

Window fitting procedure – COVID-19 Update

What you can expect from us:

- You will be advised of the date of installation.
- All windows will be disinfected when collected from the manufacturers.
- 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 and regularly during the installation.
- We will wear gloves and a surgical mask in your home and avoid touching any items where we can.
- Our fitters will try to stick to one room at a time, although this will not always be possible due to the size of the room. You will be advised by the fitters of the installation plan and the route they would like take - this may mean working on two rooms at a time.
- We will clean down each newly installed window with sanitising detergent spray.
- Comfort breaks – the team will use local welfare facilities.
- If you have any questions during install please call out to the fitters and they will come to the door of the room they are in to speak with you. If we need to ask you a question, the fitter will carry out the same process.
- 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 (nicely) 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.

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.
- You will need to take down all curtains, blinds or net curtains prior to the installation date. You will also need to put them back up once we have finished the installations in your home.
- The fitters need access to all the windows inside, so please move any furniture forward and relocate ornaments and possessions to a safe place. You will also need to put the furniture back once we have completed the installations to your home.
- Please stay in another room whilst we fit the window in the room we are working in. Please do not enter the room we are working in for any reason, communication should only be from room to room and not face to face - there is no reason for you to be near the fitters.
- 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.