



COVID-19: Before Starting Works

Questionnaire & Statement

**Helpful guidance for PCA members & Technicians
to work safely during COVID-19**

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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-WORK 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

Can members of the household remain outside the property during the work? Or will all exclude themselves from the agreed work area for the full duration of the scheduled work?

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 our workers?

Yes/ No

Can you wear a face covering while our workers are in your home?

Yes/ No

Can windows be opened, or extractor fans be used to ventilate the property before and during the scheduled work

Yes/ No

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

3. STATEMENT

Our employees who work in your home 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. They will also be working in strict accordance with the published advice issued by the UK Government.

Every effort is being made to undertake work in your property as safely and efficiently as possible while delivering the highest possible quality of service. We trust that you understand this and will respect the unusual measures that we have implemented to assure the safety of you, our employees and our families.

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

- On entering your building, the workers will be wearing coveralls, gloves and, in some circumstances, a face covering. These will not normally be removed when they are in the building unless they are working alone and the building is unoccupied.
- The workers will endeavour to observe the 2-metre social distancing rule at all times.
- The tools and equipment brought into the property and used by the workers will have been cleaned between jobs.
- Our employees 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 works that are being undertaken.

- Workers who experience difficulties in observing our rules that are aimed at preventing the spread of COVID19, will, at their discretion, stop work, report the situation to their manager until safe systems of operation can be established. If at any time our employees think that any of the buildings' occupants are in a vulnerable group, display symptoms of infection or they feel that the safe operating procedures cannot be observed, then works will be suspended.

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:

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