

## Working safely in your home



### Prior to our visit, we need you to..

- Tell us if you or anyone in your household have symptoms or are self-isolating or shielding
- Tell us if you or anyone in your household have recently returned from abroad
- Inform us, prior to our visit, if anything changes between booking the appointment and our visit This can be done by calling **LBH Contact Centre** on **020 8583 4000** or emailing **repairs.team@hounslow.gov.uk**

† **020 8583 6882**  
info@coalo.co.uk  
www.coalo.co.uk

Please provide as much information as you can about the work required prior to our visit, so that we can arrive prepared and 'fix first time', to ensure as few visits as possible.



## We will...

- Ensure we are only working if we are fit and well
- Keep at least two metres from you and your household
- Stay current with government guidelines and let you know as soon as possible if we need to cancel appointments due to local lockdowns
- Carry hand sanitiser and wash our hands frequently in line with Government recommendations
- Always have the personal protective equipment (PPE) we need
- Clean any surfaces we need to touch
- We may politely decline the offer of refreshments

## Whilst we are working;

- Please maintain social distancing at all times
- Stay in another room if possible and keep the property well ventilated.
- Open all internal doors, where possible and keep all corridors clear
- Reduce the spread of germs by covering your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow
- Wash your hands regularly for at least 20 seconds or use hand sanitiser
- Allow our staff to wash their hands before and after carrying out any work, if you are happy for them to do so

**Please rest assured that we take your health and the health of our colleagues seriously and will prioritise your safety and our safety above all else.**

## coalo ltd

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