

Working safely in your home

Our commitment
to you throughout your
installation

ENDORSED BY



SUPPORTED BY GOVERNMENT



CERTASS
TRADE ASSOCIATION



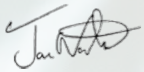
Having home improvements carried out

As the nation adapts to living and working with COVID-19, the way tradespeople carry out improvements to your home is going to be very different for a while.

We are a Certass registered installer and this guide outlines the measures we are taking to keep you and your family safe during your installation, to give you the confidence to choose us to carry out your home improvement project.

By choosing a Certass registered installer, you can be sure that you are choosing a company who follows best practice guidelines and delivers a fantastic service. More than 99% of consumers would recommend a Certass-registered contractor. I am confident that your Certass installer will take full advantage of all the information and advice available to them to keep your family as safe as possible during the home improvement process.

Best wishes,



Jon Vanstone
Chairman, Certass Ltd,
Certass Trade Association,
Competent Persons Forum,
Member of the Building Regulations Advisory Committee

How will we keep you safe?

- ✓ Minimise the number of pre-installation visits
- ✓ Minimise the number of people visiting your home
- ✓ Maintain social distancing
- ✓ Keep surfaces clean
- ✓ Wash hands regularly
- ✓ Wear appropriate PPE
- ✓ Bring our own food & drink
- ✓ Do thorough risk assessments
- ✓ Agree a plan with you for installation days

Before your installation

Can we work in your home?

We will take great caution and implement safety measures when carrying out any work.

However, there may be cases where we are unable to enter the property unless it is an emergency.



Very High Risk

No work should be carried out in properties with vulnerable groups unless it's an emergency.



High Risk

No work should be carried out in key workers' properties unless it's an emergency.



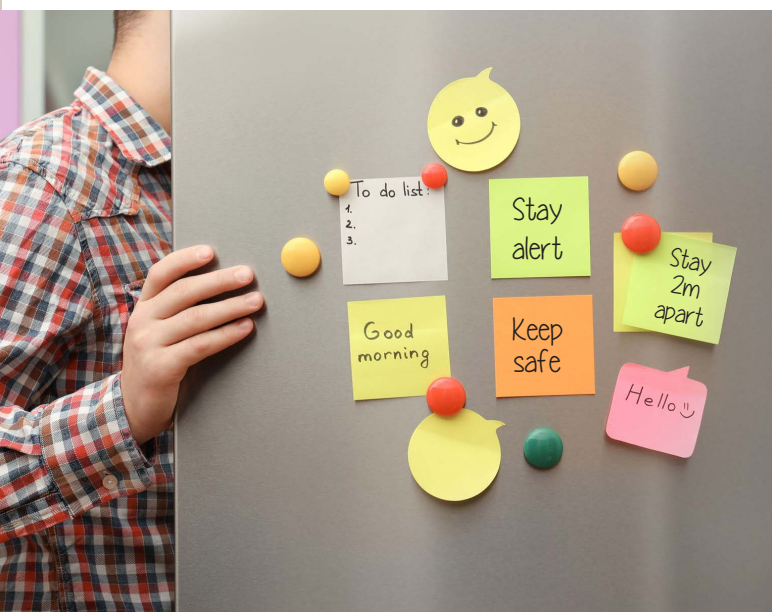
Medium Risk

Where there are no Coronavirus symptoms, installers may carry out work in occupied properties with measures in place.



Low Risk

Installers can carry out work on empty properties safely with measures in place.



Requesting your measurements

To avoid a visit to your home, you may be asked to provide photos of your property and rough measurements so an indicative quote can be provided.



Minimising pre-installation visits

Phonecalls, emails and conference calling apps like Zoom or Skype may be used to contact you prior to your installation to minimise contact where possible.



Advising on products

To help you choose the perfect products for your installation, our sales advisors may use images, digital visualisation tools and screen-sharing.

Planning the installation



Surveyor Safety

Surveyors will complete and provide you with a self-assessment to confirm neither parties are suffering from Coronavirus symptoms.



External Surveys

Where possible, any pre-contract property surveys will be completed externally, using PPE and distancing measures.



Work Schedules

We will agree a work schedule with you and agree times when our installers will arrive on site. These times may be staggered to minimise contact.



Working Areas

We will agree with you a plan of where the team will be working, outlining the entrance and exit path, so contact can be avoided wherever possible.

What is a self-assessment?


We are asking you to complete a self-assessment form as part of our risk assessment process.

We'll ask you to complete this the day before we're due to visit.

It will also remind us all to keep safety at the front of our minds when we visit your home and confirms that everyone is healthy and happy for the work to start.

Our installers will also provide you with a completed self-assessment form before they arrive at your property on the day of the installation.



 You don't have to pack you and the kids away while we're in your house! Just stay out of the room we're working in and on the few occasions we are in the same room, keep a 2m distance.



During the installation



Washing Hands
Our team will wash and sanitise their hands at regular intervals throughout the working day.



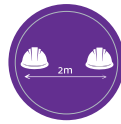
Clean Surfaces
Surfaces around the working area and in 'high traffic' areas such as door handles and shared toilets, should be disinfected before, during and after work is carried out.



Food & drink
The team members working in your home will bring their own food and drink. You should not offer them any refreshments.



PPE
The installation team will be fully equipped with PPE in accordance with the current Government Guidance. PPE will be suitably disposed of between jobs and at the end of each workday.



Keeping Distance
The installation team will keep distance from you and each other as much as possible. The same team will be allocated to your home for each installation visit.

Stay safe checklist

By following these simple steps you can help us all to stay safe during the survey and installation

- ✓ Complete the self-assessment form we provide the day before our visits
- ✓ Don't invite visitors or other tradespeople to your home during the installation
- ✓ Reduce our visits by sending us photos and taking rough measurements
- ✓ Keep your family and pets in separate rooms to where the work is being done
- ✓ Tell us if anyone in your home is above 'medium risk'
- ✓ Don't offer us food and drink (we won't be offended!)
- ✓ Help us to plan your installation using email, phone and video calls
- ✓ Keep agreed entrance and exit paths clear
- ✓ Don't shake our hands - a smile is enough!
- ✓ Maintain a distance of 2 metres from our team
- ✓ Let us know if any of your family start to feel unwell whilst we are installing in your home
- ✓ Disinfect surfaces around the work area before we arrive
- ✓ Help us work room to room
- ✓ Disinfect high traffic areas such as door handles & shared toilets before we arrive

After the installation



We are also taking extra precautions after your installation has been completed, to avoid additional visits and so your family can start enjoying your new space straight away.



Final Clean-down

We will carry out a final clean down, disinfecting all areas where work has been carried out.



Final Inspection

To avoid an additional visit to the house by the surveyor, our installers will carry out the final inspection on completion of the installation. They will record the work through images and video footage which will then be forwarded on to the surveyor.



Certification

Once the installation has been registered, you will receive your Building Regulation Compliance Certificate from Certass.

Whilst any work is being carried out on your property, it is our top priority to keep the members of your household safe, as well as protecting our team.

We will work with you to take all necessary precautions outlined in this guide.

CERTASS
REGISTERED INSTALLER

ENDORSED BY  **TRADE ASSOCIATION FORUM**
THE ASSOCIATION OF ASSOCIATIONS

SUPPORTED BY GOVERNMENT

 **CERTASS**
TRADE ASSOCIATION

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