

New guidance for homeowners having work carried out in their home for maintenance and home improvements

By following several simple measures, you can ensure that work carried out in your home goes smoothly and safely.

Communicate before work begins

Keep in regular contact with your tradesperson in advance of any home visit to talk through details of the work being carried out and agree how risks can be reduced. You should let them know whether anyone in your household has symptoms of the virus, and check that your tradesperson is healthy too.

If you do have symptoms of the virus, or if you have been advised to shield yourself as you are classed as 'Clinically Extremely Vulnerable' by the Government, then only emergency and essential repairs can still go ahead and you should take additional safety measures – for instance, by avoiding face-to-face contact or by staying in another room.

Now could be a great time to explore going digital and using video quotes or fixes, where this suits both you and your tradesperson and it is safe to do so.

Take sensible precautions when work is carried out

- Clean surfaces around the working area and in 'high traffic' areas such as door handles with disinfectant before, during and after work is carried out.
- Keep internal doors open and minimise touching of door handles.
- If work is taking place in an area you use frequently, such as the stairs or kitchen, consider ways to avoid using that space when work takes place.
- Ask your tradesperson to bring their own mug, kettle or food and eat away from you, or in their van.
- Try to avoid too much face-to-face contact with those working in your home – ideally less than 15 minutes.
- Make sure any shared facilities, like toilets or kitchens, are thoroughly cleaned after each shift.
- Keep children or pets in other rooms while work is carried out, where possible.

We recommend that you keep in contact with suppliers for assurances that your deliveries will arrive as planned. As always, it's sensible to wait for materials to arrive before commencing a project.

Note: Effective following announcement by the Government on 10/05/2020.

For more information, please visit <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>