



## What to expect when we visit you in your home

Linc is working in line with the [UK Government's 'working safely during COVID-19 in other people's homes'](#) guidance, to ensure tenants, contractors and staff are safe when we visit your home.

If we need to visit your home for an appointment or to complete a repair, we will be following the steps below to ensure everyone's health and safety.

1. When your repairs appointment or visit is being arranged you will be asked if you, or anybody in your household, is self-isolating, household isolating or shielding.
2. Hand sanitiser will be used before we enter your home to ensure hands are sterilised and latex gloves are worn where possible prior to entering.
3. Tenants should open the door, then move to another room, if a repair is being carried out.
4. The contractor will enter the home, locate the repair, and make safe and/or carry out any works while maintaining a 2-metre distance.
5. Busy areas in your home, such as the stairs and hallway, will be identified to avoid people coming into contact with each other. We will agree with workers and your household that movement within these areas is kept to a minimum.
6. We will limit the number of workers present in your home by only sending staff or contractors that are necessary to completing the works you need. If your home has limited space, it may be necessary for one worker to finish their task and leave your home before another enters to complete their work.
7. If a member of our team has an appointment with you, they will maintain a 2-metre distance and ask that a minimal amount of people are in the room where the meeting is carried out; they might even ask to meet in your garden if that's appropriate.
8. Once the service or repair is completed, the contractor will ensure the area where they were working is left clean, then advise the customer and leave the home.
9. As soon as the operative or member of staff is outside the home, they will remove and bag their gloves and masks for safe disposal.
10. Finally, the operative/member of staff will use hand sanitiser to sterilise their hands.



### What we ask of our tenants

- Open all doors inside your home before the contractor or staff member arrives. This prevents them from having to touch door handles. If it is decided that some doors should remain closed, for example to act as a barrier, this will be discussed with you before your visit.
- Where possible, please ask anyone else in your home, including children, to use an alternative room away from where the appointment is being held or the contractor is working.
- Please always keep 2 metres distance.
- If you have face coverings or face masks, please wear them.
- Do not offer any refreshments to staff or contractors, this helps to minimise surfaces being touched.
- We welcome feedback if there is an occasion where the above standards are not met by a staff member or contractor.