



COVID-19: Pre-Survey Questionnaire & Statement

Helpful guidance for PCA Members going back to work to help employees and customers feel safe

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1. INTRODUCTION

We take our Health and Safety responsibilities very seriously. In response to the COVID-19 pandemic we will require you to read and complete the following simple questionnaire. This will allow us to deliver services to you in your home safely in accordance with the rules and guidance set out by the Government.

The findings of this questionnaire will be used to inform a risk assessment specific to your home and is designed to protect occupants and the surveyor from contracting the corona virus.

2. PRE-SURVEY QUESTIONNAIRE

Are you or any residents of the property, over 75 years old, in another high-risk group, or being actively shielded from COVID-19?

Yes / No

Has anyone in your household displayed any symptoms of COVID -19 infection however slight, been in contact with persons known to be infected, or recently tested positive for COVID-19?

Yes/No

If you have answered Yes to any of these questions, it is probably best that we defer the survey until a time when either the risk to occupants or our surveyor is diminished.

Can you agree to strict observance of the rules on social distancing during the survey?

Yes/ No

Do you agree to open all internal doors, access hatches and void access points before the surveyor enters the property?

Yes / No

Can members of the household remain outside the property during the survey? Or can occupants stay in one room until all areas, other than the occupied room, have been inspected? The last room to be surveyed will be the one vacated by the occupants.

Yes/ No

If you have answered No to any of these questions it is probably best if we speak with you directly to see what steps can be taken to manage the risks to occupants and the surveyor.

Can hand washing facilities be made available to the surveyor?

Yes/ No

Can you wear a face covering while our surveyor is in your home?

Yes/ No

Can windows be opened, or extractor fans be used to ventilate the property before and during our surveyors visit?

Yes/ No

Thank you – the answers to the last two questions will guide the risk assessment specific to you and your property.

3. STATEMENT

The surveyor will be acting on the findings of a risk assessment and in accordance with the safe working procedures that we have developed in response to the COVID-19 pandemic, as well as being in strict accordance with the published advice issued by the UK Government.

These processes will include the following, but are not exhaustive:

- On entering your home, the surveyor will be wearing coveralls, gloves and, in some circumstances, a face covering. These will not normally be removed until the surveyor leaves.
- The surveyor will endeavour to observe the 2-metre social distancing rule at all times.
- The equipment brought into the property and used by the surveyor will have been cleaned between appointments.
- The surveyor will observe strict rules on hand hygiene, and in some circumstances, may request to use your sink to wash their hands before, during, and after the survey.

- The surveyor will, at their discretion, terminate the appointment if they think that any of the occupants are in a vulnerable group, display symptoms of infection or they feel that the safe operating procedures can not be observed.

By responding to this questionnaire, you agree to assist in facilitating the safe working practices that have been adopted for the safety of the building's occupants and our surveyor.

If you have any questions or require clarification, please do not hesitate to contact us by email or telephone before the scheduled survey appointment.

For further information, contact:

Property Care Association

11 Ramsay Court
Kingfisher Way
Hinchingsbrooke Business Park
Huntingdon
Cambs.
PE29 6FY
Tel: 01480 400000
Email: pca@property-care.org
Web: www.property-care.org

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