
COVID-19/Coronavirus Update 17th June 2020.

The health and safety of our staff and customers remains our number one priority.

On the 23rd March 2020, due to the COVID-19 pandemic, City Aerials and Security had to take the difficult decision to temporarily suspend all our operations.

The significant downturn in trade along with cancellations and significant problems acquiring new PPE, has affected our ability to carry out our work safely.

To ensure the business could survive we chose to take advantage of the Government Furlough scheme. Due to the terms of this scheme we are unable to carry out any work at present.

We are in the process of implementing new health & safety procedures and acquiring the necessary PPE equipment.

We intend to adopt the new part time Furlough scheme so we can hopefully restart some operations by July 2020. In the interim we may be able to assist with subcontract options where available and continue to offer remote and telephone support and service where possible.

Any updates/changes will be posted on our profile page, Facebook and on our website as matters are always under constant review and subject to change as the national situation changes.

We thank you for your cooperation during these difficult times and look forward to being able to serve our customers safely.

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New Procedures when operations resume.

Where possible, non-essential works should be postponed and remote temporary repairs/solutions should be considered in the first instance via remote internet access, video calls and telephone support.

Once operational, we will initially be carrying out essential onsite repairs and maintenance at the discretion of the customer, subject to the following procedures. We require all customers to read and agree to our procedures before a visit can be arranged.

In all circumstances, engineers will follow Public Health guidelines. Each job will be individually risk assessed and will be at the discretion of the engineer whether to undertake work or not. In the event that anyone within the customers household (or bubble) is symptomatic of the virus or had recent contact an engineer will not be able to attend. Similarly our engineers will not be able to attend any customer who is currently self-isolating or shielding. If any of our team develop symptoms or have been in known contact with COVID-19 all work will be suspended for 14 days+. We will not visit any customer household until our staff have tested negative and are symptom free.

Following advice from Government and trade associations, we will assess whether the visit is essential or if the work can be safely postponed. We will discuss and consider alternatives to a visit, such as a phone or video call/remote solution. If the visit cannot be postponed customers will be asked to agree to the procedures in advance.

We must be informed in the event that anybody in the household is extremely vulnerable, has coronavirus symptoms or is shielding.

Free estimates and quotations will be only carried out by telephone, video calls, messages, photos and emails and will only visit for repairs and installations.

During a visit to your home.

We will notify all customers in advance of arrival by telephone and or text message and check again that no one at the property has any symptoms or recent contact.

Where possible and applicable, work will be carried out externally without entering your home. The engineer will communicate/update you by telephone or from a safe distance outside. We will check if everything is working satisfactory before we leave and arrange a second call if required. Where possible we will allocate the same engineer to the same household each time there is a visit.

If we need to enter the property, the engineer will call by telephone and ask you to open the door and then request you retreat to another room. We request that you should wash your hands using soap and water for 20 seconds before opening the door to the engineer. You should wash your hands regularly, particularly after blowing your nose, sneezing or coughing when our engineer the property. We ask that you clean and disinfect frequently touched external surfaces including external door handles before we visit. Please ensure to open all internal doors before we arrive to minimise touching of door handles. Our engineers will always carry hand sanitiser and use appropriate PPE.

We will request that all householders and children occupy a separate room/part of the property whilst our engineer is inside your home and to ensure good ventilation in the area where we are working, including opening the windows/doors. A safe distance must be maintained from our engineer throughout the visit, inside and outside the property. The engineer will communicate by telephone if required throughout the visit.

Please ensure any pets are kept secure in a separate part of the property during our visit to avoid contact.

We will be particularly strict about hand washing/sanitising and respiratory hygiene. We will clean internal surfaces and equipment with disinfectant/wipes before and after the job. Once the work is completed, the engineer or office will explain which surfaces and areas we have come into contact with. However, we will try to carry out this cleaning prior to leaving. Please read the government guidance on cleaning and waste here:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

Where possible we will avoid using customers' toilet or kitchen facilities and politely decline offers of drinks and food etc.

Due to these new requirements please allow extra time for works to be carried out. If more than 1 engineer is required then they will travel to the job separately, so additional parking may be required.

If the customer is classed as "Clinically Extremely Vulnerable" by the Government, they've been told to continue shielding and self-isolate – only emergency work and essential maintenance should take place. If the customer is classed as "Clinically Vulnerable" because they are in an at risk group, work can take place with additional precautions.

Staying safe and ensuring the safety of tradespeople, engineers and customers is of paramount importance. We must all evaluate what additional measures we need to take to protect ourselves, our colleagues and our customers.

We thank you for your cooperation during these difficult times.

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

This information is under constant review and is subject to change. We retain the right, under the present circumstances to refuse any works and to cancel any scheduled work at short notice.

