

Guidance Note for Tenants

What to expect when work is being done in your home

1. On the day of the work, the contractor will call ahead to ask if you or any occupants of the premises have signs of the virus, have been diagnosed, or are self-isolating, and to check that you are comfortable with the contractor attending to carry out works.
2. On arrival, the contractor will explain what they will be doing, and why, and that they need to maintain a safe distance from any occupants in the house (2m or six steps away is the current Government advice).
3. The contractor will not shake hands with any occupants of the house.
4. All occupants of the house will need to stay in another room, away from the work area(s) while the work proceeds, and the contractor will ventilate the work area where appropriate, e.g. by opening a window.
5. The contractor will wipe down the work area prior to leaving and remove all rubbish with them.
6. The contractor may need access to washing facilities to wash their hands.
7. Contractors will use PPE that is relevant to the works being undertaken and follow the guidance from the Scottish Government and their own risk assessments and method statements.
8. You can request the contractor wears face masks.

Please note that if our operative(s) feel unsafe or at risk at any point, they will undertake a personal risk assessment and leave the premises if they deem necessary. If this occurs, we will contact you to re-schedule for a future date if appropriate, after ensuring everything is made safe

Please note, no work will be carried out in any household which is isolating or where an individual is shielding, unless it is to remedy a **direct risk to the safety of the household**, such as emergency repairs, and where the tradesperson is willing to do so.

Should you be shielding, isolating or develop covid symptoms you must contact the Association asap.