



WHAT WE'RE DOING TO KEEP YOU SAFE

Visiting your home safely

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KEEP SAFE. KEEP WELL

[keepmoat.com](https://www.keepmoat.com)

Your safety is our number one priority

The health, safety and wellbeing of our customers, our people and our contractors is our top priority and we have been working in line with Government and industry guidelines.

We want to maintain our high level of customer care at all times but we've had to change the way we do things to keep everyone safe.

We know you'll have some questions around how we carry our visits to your home. This guide will explain the new process and show you the steps we are taking to reduce risk for everyone.

As you'll know all too well. The guidance around social distancing is changing all the time. As we know more and change our processes, we'll keep you up to date.



It's good to know...

Before entering your home, rest assured that all our staff and sub-contractors will have completed our COVID-19 briefing specifically for working in customer's homes.

Need us to visit your home? Here's what you need to do

Whether sorting snags or help and advice about your home, whatever the reason for needing one of our Customer Care team members in your home, here's what you need to do.

But please bear in mind, following the government guidelines, we have been asked to assess carefully whether the visit to your home is necessary. But we'll approach this on a case by case basis.



Contact us to make an appointment.

All visits or work can now only be carried out by appointment. Contact your local Customer Care team [here to book yours](#).

We'll arrange a time and let you know exactly who will be visiting your home and what they intend to do.

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Before anyone visits your home



All our Customer Care staff and sub-contractors will have completed our 'KMH KeepSafe Induction' and the 'KMH CC COVID-19 Briefing' before they are allowed on a Keepmoat Homes site or into your home.



Before we arrive, we'll contact you to make sure you understand the social distancing and hygiene measures that should be followed once work has commenced.



No work will be carried out in a household which is isolating because one or more household members has symptoms or where an individual has been advised to shield unless it is to make safe an emergency situation.



We'll ask that you leave all internal doors open to minimise contact with door handles.

What happens during your visit?

We've introduced some measures to keep you and our staff safe.



All our Customer Care staff and sub-contractors will wear masks at all times when in your home – you will also be offered a mask to wear if you wish.



We'll wear single-use disposable gloves at all times when in your home.



Our Customer Care staff and sub-contractors will bring their own food and drink and have breaks outside.



We will limit the number of workers required to a household and allocate the same workers where more than one visit is needed.



We'll hold meetings outdoors or in well-ventilated rooms whenever possible.



We'll remove all waste and our belongings from the work area at the end of a shift and at the completion of a job.



We will frequently clean and disinfect objects and surfaces that are touched regularly e.g. the boiler.

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Frequently asked questions?

How do I have my snags resolved now you've reopened?

For all snagging enquiries please contact your Customer Care team. All works will need to be arranged via an appointment. You can find your local Customer Care team contact details [here](#).

Can I have my snags resolved if the construction site hasn't reopened yet?

We understand that waiting for your snags to be resolved is frustrating and we will be starting construction work on more of our developments very soon.

We are opening our sites in phases to allow us to plan a controlled and managed re-start alongside our suppliers and contractors who are also returning to work after a period of shut down.

We will let you know as soon as we are ready to restart construction on your development, soon after this you will be able to contact your Customer Care team to arrange an appointment to have your snags addressed. You can find your local Customer Care contact details [here](#).

Is it safe to have a Customer Care representative enter my home?

The Health and Safety of our customers, our people and the communities we work with is our top priority and we are working in line with Government and Construction Leadership Council (CLC) guidelines on social distancing to re-open our developments.

We have used this guidance to assess every aspect of our site operations and addressed the changes that need to be made to fully comply with the restrictions imposed by social distancing when working in customer's homes. We are now confident that we have a robust set of detailed protocols, including fully revised working practices for our Customer Care representatives in place.

Please respect the rules and our efforts in maintaining social distancing at all times when our staff are within your home. If this can't be achieved we will cease work immediately.



**Thank you for
following the rules**

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