

SAFETY INFORMATION



No work will take place if a household is isolating because one or more family members have symptoms, or where an individual has been asked to shield - unless it is to carry out essential work to remedy a direct risk to the safety of the household.

An appointment will be arranged with residents and if you are clinically vulnerable (but not been asked to shield), for example over 70 years old, special arrangements will be made with you to avoid any face-to-face contact during the visit.

SERVICING/BREAKDOWN VISITS COVID-19 PRECAUTIONS

Visit to your property for your annual service or a repair to your boiler will be carried out following the latest government guidance to reduce the level of risk to the lowest reasonably practical level. This guide outlines the safety measures in place.

Please read through this guidance to ensure that you understand what you need to do in order to maintain safety during Clairglow's visit to your home.

SAFETY PROCEDURES DURING OUR VISIT

Stay Safe!

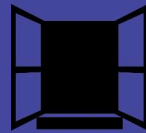
HERE ARE A FEW THINGS THAT YOU NEED TO DO TO PREPARE FOR OUR VISIT TO YOUR HOME:

Before we arrive to service your boiler or carry out repair work, please take time to prepare by taking some simple steps to help us all stay safe whilst we carry out work in your home. This advice also recaps on the government's general hygiene safety advice for staying safe during the pandemic.



KEEP DOORS OPEN

So that our Operatives can easily walk around without having to touch door handles.



OPEN WINDOWS

To allow plenty of ventilation in rooms during for the duration of our install.



CLEAR ACCESS

Please ensure access to the rooms where we are working is clear.



HAND WASHING

Washing your hands more often than usual for 20 seconds using soap.



REDUCE SPREAD OF GERMS

Cover your nose and mouth with tissues or your sleeve when you cough/sneeze.



REGULAR CLEANING

Cleaning surfaces helps reduce the risk of passing on infections.



During an annual service visit, our engineer will need to access your gas boiler, your gas meter, possibly your roof space (if appropriate) to check the chimney or flue and will also need to visually inspect any other installed gas appliance. If our enginner is attending to carry out a repair he will need access to the area where the repair work is needed.

Whilst we are working in your home we would ask that you remain in a different room to our operati

THE PROCESS

Stay Safe!

OUR OPERATIVE WILL:



CALL ON ARRIVAL

Our Operative will call you when he arrives at your home.

This will allow you to open your front door and give you time to move away into another room before our Operative enters your home. This is particularly important if you are at higher risk from illness - to avoid face to face contact.



WEAR NEW GLOVES

Our Operative will wear gloves as an additional protective measure.

Our Operative will wear a new clean pair of disposable gloves when he enters your home. He will wear a new pair of gloves in every property he visits and will have the facility to safely dispose of these once his visit comes to an end.



SOCIAL DISTANCE

Most importantly during our visit our Operative will social distance.

Strict 2m Social Distancing is key during our work. Ideally you will ensure you stay in a different room whilst we are working in your home but if this is not possible you should ensure you keep a minimum of 2m distance.



WEAR A FACE COVERING

As a precaution our Operative will wear a face covering.

The evidence suggests that wearing a face covering does not protect the mask wearer but may protect others, so as a precaution we are asking our Operatives to wear a mask whilst they work in your home.



USE HAND SANITISER

Our Operative has been equipped with hand sanitiser.

Before entering your property our Operative will sanitise his hands before putting on his gloves. When he leaves your property he will again sanitise his hands after he has removed and disposed of his gloves.



CLEAN BEFORE LEAVING

Our Operative will attend with anti-viral cleaning spray.

Before leaving your property our operative will clean down surfaces in the areas where he has been working with anti-viral spray.

STAY SAFE . WORK SAFELY . REDUCE RISK

I'm worried about COVID19, do I have to have my boiler Serviced?

Landlords have a duty of care to their tenants. This is a legal duty to repair and maintain gas pipework, fues and appliances in a safe condition, to ensure an annual gas safety check on each appliance, and flue, and to keep a record of each safety check, During the Coronavirus (COVID19) outbreak, there is a balance between ensuring people, including the vulnerable, are protected from possibly fatal risks arising from carbon monoxide exposure or gas explosion, whilst doing what we can to protect people form COVID-19.

Current guidance from HM Government states that work can be carried out iin people's homes provided the that the GOV.UK guidance on social distancing and good hygiene is followed.

What if I am shielding?

Government advice is that people who are clinically extremely vulnerable should minimise all interaction between themselves and others (also referred to as shielded people).

If you have been advised by the government that you fall into the extremely vulnerable (shielded) category, you should inform us that you are shielding because you are medically vulnerable, so do not want anyone in your home. You will be asked to provide Keniston with a copy of your notification from the Government for their annual service compliance records and we will make arrangements to carry out your Annual Service as soon as your period of shielding comes to an end.

What if I am over 70 or have underlying health conditions (clinically vulnerable)?

The latest advice from the governemnt is that work can be carried out in homes of the clinically vulnerable but our engineers will be particularly vigilant and in these instances and if possible will endeavor to have no face to face contact whatsoever during their visit.

We realise this is a worrying time but we are here to answer any questions you may have regarding our visit to your home.

We will work with you to address your safety concerns so that your boiler can be serviced and any repairs carried out.

Please do not hesitate to call us to let us know your situation and discuss your requirements.

CONTACT DETAILS

Ann Taylor

Clairglow Heating Ltd

Unit 9, Bourne Enterprise Centre,

Wrotham Road, Borough Green,

Kent, TN15 8DG

Tel: 01735 885822

Email: servicing@clairglow.co.uk