

Keeping everyone safe when we visit your home

Coronavirus
(COVID-19)

January 2021

Our promise to you

- We will always carry our ID card
- We will call before we visit and ask permission to enter your home
- Work will be carried out by one colleague where possible
- We will wear Personal Protective Equipment
- We will wash our hands and work surfaces before and after we have finished the work
- We will observe the two metre social distancing rule when we are in your home

How you can help us

- Please wear a face covering and observe the two metre social distancing rule when we are in your home. If you're unable to wear a face covering due to medical reasons or a disability, we would please ask for you to remain in another room while we are in your home
- Please clear any household and personal belongings away from the work area before we arrive
- Open your windows to ventilate the property
- Leave all the internal doors open to minimise contact with door handles

For more information see our latest update at [livewest.co.uk](https://www.livewest.co.uk)

LiveWest
A home for everyone