



NORTH STAR

Creating homes, building futures

Our Repairs Service

Our Repairs Service during COVID-19

December 2021



During the COVID-19 pandemic we understand that letting someone into your home to complete repairs or inspections could feel concerning. Below are some simple steps we will take during every visit to safely complete work in your home.



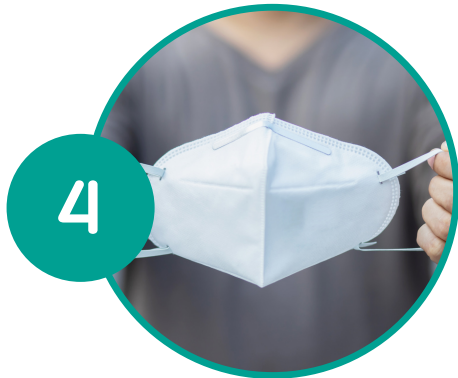
When you call us to log a repair or inspection our team will explain the steps we will take to keep you safe when we visit your property.



The operative will knock and wait at your door. They will maintain a two metre distance whilst you check their ID.



The operative will complete a risk assessment at your door, to ensure its safe to enter your home.



Upon entering your property the operative will wear a face mask and, where identified as necessary as part of the risk assessment other PPE such as gloves or coveralls



Whilst the visit is conducted, you are encouraged to move to a different room, keep all doors open for ventilation and maintain a two metre distance



When the works have been completed, the operative will clean their area of work and will remove all waste with them, from the home

If you have any questions or concerns, you can contact us on **03000 110011**