

## Contractors: How to Prepare to Enter Someone's Home

There is an expectation from the UK Government that tradespeople and contractors follow the Government's safer working guidance and companies should ensure employees understand how to operate safely and communicate this to customers. This includes, but is not limited to, cleaners, photographers, videographers, inspection clerks and surveyors.

You must read and adhere to the UK Government guidelines. The following guide is intended to help you prepare to enter someone's home. It is not legal advice. It is also your responsibility as a contractor or tradesperson to ensure that you adhere to the law and Government guidelines. Davies & Davies cannot be held responsible for any issues arising as a result of a contractor or tradesperson not following the law or Government guidelines.

### All Contractors, Tradespersons, Photographers and Videographers:

1. If you are booking the work with the occupier directly: you must contact the household in advance to check that no member of the household is showing symptoms of coronavirus, self isolating or shielding. If they are, works should be delayed. You must also ask the occupiers to vacate the property for the duration of the works or, if this isn't possible, they must congregate in an outdoor area or in one room of the property. You should ask them to also open all relevant internal doors and cupboard doors etc to lessen the need for you to touch objects. It's recommended that you also ask them to open any windows, if safe to do so, to help with airflow.
2. If you do not have any direct contact with the occupier, for example you are a photographer booked by Davies & Davies, you should check in writing that the member of our staff booking the work has checked with the occupiers that they are not showing symptoms of coronavirus, self isolating or shielding. If they are, works should be delayed. Our team will also ask the occupiers to vacate the property, or congregate in the outdoor space or one room, and to open up all internal doors, remove any hazards and, if safe to do so, open any windows to help with airflow.
3. No work should be carried out by a person who has coronavirus symptoms, however mild. If you or anyone in your household is sick or showing any possible COVID-19 symptoms, or has been in contact with anyone who is sick or showing possible COVID-19 symptoms please do not accept any work requests. Instead please notify Davies & Davies so other arrangements can be made.
4. Once you arrive please make sure that the occupiers are outside of the property or, if this isn't possible, that they are congregating together in an outdoor space or in one room.
5. Single use or freshly cleaned protective equipment (e.g. gloves and face mask) should be worn at all times and disposed of appropriately.
6. Please use hand sanitiser upon entering and exiting the property and please use anti-bacterial wipes to wipe down any areas that you touch. As an extra precaution shoe coverings can be worn.

8. Only one photographer or videographer may visit a property at any one time.
9. Where possible, contractors and tradespeople should give occupiers at least 24 hours' notice before the time of visit in email with details about who will enter, the time and the reason for visiting.
10. Repairs, cleaning, and maintenance should be conducted in the period between a property being vacated and a new tenant moving in. Where this is not possible and visits are needed to an occupied property, this should be done by appointment with measures put in place to ensure social distancing.
12. During the property visit please adhere to 2m social distancing.

These measures are to keep you, your team and our clients and customers safe.

*Please note:*

If you feel unsafe on a property visit you should end the visit immediately, secure the property and vacate the premises.

As soon as it is safe to do so please notify Davies & Davies that you felt unsafe on the property visit, we will ask you for the property address, date and time of visit, the reason why you were attending, the reason(s) why you felt unsafe and any implications of leaving the property (e.g. "I could not undertake the gas safety examination").

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