



Kitchen fitting procedure – COVID-19 Update

What you can expect from us:

- You will be advised of the date of installation.
- On the day of installation we will phone you from the van and ask if you, and your household, are symptom free or are self-isolating.
- We will use hand sanitiser gel before we enter your home. There will not be any more than two people working in your home at once.
- We will wear gloves and a surgical mask in your home and avoid touching any items where we can.
- If requested, we will move the fridge/freezer in to another room to enable you to stay out of the kitchen. You will need to stay in another room while we do this. We will use carpet protection if items are to be placed on one and will not be liable for any damage. When moved we will wipe it down with sanitiser wipes or spray.
- We will clean down the kitchen each evening so it is sterile for the next day.
- Comfort breaks – the installation team will use local welfare facilities.
- If we have any questions during install we can phone you or shout (nicely) from the kitchen.
- We won't ask you to sign anything or ask you for feedback on a hand-held device – there will be no contact and no need for you to be within two meters of our fitters.
- We will phone or shout to say each time we are leaving your home. On leaving we will remove our masks, gloves and, along with any wipes used, put them in a special single-use bag which we will take with us to dispose of safely.
- We previously advised you that kitchens take between 7 and 10 working days to complete. Due to the new working procedures, we have to advise you that completion may now take between 8 and 11 working days.

What we require from you:

- Once you have your installation date, you will inform us immediately if you, or anyone in your household, have Coronavirus symptoms, are self-isolating or your circumstances have changed which will impact the installation. Our contact numbers are at the bottom of this page.
- When letting us in, please open the door and retreat to the room you will be using whilst we are working in the kitchen.
- Please clean the kitchen down so we can complete the rip out on the first day.
- Please stay in another room while we are working in the kitchen. Communication should only be from room to room and not face to face - there is no reason for you to be near the fitters.
- Where kitchen and living rooms are open plan, we will put up plastic sheeting to divide the rooms.
- Please do not enter the kitchen at any time for the duration of the refit, this includes the evening and weekends. This will mean you won't have access to any white goods, including the washing machine and cooker, if left in the kitchen. As you will have discussed with Andrea, you need to make arrangements regarding using the kettle, cooking (microwave or small tabletop cooker) and washing up in another room – water can be used from the bathroom.
- Please do not offer our fitters any refreshments, they will have their own. Whilst we appreciate the many gestures of kindness we have had over the years; we are in a situation where this can no longer happen. Our new process is to protect you and us.

Should you have any further questions please do not hesitate to call:

Paul Benney, Contracts Manager: 07710 007124.

Andrea Colson, Resident Liaison Officer: 07715 063838.