



## Coronavirus Policy – Woods Homes

Please see latest Government advice released 27/3/2020 on Home Moving here:

<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak>

Any questions please do not hesitate to get in touch.

All our offices will be shut until further notice so in the first instance contact us via email or phone.

[CONTACT DETAILS HERE](#)

Our emails and voicemails will be checked regularly, and calls taken where possible by staff with full access to our systems, working remotely at home.

The health, wellbeing and safety of our customers and our staff is our priority. While we are very much aware and understand our customers being concerned about Covid-19, we want to reassure you that as an organisation, and within our local teams, we are monitoring the developing situation extremely closely and we're following all advice issued by the Chief Medical Officer, Public Health England. Current government advice is that basic personal hygiene, i.e. handwashing, is an important part of staying healthy and protecting against the risk of coronavirus (Covid-19). There have been no actual or suspected cases of the coronavirus (Covid-19) at any of our office premises. If this situation changes, we will act quickly to protect our customers, employees and local communities.

We ask our customers to observe these steps, which are consistent with government advice:

- Please do not come to the office if you are unwell
- Keep your hands clean, wash regularly and thoroughly, for at least 20 seconds with soap and water
- Always carry tissues with you and use them to catch all coughs and sneezes and then bin the tissue - then wash your hands with soap and water, or use a sanitiser
- If you think you may have encountered the virus or you or a member of your household have any of the Coronavirus symptoms of Coughing, Fever or shortness of breath then please follow the latest government advice at; <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

We are endeavouring to conduct our business as close to usual as possible, so we have instigated the following procedures. We encourage you to ask one of our team members if you have any additional questions and we will keep you updated as the situation evolves.

### **Booking Appointments - Inspections, Viewings, Valuations & Market Appraisals**

We are unable to undertake or organise any of these activities at present if they involve in-person contact. Please contact us if you have any further queries or need advice.

### **Lettings**

For the time being it is our intention for some of our lettings department to work remotely as per Government guidelines, the offices will be shut until further notice so in the first instance contact us via email or phone.

Maintenance issues should be reported in the usual way via our online portal <https://woodshomes.fixflo.com>

Maintenance on rental homes can still be carried out, the Government has confirmed.

The guidance, issued yesterday, says:

“Work carried out in people’s homes, for example by tradespeople carrying out repairs and maintenance, can continue, provided that the tradesperson is well and has no symptoms.

“It will be important to ensure that Public Health England guidelines, including maintaining a two-metre distance from any household occupants, are followed to ensure everyone’s safety.

“No work should be carried out in any household which is isolating or where an individual is being shielded, unless it is to remedy a direct risk to the safety of the household, such as emergency plumbing or repairs, and where the tradesperson is willing to do so.

“In such cases, Public Health England can provide advice to tradespeople and households.

“No work should be carried out by a tradesperson who has coronavirus symptoms, however mild.”

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If there are any changes to this policy it will be updated as soon as possible.

v. 27/3/2020