

Guide to tenancy home visits



The health and wellbeing of our customers and colleagues is of the utmost importance to us during this difficult time.

Government guidance has recently changed. However, we will be keeping Covid secure working practices in place. We believe this is the safest decision for our customers, staff and communities.

This leaflet sets out clear guidance, so you know what to expect and what you need to do to keep safe when we visit your home regarding your tenancy.

When booking the visit with you and prior to our officer attending your home you will be asked pre-screening questions to ensure that it is safe for the visit to go ahead.

1. When arriving at your home our officer will either contact you by phone or knock on your door and stand back at least 2m whilst waiting for you to answer. Before entering your home, our officer will put on disposable gloves and a visor/face mask.
2. Everyone in your home will be asked to temporarily self-isolate or move to an agreed area to allow a discussion to take place regarding the visit. Please note that should you or a member of your family break the temporary self-isolation or move from the agreed area our officer will immediately leave your property and the visit will not go ahead.
3. If our officer needs to leave your home to collect items from their vehicle, they will remove their gloves and put on a new pair before re-entering your home.
4. Should any documents need signing, they will be left on an agreed surface and our officer will step at least 2m away so you can sign the relevant paperwork.
5. When the visit and any necessary paperwork has been completed and collected, our officer will leave your home and contact you by either phoning or by knocking on your door and then standing back at least 2m.
6. Our officer will let you know that they have completed their visit and advise you to wipe and clean down any work surfaces used in your home.
7. After leaving your property our officer will clean down any items taken into your home. They will place any cleaning materials and protective gloves used during the visit into a sealed plastic bag to be disposed of later. Any paperwork will be safely stored in a sealed document folder and not accessed for 5 working days.



Please help us to keep you and your family safe by:

- **Following hand hygiene and social distancing guidance** by keeping at least 2m away from our officer.
- **Staying in your temporary isolation room/area** until our officer has completed the visit and left your home.
- **Wiping down and cleaning surfaces** after our officer leaves your home.

By working together, we can help reduce the spread of infection.

v1.1 July21