the post Covid-19 return to work phase, and until further notice.**

**For your comfort and safety and for ours these are the minimum steps we are going to follow whilst carrying out our day to day duties.**

**We have also asked our staff to keep themselves up to date with the latest government announcements at all times and we will ensure that what we do adheres to any new requirements where there is a need to do more than is outlined below.**

### Travel to and from site

- Wherever possible our staff will travel to site alone using the vehicles provided to them. If this is not possible and they need to share a van, we will try to ensure that they are paired up with the same colleague as often as possible to minimise the risk of any cross contamination.
- We'll travel with the windows open whenever we can to provide ventilation.
- Each member of staff responsible for a van will clean the vehicle internally as often as possible, with special emphasis on those areas of the vehicle that are touched the most, and keep sanitiser available at all times.

### Arriving at your home

- On arrival at your home we will knock on your door and then stand back 2 metres to allow you to answer, complying with social distancing guidelines.
- We will show you our ID Cards and introduce ourselves. We will advise you what we are there to do, what kind of access we will need within the building, and approximately how long the visit should take.
- Please do not shake hands with our staff on arrival or departure.
- Please confirm to us that there is nobody in the building who is in a vulnerable group in reference to the Coronavirus or is showing any symptoms of the illness.
- Please consider again that you are happy for us to carry out the works on that day, but if for any reason you don't want to proceed please tell us.
- We will respect your wishes and leave immediately.
- We will then be in touch to re-arrange a suitable date.

### If you are happy to proceed

- We will sanitise our hands and put on any PPE equipment required to carry out the works if we are not already wearing it. We will explain to you any other items we may need to bring into your home to carry out the works – dustsheets or carpet protectors for example.
- We will let you know that these are new or if re-usable that they have been sanitised before being brought to your home.
- We will ask you to stay in a different room to ourselves at all times whilst the works are being carried out and that we are going to try to maintain social distancing guidelines at all times, but that it may on occasion not be totally possible.

## Refreshments and Toilet Visits

- Please do not offer us any refreshments. We don't want to appear ungrateful, but for now it is the right thing to do.
- We will not ask to use your toilet facilities but may need to excuse ourselves at various times to use the nearest public facilities, which may be at the local supermarket.

## Entering your home

- Once we have entered your home if for any reason we feel unsafe or that there is some risk to us from exposure to the Coronavirus, we will explain that to you and leave immediately. Please don't be offended if this happens.
- If it happens, somebody will be in touch to make new arrangements.

## Carrying out the works

- We will ensure that we touch as few things as possible whilst carrying out the works. While it is in our nature to move furniture, curtains, or window cill items we would ask you to do this in advance of our arrival.
- Where you can't do so – for example if there is a need to move a heavy piece of furniture, then we will ask your permission to do it. We will touch as little of the item as possible, and then immediately wipe it down with a cleaning agent before continuing with the works.
- We would also ask you to open all the doors to the rooms where we are going to work so that we don't have to touch the handles.
- Once the works are complete, we will wipe down all the window frames, sashes, handles and any other things we may have come into contact with while doing the job.
- Standing at a safe distance we will explain or demonstrate what works we have done, and will ask you to confirm that you understand and are happy with the job.
- This will replace the existing sign off procedures where you may previously have been asked to sign a paper document.
- If there is a need to supply a signature this will be requested electronically by email.
- If your job is a fire door installation, we will still leave you a paper copy of the operating instructions to comply with the requirements of carrying out that type of job.
- We believe that the use of and sharing of phones, pens, paper, or other physical items with customers is not the right thing at this time. We're sure you will understand.
- We will collect any waste created during the job and take it away.

**If you have any questions arising from this document in advance of our team visiting please speak to our customer services team who will support you in any way they can, or to our staff on the day that they attend.**

**Thank you for your cooperation and support. Stay Safe, Secure and Warm.**

*T Cooke*

**Tristan Cooke**

**Managing Director**