

Compliance, safety checks and repairs during the coronavirus pandemic

Our priority throughout these challenging times has been to keep our residents and staff safe in line with Government and Public Health England advice.

There are steps that we must all take to ensure that visits to your home are carried out in the safest possible way.

If you have any questions or concerns about your safety check or repair, please get in touch.

Before the visit or appointment



We check with our staff every day to make sure they are well. We will not send anyone to your home if they are showing symptoms of coronavirus or if someone they live with is unwell. They will self-isolate in line with government guidance.

If you or any member of your household are showing symptoms or have tested positive for coronavirus, please let us know in advance of the appointment.

Continues overleaf ►

Your safety is our priority

It is really important that you allow our operatives access to your home to complete these checks, so that we can make sure it's safe for you and the people living with you.

We want you to feel safe in your home and reassured by the steps we are taking to keep you safe. If you have any questions or concerns, please contact us.



Help to keep our operatives safe

Please help to maintain social distancing by keeping **two metres** (or six feet) from our staff while they are in your home – stay in a different part of the property wherever possible.

If there are other people at your home, please ask them to keep two metres distance as well.

Please open any windows in the rooms that we will be working in to help ventilate the space. To minimise what we need to touch in your home, please open any internal doors.




When we arrive



Our staff are following social distancing guidelines while working – including keeping two metres – or just over six feet – from their colleagues and our residents.

When our operative arrives, they will stand back from your front door to introduce themselves and explain which room or rooms in your house they will need access to.

Our staff will always use hand sanitiser before entering your home and will wear a face mask when they are inside your home. They will also wear an ID card .

Some compliance and safety checks are completed by specialist contractors on our behalf. Anyone working on behalf of Phoenix **will also wear an ID card**. If you wish to verify the identity of anyone who arrives at your home on behalf of Phoenix, please call 0800 0285 700.

Personal Protection Equipment



Our staff will wear a face mask when they are inside your home. They are also equipped with other personal protective equipment (PPE), and this includes suits and gloves.

It is not necessary for operatives to wear this additional PPE for all jobs. When they arrive at your home and dependent on the nature of the works, they will assess the situation and use their judgement to decide if additional PPE is necessary.

What if I have concerns?



If you've been advised by your doctor to shield, or have received a letter from the NHS, we understand that you may be nervous or apprehensive about giving us access to your home.


Please contact us if you're shielding so we can work together to maintain the safety of your home, while respecting and protecting your health and need to shield.

Get in touch

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