

# **COVID-19 CUSTOMER ADVICE:**

## **WHEN A TRADESPERSON IS WORKING IN A CUSTOMERS HOME ENVIRONMENT:**

- **Any face-to-face contact must be avoided;**
- **Keep a safe distance of at least 2 metres from the tradesperson at all times;**
- **Residents are to stay in a separate room whilst work is carried out;**
- **Tradesperson is allowed to ventilate the area they are working in by opening a window or door;**
- **Tradesperson is to have access to hand-washing facilities such as a wash-hand basin or kitchen sink;**
- **Once the work is completed, tradesperson will clean all surfaces and areas they have come into contact with and advise the customer which surfaces and areas they have come into contact with;**
- **Debit card or credit card payments preferred;**
- **No work will be carried out in any household which is isolating or where an individual is being shielded or feeling unwell, unless tradespersons work is to remedy a direct risk to the safety of the household, such as emergency plumbing or repair.**

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