



# Customer care home visit changes during COVID-19

Strongvox Homes are able to visit your home and resolve any issues you have identified in a COVID-19 safe way. Our priority is of course, our customers and staff wellbeing under current guidelines.




TEL: 01823 444055



**STRONGVOX**  
HOMES

[STRONGVOX.CO.UK](https://www.strongvox.co.uk)

# Measures in place:

-  Wearing PPE (face masks and gloves) when entering / leaving your home
-  Operatives are able to remove their face masks when the workspace has been setup up, but will resume to wear PPE when leaving/entering the area
-  Wiping down surfaces prior to and on completion of any works

- If you would like your appointment to go ahead, please confirm you agree with the following information and answer the following questions. You must notify the **Customer Care Team** if any answer you give may jeopardise the safety of our operatives and/or if any changes occur in the meantime:

## **HAVE YOU OR YOUR HOUSEHOLD IN THE LAST 14 DAYS...**

Had any **COVID-19 symptoms** and had to **self-isolate** (are you now symptom free)?  
**Recently returned** from any destination where you have had to **self-isolate**?  
Do you or anyone in your household **currently have any symptoms** or feel unwell?

## **PLEASE NOTE**

We would understand if you would like to delay your works, we will attend to all issues at a future date when you are comfortable for us to do so.

We cannot visit your home if someone in the household is clinically extremely vulnerable.

## We would really appreciate if you could take the following steps:

### **PRIOR TO THE APPOINTMENT**

Discuss and agree the specific work requirements with our **Customer Care Team**. Clear a route to the work area (keep pets and children away) and open all necessary doors for the operative including opening windows in the area(s) affected.

### **AT THE START OF THE APPOINTMENT**

The operative will ask to go straight to the work area and will not accept the usual offers such as a handshake or a drink. Please do not be offended by this. Explain where the operative can wash their hands if they need to. If you are unable to accommodate this, we will make alternative arrangements.

### **DURING THE APPOINTMENT**

Please maintain a safe distance of at least **2 metres** from the operative at all times. Whilst the operative works and where possible, please vacate your home during works, perhaps to the garden, or on an alternative floor or stay in another room. If you have any concerns during the appointment that cannot be resolved with the operative at a safe distance, please feel free to contact us at:

 [customercare@strongvox.co.uk](mailto:customercare@strongvox.co.uk) or  **01823 446194**