

## 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 COVID Tier 5**

Version 7

Dated 07/01/2021

## 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 the occupants if they are:**
  - Experiencing any Covid-19 symptoms or have experienced any within 10 days preceding the visit, or
  - Within the last 10 days any member of their household has been in close contact with anyone experiencing any Covid-19 symptoms, or who has tested positive for Covid-19, or
  - Anyone in their household is within a self-isolation period whether contacted by the official NHS Test & Trace service or not, or in quarantine following foreign travel.
  - The 10 day self-isolation period starts the day after exposure, a positive test or the start of symptoms.

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, or because you are working in a Tier area which prohibits groups meeting indoors, 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 disposable 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. As a company we have made it mandatory for all engineers to wear masks when there are tenants present during an appointment.** This is also required when you are working with another engineer.
- 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. When the appointment is made the tenant will be instructed to wear a mask if they are in the same room as the engineer. If the tenant refuses to do this and they are not exempt due to underlying health conditions, the engineer should leave the property and contact customer services and await further instruction.

- 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 me directly on my mobile 07494 076102 or my office number 01359257316

Alan Tychowski

**APPENDIX 1 (07/01/2021)**

**(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 12/04/2021