

Lochalsh & Skye Housing Association's staff, contractors, Handypersons and Energy Advisers carry out their work in our properties and many other homes throughout Skye and Lochalsh.



Our services are now resuming in peoples' homes and we want to reassure you that we will continue to abide by the highest health and safety standards.

This little guide explains how we will work and what we might expect from you. **Thank you for your co-operation.**

To help us prepare for our visit there are a few simple questions our staff will ask before coming to see you:

Are you or any members of your family displaying symptoms of Coronavirus (COVID-19), such as high temperature, new and near persistent cough, or loss of taste or smell?



Are you or any of your family considered **vulnerable** or have you been **self-isolating** or **shielding**?

Are you happy for us to enter your home and do you understand that we may need further access within it?

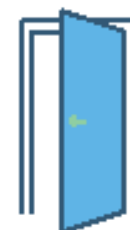


We will call you again on the day of your appointment to make sure that your circumstances haven't changed.

Before our staff member or contractor enters your home there are some simple steps you can take to help us do so safely. If possible, please:



Leave all internal doors open



Leave windows open for ventilation



Keep clear pathways within the home and free of any obstruction



Keep all areas well-lit and open window coverings

Where possible other occupants of the house should **vacate the property** and stay together in one area such as the **driveway or garden** or get together in one other room



Shut pets away safely in another room

1. At all times our staff and contractors will ask questions from a safe distance and where possible will do this from outside of the property.

2. We will wash or sanitise our hands before and after every home we visit. We will wear a fresh pair of disposable gloves and a fresh face covering at each home we visit. We will dispose of used gloves safely without compromising you.

3. Any equipment we may use will be disinfected before and after each use.

4. To minimise the time we spend within your home, we will try to complete our notes and forms outside of your property.

