
COVID-19/Coronavirus Customer Check List

We won't be able to send an engineer to your house on the arranged day if you or anyone in your household:

- Has any of the Covid-19 symptoms (persistent cough, high temp, loss of taste or smell) or has been in close contact with someone who has or had a positive test result within last 14 days.
- Is self-isolating or has been recently diagnosed with Covid-19.
- Has received a government letter anyone in the household to practice shielding/is clinically vulnerable.
- Has any other people visiting or working at the property at the time of planned visit. (we request the minimum possible number of occupants to be at the property)

We require our Customers to:

- Make sure there's a clear pathway for the engineer to access to all possible required areas and rooms to carry out the required works. (to avoid the engineer opening internal doors, touching or moving objects etc.)
- All surfaces and contact areas are cleaned before the visit.
- Leave all windows and doors open during the visit, if and where possible (especially in areas will be working).
- During the visit, customers are required to constantly maintain social distancing and to go into another room or outside while we are working, if customer is on site. (customers are encouraged to wear a face covering if they have one)
- Engineers may wear Personal Protective Equipment to keep both them and you safe. This is only as a precaution and nothing to be alarmed about.
- We will limit the amount of time you need to be inside the home as much as possible and avoid entry if possible where work can be completed outside alone.
- where necessary/possible, we will talk you through any remaining steps from outside the home or on the telephone or arrange office to call.
- If at any point the engineer the site is not safe or our policies are not being followed, leave immediately.
- AFTER The Work Is Done Please; Disinfect all areas where the engineer has worked, especially doors handles and contact areas. We will Keep payment and paperwork contactless/electronic.

Please Contact us immediately to warn us if you or anyone in your home shows symptoms of COVID-19 within 7 days of the work being finished.

We require all our customers to confirm they are happy to agree to the above measures before we can visit and update us immediately if their situation changes.

Please also read our [coid-19 procedures & risk assessment](#) and government official guidance for working in people's homes. Please ask us if you are unsure about anything or have any concerns. Please visit <http://www.covid19.city-aerials.com> for more information.