

## COVID-19 Policy – Contractor/Third Parties

### *Introduction*

Robert Bell and Company have carried out risk assessments and given careful thought to how we conduct business in a safe, responsible, and efficient manner. We would appreciate if you could read and adhere to the following policy to protect yourself, our staff and other relevant parties.

This policy is for Contractors or third parties who have been asked to attend occupied properties (to carryout repairs, surveys, etc.).

An assessment has already been taken place to confirm the appointment is necessary.

Our staff are familiar with the procedures and similar policies are being sent to the tenant/occupier involved so they are also aware.

### *Procedures*

- You must notify us if you or any member of your household are showing any symptoms for COVID-19 or have been confirmed as *Clinically Extremely Vulnerable*.
- The tenant has been asked to ensure all relevant door handles and surfaces have been wiped down and relevant internal doors are open and windows open. You should ask them to confirm this has been done.
- Initially meet the tenant outside the front door to confirm how the appointment is to be handled and have any initial discussions required.
- Other members of the household especially children should, where possible, remain outside or in a separate room during the appointment.
- Only yourself plus at most one other should be attending. Make sure the other person has also read this policy.
- You should avoid touching items in the house unless required.
- Where appropriate you will be allowed to carry out the internal inspection/work unattended with the tenant remaining outside or in a separate room. Where this is not appropriate, you will be accompanied by them but try to remain in separate rooms or adhere to strict social distancing of at least 2m apart.
- Conversation and discussions should occur outside before or after the inspection/work.
- It is not essential for you or the person attending to wear a face mask or other protective clothing but we do recommend it.
- Keep the length of your appointment to a minimum.
- After the appointment please wipe down all relevant door handles and surfaces.

**You are asked to confirm this has been read by email and by doing so you are confirming that you or a member of your household are not showing any symptoms for COVID-19.**