

Following Government guidance based on trying to prevent the spread of Coronavirus/Covid-19 and as a Socially Responsible business, we are keen to ensure we are taking the necessary steps to protect your staff.

### Containment/Delay Phase

The government has moved from a 'containment' to a 'delay' phase. We are following Government advice and monitoring any changes daily in an attempt to avoid the spread of the virus. We would ask that if your staff member has been in contact with an affected person that you do let us know as soon as possible so problems can be avoided.

### Hygiene

We ask that contractors wash their hands regularly, and we will ensure that anyone visiting our home is instructed to use hand sanitiser and wipes regu. We would be grateful for any assistance you can provide to help our staff and contractors in reducing the risk of spreading the virus.

### People

When our staff or subcontractors are working at your property or during any visit from our representatives, please ensure that any person with underlying health issues, is pregnant or anyone who has returned in the last 14 days from specified countries or areas are not at the property during our time with you. We do appreciate that this may be difficult but it is our top priority to prevent any spread of the virus amongst the general population.

### Notification

If you become aware of anyone who may have come in contact with the virus and they may have passed it to you, or if there is the possibility that you may have inadvertently passed it to our staff, please let us know immediately. This is so we can arrange self-isolation to attempt to contain the spread.

And finally...

*'The Government has stated that it will be implementing (as yet) unspecified measures to combat the spread of the virus. In the extremely unlikely event that such measures are put in place which impact our ability to provide services to you (including but not limited to us having to suspend or cancel in full the services), or the virus otherwise affects our ability to fulfil any obligations to you in the way of repair or maintenance of properties, we will not be in a position to accept any liability for any losses that may arise and we limit our liability accordingly. We are keeping the matter under careful review and will ensure that all customers are advised of any developments that may affect fulfillment of contracted services.'*

Please let us know if we can assist in any way and thank you in advance of your co-operation.