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Covid-19

20/3/20

VISITING YOUR PROPERTY

The safety and well-being of our customers and colleagues is always our number one priority, even more so now with the ever changing progression of the Coronavirus outbreak

In response to the latest guidance and advice from the World Health Organisation and the Government, we've added some practical steps in order to protect the wellbeing of our customers and our colleagues

We know that peoples day-to-day lives are being disrupted and this is likely to become significantly worse, but as far as possible Whites Phs Ltd will endeavour to provide the service and customer care we are known for. As the situation evolves we will do everything in our power to keep you with heating and hot water.

The Government has announced that we are a trade that is a key worker,

1. Before a visit can go ahead to confirm via email or telephone call: 07769320052
2. That you are not in a vulnerable group (with underlying health conditions or pregnant) and are willing to proceed subject to the recommended precautions.
3. That you have not been in contact with any suspected Covid-19 case, do not feel unwell, and are not self-isolating. Any specific arrangements you have to meet and greet.
4. If you do subsequently become unwell or need to self-isolate, please let us know immediately
5. Can you, if appropriate, choose to make yourself scarce for the visit. In any case, ie to stay in another room, and please try to reduce the number of people at the property so far as possible, and keep children and animals away from the engineers and area of the works
6. Reduce personal contact and distance yourselves from our engineers, as best you can. You will therefore not shake hands, and we ask that all parties try to keep at least 6 feet /2 metres apart.
7. We will ensure that we will follow recommended hand washing/disinfection procedures before and after the visit. We will be wearing gloves and place freshly cleaned dust sheets

wherever we are working, also we will clean all tools between each property and only place them on the our dust sheets.

8. We will also clean any part we touch, but after our visit please take any further precautions you feel are required for your own safety.
9. We will be monitoring the advice given from the Government and if this changes, we will be in contact, with the nearest appointments to be contacted first
10. As of Monday 23rd March we will be operating a limited work from home policy, with minimal staff in the office.
11. Due to investing in our infrastructure as a company over a year ago, our diaries and client list are internet based, so hopefully, with the use of emails, you should not notice too much disruption, so the only change is for enquiries to be phoned in to 07769320052 if you can't email or have no access to a computer.

Thank you for your co-operation at this difficult time

Whites Plumbing and Heating