








Home Visits and Visits to Our Reception: Protection Against Covid-19 Transmission

To help keep everyone safe, we need you to...

-  Keep two metres away from our colleagues at all times
-  Tell us if you have a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste
-  Wear a face covering when colleagues are in your property or you are attending an appointment at our offices. We may not be able to complete the visit if you do not do this
-  Stay in another room if possible, open all internal doors, keep all corridors clear and ensure pets are secured
-  If possible, open the window in the room our colleague is working in before they arrive
-  Reduce the spread of germs by covering your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow even if you are wearing a face covering
-  Wash your hands regularly for at least 20 seconds or use hand sanitiser

Trent & Dove colleagues will...

-  Only undertake necessary visits
-  Ensure we are working only if we are fit and well
-  Keep at least two metres distance
-  Wash or sanitise our hands before entering your home or seeing you in our offices
-  Carry hand sanitiser
-  Always use the personal protective equipment (PPE) we need
-  Clean any surfaces we or you need to touch before and after the visit
-  Politely decline the offer of refreshments

The health & safety of our staff and customers is a priority. We therefore politely ask customers to observe social distancing with our staff at all times whether you are wearing a face covering or not. Where customers are not willing to do this, we reserve the right to terminate the visit.