



CERTASS
TRADE ASSOCIATION

COVID Secure Procedures for Installers Working in the Home

November 2020

Endorsed by

**TRADE
ASSOCIATION
FORUM**
THE ASSOCIATION
OF ASSOCIATIONS



SUPPORTED BY GOVERNMENT

This pack is designed to assist you in operating your installation business in-line with current Government guidance regarding Covid-19.

It contains guidance, self-assessment sheets and a method statement that will help you to reduce the amount of personal contact with the house occupants and the time required within the home in order to sell, survey and install home improvement products.

The advice offered is straightforward and suggests readily available tools and technology to help you carry out your activities safely and efficiently.

Note: The information contained is correct at the time of publishing & is subject to change. Please ensure you are using the latest version of the guide.

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New National Restrictions from 5 November

Information on the new national restrictions, including what they mean for you working in the home, business closures & showrooms.

Covid-19 cases are rising rapidly across the whole of the UK and in other countries. To control the spread of the virus, government has issued a new 'stay at home' order to England. The new national restrictions will be effective from Thursday 5 November until Wednesday 2 December. This is to help us to reduce our day-to-day contact with other people to reduce the spread of the infection.

Government is taking the following action:

- 1) Requiring people to stay at home, except for specific purposes.
- 2) Preventing gatherings with people you do not live with, except for specific purposes.
- 3) Closing certain businesses and venues.

Until Thursday 5 November, the relevant Local Covid Alert Level measures will continue to apply in the area where you live. From Thursday the national restrictions replace the local restrictions in your area. The new measures will apply nationally for four weeks up to Wednesday 2 December. At the end of the period, returning to a regional approach will be considered based on the latest data.

New national measures will be underpinned by law which will make clear about what you must and must not do from 5 November.

Going to Work

Where people cannot work from home they should continue to travel to work/attend their workplace.

Working in the Home

The stay at home order means you must not leave or be outside of your home except for specific purposes – one of which is for work purposes, where your place of work remains open and where you cannot work from home. As you cannot work from home, working in other people's homes is permitted. (correct at time of publishing.)

Businesses and Venues

Certain businesses must close, these include all non-essential retail. A full list of the business closures will be published and set out in law. (We are awaiting confirmation specific to glazing, and will update this guide once known.)

Customers in a Household that is Self-Isolating

All non-essential in-house services and repairs should be postponed until the self-isolation period is completed. Essential works can be defined as: *"Urgent or to repair a fault which poses a direct risk to people's safety."*

Vulnerable People

Government will write to everybody who is clinically extremely vulnerable to set out detailed advice while the new restrictions are in place. At the time of publishing, there is no shielding order for protecting people more at risk from coronavirus.

Travel

Avoid travelling in or out of your local area and reduce the number of journeys you make. However, you can still travel for several reasons, including travelling to work where this cannot be done from home.

If you need to travel, it is encouraged to walk or cycle where possible, plan ahead and avoid busy times and routes on public transport.

Overnight stays away from your primary residence are allowed if you need to stay away from home for work purposes.

All the above run to the rule of always reducing transmission where you can - maintaining social distancing and working to covid-secure guidelines in your place of work.

Local COVID Alert Levels

Local COVID alert levels set out information for local authorities, residents and workers about what to do and how to manage the outbreak in their area. Local COVID alert levels are sometimes called 'tiers' or known as a 'local lockdown'.

At the time of publishing, government guidance states 'You can continue to work in people's homes under all local alert levels.'

The ability to work in people's homes does require you to protect staff and customers as much as possible. The remainder of this document will provide you with the information you need to continue to work in other people's homes in a safe and COVID-secure manner.

Full description of Local COVID alert levels <https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know>

Local COVID Alert Level: Medium (Tier 1)

This is for areas where national restrictions continue to be in place. Businesses and venues can continue to operate, in a COVID-secure manner, other than those that remain closed in law. You must wear a face covering in areas where this is mandated. You should continue to follow social distancing rules, work from home where you can and when travelling – plan ahead or avoid busy times and routes; walk or cycle if you can.

You may continue to work in peoples homes in a COVID-Secure manner. There is no limit to the group size when you are meeting or gathering for work purposes, but workplaces should be set up to meet the COVID-secure guidelines.

Local COVID Alert Level: High (Tier 2)

This is for areas with a higher level of infections where some additional restrictions are in place, on top of national restrictions & medium alert level restrictions. Businesses and venues can continue to operate, in a COVID-secure manner, other than those that remain closed in law. You can continue to travel to venues or amenities that are open, for work or to access education, but should look to reduce the number of journeys you make where possible. You must wear a face covering in areas where this is mandated. You should continue to follow social distancing rules, work from home where you can and when travelling – Take your own transport or walk or cycle where possible, and plan ahead and avoid busy times and routes on public transport.

You may continue to work in peoples homes in a COVID-Secure manner. There is no limit to the group size when you are meeting or gathering for work purposes, but workplaces should be set up to meet the COVID-secure guidelines.

Local COVID Alert Level: Very High (Tier 3)

This is for areas with a very high level of infections and where tighter restrictions are in place. The restrictions placed on areas with a very high level of infections can vary, and are based on discussions between central and local government. You should therefore check the specific rules in your area here: <https://www.gov.uk/guidance/full-list-of-local-covid-alert-levels-by-area#local-covid-alert-level-very-high>

Baseline guidance for very high areas, on top of national medium alert and high alert restrictions includes; You must wear a face covering in areas where this is mandated. You should continue to follow social distancing rules, work from home where you can and when travelling avoid moving outside the very high alert level area you are in, or entering a very high alert level area other than for work. Avoid staying overnight in another part of the UK if you reside in a very high alert level area or avoid staying overnight in a very high alert level area if you reside elsewhere.

Remote Selling & Showroom Guidance

Completing much of the sale for windows, doors, and other home improvements before visiting the home is becoming a more common way to do business. Homeowners are used to researching online and will often contact installers with a clear idea of the products they are interested in buying.

The coronavirus pandemic has accelerated remote selling and this guide provides you with practical techniques to help you advise, quote and sell to prospects whilst limiting home visits.

Online conferencing such as Zoom <https://zoom.us> and GoToMeeting <https://www.gotomeeting.com> allow you to talk, see and share your screen with potential customers.

Online Design Apps for composite doors, glazed extensions and windows are not only great for lead-generation, they are perfect for showing and talking through the options by sharing your screen.

Here are some Online Design Apps to consider – refer to **CERTASS ONLINE BUSINESS ESSENTIALS SUPPORT** for a full range of online tools available at discounted rates for Certass members

- **Glazed Extension Design, Surveying and Quoting software:** www.windowlink.com
- **Composite Door Design and Quoting software:** www.glazingvault.com
- **Bi-folding Door Design and Quoting software:** www.glazingvault.com
- **Window Design and Quoting software:** www.glazingvault.com

Remote selling:

1. Consider ways to minimise the number of pre-sale visits.
2. Use digital online design and pricing tools to aid both homeowner and installation company to complete most of the transaction remotely. Here are some tips:
 - Carry out initial consultations on the phone or through video conference calls (using zoom or similar).
 - Instead of sending people to look at your website - invite them to a conference call where you can screenshare, explain and answer questions about the products and options on your website, show them online brochures or a supplier's website.
 - If you have installation photos or case studies of previous product projects on your website - use the shared screen to talk customers through the project, giving them ideas and inspiration.
 - Design tools - there are a range of applications available to design windows, doors or glazed extensions and show customers what is available. Some of these applications are listed above.
 - Ask householders to send photos of their property and rough measurements so you can give them an indicative quote.
3. Where possible, carry out any pre-contract property surveys externally. If you cannot, ensure you are wearing a face covering when entering the property.
4. Quotations -
 - Email quotations, terms and conditions and order forms to the customer.
 - Make quotations subject to a final survey where required.
5. Use Certass contract forms and make sure you are set up to accept orders electronically.
6. Internal surveys - refer to **Certass TA Method Statement Covid-19**.

Showroom Note: This guidance is based on Government advice allowing showrooms to remain open. At the time of publishing this is not clear, we will update our membership when we know.

Selling in a Showroom:

1. Complete a COVID-19 risk assessment and share it with all your staff.
2. Clean more often. Increase how often you clean surfaces, especially those that are being touched a lot.
3. Ask your staff and your customers to use hand sanitiser and wash their hands frequently.
4. Ask your staff and customers to wear face coverings in any indoor space or where required to do so by law.
5. Make sure everyone is social distancing. Make it easy for everyone to do so by putting up signs or introducing a one-way system that your customers can follow.
6. Limit the number of people in-store at any one time to manage social distancing. Encourage customers to visit with a maximum of 2 persons and to make an appointment where possible.
7. Increase ventilation, by keeping doors and windows open where possible and running ventilation systems at all times.
8. Take part in NHS Test and Trace
9. Turn people with coronavirus symptoms away
10. Utilise online visualisation tools in the showroom to demonstrate product options, etc.
11. Schedule deliveries to avoid crowding.
12. Train sales personal to demonstrate products within social distance guidelines - online product design and pricing software, etc.

Method Statement

COVID Secure Procedures for Installers (V5)



Note: The information contained in this document is correct at time of publishing.

USER INFORMATION

This information has been compiled to assist you in carrying out any work activities in the home under conditions related to COVID-19 .

A safety method statement is not required by law, however, it describes in a logical sequence exactly how a job can be carried out in a safe manner and minimises risk to health, and that the employer has undertaken this activity voluntarily for the benefit of all concerned.

This method statement has demonstrated that:

- You have considered the need for this work to be undertaken in this present climate and still deem an acceptable risk to all parties.
- You have appropriately documented the conditions under which this work will be undertaken.
- The hazards and risks associated with the identified tasks/activities have been properly considered and evaluated.
- The personnel involved, to aid traceability and communication should conditions change or there is an infection notification.
- You have obtained a homeowner coronavirus self-assessment form
- You have provided the homeowner with a site operative coronavirus self-assessment form
- You have informed any occupants of your conditions to undertake the work and received their written acceptance to continue.

Therefore, it is necessary for you to review and complete the template provided to ensure its suitability and sufficiency.

GUIDELINES

COVID-19 Surface Life

Current guidance on the length of time coronavirus can live on different surfaces is outlined in the table below*.

Material	Period
Metal, such as door/window handles	5 days
Wood	4 days
Plastic	2 to 3 days
Cardboard	24 hours
Glass	5 days

*Source - <https://www.webmd.com/lung/how-long-covid-19-lives-on-surfaces>

Chemicals used to clean surfaces

Typically, household cleaners/ disinfectants are suitable for cleaning surfaces.

'Description of Task/Activity'

In the attached template method statement the 'Description of task/activity' must be changed to reflect the work i.e. replacement windows, conservatory installation, roofline etc. The sequence of operations should be changed to reflect the task undertaken. The sequence of operations is a step by step process of how the work would be undertaken.

Risk controls and risk groups

HSE provides updated information of risk management in relations to workers and COVID-19 located at <https://www.hse.gov.uk/risk/>. This webpage includes template risk assessment documents. It is of vital importance to ensure risk assessments are completed as well as the attached method statement. This will assist to protect you/your business from potential legal issues should an issue arise.

There is a standard hierarchy of risk controls (most to least effective) that you must consider:

1. **Elimination of risk** – by removing the risk e.g. working on empty/void properties.
2. **Substitution** – by replacing the hazard for a something less hazardous e.g. carrying out external works rather than internal work to reduce exposure potential.
3. **Engineering controls** – by isolation of people from the risk e.g. strictly enacting social distancing, providing protected routes to the work area.
4. **Administrative controls** – by changing the way people work e.g. introducing social distancing procedures, cleaning schedules etc.
5. **PPE** – correct provision and use of Personal Protective Equipment e.g. use of rubber gloves where washing facilities are limited, P3/P2 face masks or face coverings and safety glasses.

The above examples are not exhaustive, and you must consider all potential risks, we highly recommend these are recorded within a risk assessment. You are responsible for your workers and others (e.g. householders) during work activities. Unsafe working practices can lead to both criminal and civil prosecution.

Clinically extremely vulnerable

Full Government guidance on vulnerable groups can be found [here](#)

People in England who are at high risk from coronavirus are no longer advised to shield. Extra care should be taken when completing works within the property. *External works, where access to the property is not required such as, conservatory installation or roofline is acceptable where social distancing is enacted. Where entry into the home is required both householders and workers should wear suitable PPE including face coverings. Designated work areas should be isolated with protected access routes. Worker interaction with each other should still be restricted, where social distancing is not possible for example for dual lifting (and mechanical lifting equipment cannot be used) then close contact periods should be as short as possible and are advised full PPE should be worn including face coverings.*

Key worker homes

Extra care should be taken when completing work in key worker homes. *External works, where access to the property is not required such as, conservatory installation or roofline is acceptable where social distancing is enacted. Where entry into the home is required both householders and workers should wear suitable PPE including face coverings. Designated work areas should be isolated with protected access routes. Worker interaction with each other should still be restricted, where social distancing is not possible for example for dual lifting (and mechanical lifting equipment cannot be used) then close contact periods should be as short as possible and are advised full PPE should be worn including face coverings.*

Occupied property

Due care should be taken when completing work in an occupied property. *External works, where access to the property is not required such as, conservatory installation or roofline is acceptable where social distancing is enacted. Where entry into the home is required both householders and workers should wear suitable PPE including face coverings. Designated work areas should be isolated with protected access routes. Worker interaction with each other should still be restricted, where social distancing is not possible for example for dual lifting (and mechanical lifting equipment cannot be used) then close contact periods should be as short as possible and are advised full PPE should be worn including face coverings.*

Void/empty properties

Working within void properties is acceptable. *Worker interaction with each other should still be restricted, where social distancing is not possible for example for dual lifting (and mechanical lifting equipment cannot be used) then close contact periods should be as short as possible and are advised full PPE should be worn including face coverings.*

Disposal of PPE

Used PPE should be double bagged and suitably disposed of between jobs and at the end of each workday.

Workwear/cleaning cloths etc. should be removed and bagged prior to returning home. Workwear/cleaning cloths should be machine washed prior to reuse and treated as potentially contaminated prior to washing.

On-site Operatives

There are 3 categories of workers described below that are likely to visit homes. The method statement below can be adapted for the applicable operative category, the template is initially laid out to cover installation aspects.

Sales staff

Sales staff are advised to sell remote from the home. Where it is safe to do so, selling in an outdoor area of the home they are visiting is advised. Certass has provided a sales guide for selling remotely. **Certass TA: Remote Selling & Showroom Guidance**

Selling from showrooms should follow the Government guidance currently in force. Showroom cleaning procedures should be updated to reflect increased frequency in areas where people mix. Certass has provided a guide for operating from a showroom - Certass TA: Remote Selling & Showroom Guidance.

Please take due care with the use of tools for the job. We recommend not to share items such as mobile phones, tablets, pencils, measuring tapes, etc.

Surveyors/Visiting Supervisors

Where a sale has been confirmed it is necessary for a Surveyor to visit the property to take accurate measurements to produce the bespoke product and to confirm property suitability for installation works.

On the day of the visit, prior to arrival, the Surveyor must confirm with the household if any member of the household is suffering any recognised coronavirus symptoms and reschedule if applicable. Surveyors, by nature of the work, will be in the property for a short duration and may visit several sites in a day. It is therefore extremely important that PPE is used and changed between properties as well as hand washing after leaving and before entering the next property.

Certass TA has provided forms that the Surveyor should have the householder to complete to confirm acceptance of the installation. **Certass TA: Homeowner Self-Assessment Declaration – Survey/Pre-Installation**

Please take due care with the use of tools for the job. We recommend not to share items such as mobile phones, tablets, pencils, measuring tapes, etc.

Wear a face covering/shield.

Bring all food and drink with you and consider taking breaks outside of the home. Do not accept food or drink from the householders.

Keep your distance from household children or pets. If possible, arrange for the householder to keep them in other rooms while work is carried out.

Installation teams

On the day of visit, prior to arrival, the Installer must confirm with the householder if any member of the household is suffering any recognised coronavirus symptoms, and delay to another date if applicable.

The Surveyor will provide the installation team with **Certass TA: Installer Self-Assessment Declaration** form that the householder has completed as part of the company operation guide.

Please take due care with the use of tools for the job. We recommend not to share items such as mobile phones, tablets, pencils, measuring tapes, etc.

Wear a face covering/shield if you are

- In an enclosed space
- Where social distancing is not possible
- Where you come into contact with others you do not normally meet

Bring all food and drink with you and consider taking breaks outside of the home. Do not accept food or drink from the householders.

Keep your distance from household children or pets. If possible, arrange for the householder to keep them in other rooms while work is carried out.

METHOD STATEMENT (COVID-19 Revision)

Description of Task/Activity	Completion of Fenestration Installation to ensure the premises is safe and secure for occupants and workers during COVID-19 conditions.		
Project Name		Project Ref	
Site Address		Start Date	
		Finish Date	
Personnel Involved	Name/Role	Signature (collect as acceptance of these conditions)	
Supervisor		Telephone	

Occupant name		Date	
Signed by occupant as acceptance of these conditions			

Key Additional Measures for Protection of People under COVID-19 conditions	<ul style="list-style-type: none"> It is to be confirmed on day of planned visit, to ensure no one in occupation is shielding, self-isolating or has symptoms of Covid-19. Ensure no staff on day of planned visit, is in contact with anyone who is self-isolating or has symptoms of Covid-19. All workers are to travel to site separately. Work areas should be clearly defined, and segregation of workers and occupants should be ensured at all times, including access and egress. Mobile washing facilities be provided where possible or a clear plan to use on-site facilities. Agree with the householder before starting work a designated W/C facility at the property. Providing your own toiletries and clean after use with your own cleaning materials. Precautions will be undertaken toward visitors attending site (work-related or occupant related). Deliveries should be received following “non-contact” procedures.
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	<ul style="list-style-type: none"> • Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products. • On completion of daily activities, sanitising of all hard surfaces must be carried out. • Anyone who has a new, continuous cough, high temperature or other recognised coronavirus symptoms will be advised to quickly and directly return home and initiate household isolation.
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Key Plant & Tools Required	Make sure Plant and Tools are not shared between workers without proper cleaning and disinfecting taking place.
Key Materials Required	Ensure all materials are available to work, considering shop closures.
Other Essential Equipment	Ensure equipment is not shared between workers without proper cleaning and disinfecting taking place.

Specific Identified Hazards	<p>Pandemic situations</p> <p>Infection of occupants</p> <p>Infection of workers</p> <p>All other Construction Site Hazards (e.g. Slips, trips, cuts and bruises, falls from height, COSHH)</p>
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Specific Training Requirements	<p>In addition to provision of skilled workforce, additional advice and training will be provided to workers regarding these situations regarding hygiene and protection of themselves and others.</p> <p>A copy of this Method Statement will be issued to all workers involved in this project/activity.</p> <p>Workers must be aware of the guidance regarding "Social Distancing" and put these into practice while they work.</p> <p>Keep up to date with the latest guidance, news and directions from Public Health England, World Health Organisation and the Government.</p>
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Travelling to Work	<p>Travel to the job separately from colleagues. If this isn't possible, stay with the same individuals throughout the journey and the job and wear appropriate face covering/mask/PPE.</p> <p>Also, regularly clean vehicles and equipment and ensure adequate ventilation in the vehicle.</p>
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Sequence of Operations	<ol style="list-style-type: none"> 1. Confirm attendance to site with occupants and clarification of any self-isolation measures. 2. Travel to site separately where possible. 3. Create a safe, segregated work area. 4. Sanitise equipment prior to first use. 5. Work Activities: <ol style="list-style-type: none"> a. . b. . c. . d. . e. . f. . g. . h. .
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	<p>6. On completion of daily activities, sanitising of all hard surfaces must be carried out.</p> <p>7. Travel from site separately, where possible.</p>
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Temporary Support Needed to Facilitate Works	Hand cleaning facilities should be provided for all your workforce. Cleaning supplies should be provided to keep all surfaces that could spread infection clean.
Method of Access & Egress to Work Area	Work areas should be clearly defined, and segregation of workers and occupants should be ensured at all times including access and egress with 2m social distance guidelines where possible.
Fall Protection Measures	Ensure that all equipment for use when working at height is cleaned thoroughly and regularly. Ensure all surfaces that are used as handrails or guides are cleaned thoroughly and regularly.
Hazardous Substances	Be aware of the COSHH requirements of any sanitisation chemicals you are now carrying and using.
Safe Working Loads & Lifting Equipment	When lifting heavy materials or components where 2m distancing is not possible, buddy up with the same workmate each time. By using a buddy system, you will limit potential spread through multiple teams if infection occurs. Wear face masks and do not spend more than 15 minutes within 2m of that person wherever possible.
Required Personal Protective Equipment for staff	<p>Footwear: To be worn at all times</p> <p>Rubberised Gloves: To be worn at all times where washing facilities are limited</p> <p>Hearing Protection: As necessary</p> <p>Hard Hat: As defined</p> <p>Hi Viz: To be worn at all times</p> <p>Eye Protection: Not just to protect from flying objects but can restrict hand to eye contact.</p> <p>Face Masks/coverings: This will contribute to maintaining a healthy workforce, and therefore it is necessary to wear a mask in workplaces.</p> <p>Hygiene: Soap, clean water, paper towels, tissues and hand sanitiser.</p> <p>All in line with current Government guidance</p>
Required Personal Protective Equipment for householder	To be provided by the installer in line with Government Guidance.

Emergency Procedures	<p>Dependent on the amount of people on site, you may need to consider implementing new fire assembly points following the Social Distancing guidance.</p> <p>FIRE – If minor, immediately sound alarm and alert all those present within the premises and tackle same with on-site fire extinguishers. Call 999 if not brought under immediate control. If major, evacuate building and call 999. Report in accident book and RIDDOR. Notify H&S Advisor to investigate.</p> <p>ACCIDENT – Report immediately to site supervisor. Action to be taken as per company Health and Safety Policy.</p>
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First Aid Facilities	Name of First Aider	
	First Aid Box Location	
	Location of Nearest Hospital	

Other Information & Comments	<p>All workers are responsible for taking care of their PPE.</p> <p>Whenever possible use mechanical lifting equipment and keep manual handling to a minimum.</p>
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Prepared by:		Date:	
Position:			

Reviewed by:		Date:	
Position:			



Homeowner Self-Assessment Declaration – Survey/Pre-Installation

Name	<i>First</i>	<i>Last</i>	
Home Address			
City		Postcode	
Date Form Completed			
Installing Company			
Survey Date			

Declaration

To be completed and sent to surveyor no more than 24 hours prior to scheduled site visit

1) Is your household or anyone in your household isolating?			
YES		NO	
Please specify details of isolation:			
2) Have you or anyone in your household experienced the main symptoms of coronavirus in the past 7 days? (including today) Main symptoms are defined as: a high temperature, a new continuous cough, a loss or change to your sense of smell or taste.			
YES		NO	
3) If you answered yes to the above question, have you received a negative coronavirus test result?			
YES		NO	
4) I will allow the surveyor to use a designated W/C facility at my property providing they bring their own toiletries and clean after use with their own cleaning materials.			
YES		NO	

Emergency Contact Name	
Emergency Contact Phone	

Terms and Conditions:

- Please respect social distancing by remaining 2 metres away from surveyor/site operative(s) and keep family members and pets away from the room where work is being carried out wherever possible.
- Please do not offer food or drink as we cannot accept it.
- Please help the surveyor/site operative(s) to work room by room.
- Co-operate with the surveyor/site operative(s) to help everyone stay safe and follow the Government coronavirus social distancing guidelines.
- Please stop or limit visitors to the home during the survey/pre installation checks, wherever possible.
- Inform installation company management and surveyor/site operative(s) immediately if a member of the household becomes unwell with any of the main symptoms of coronavirus.

By signing this form, I hereby confirm that the information I have given above is up-to-date, true, and that I will comply with the conditions set out in the above.

Signature	
Name	
Date	



Surveyor Self-Assessment Declaration

Company Name	
Survey Date	
Surveyor	
Date Form Completed	

Declaration

To be completed and given to Homeowner no more than 24 hours prior to scheduled site visit.

I declare the following to be true on the day of site visit at your property

- I, nor anyone in my household is self-isolating
- I, nor anyone in my household has experienced the main symptoms of coronavirus in the past 7 days (including today)
- You have completed and provided me with a homeowner self-assessment declaration
- The information provided by you from your homeowner self-assessment declaration is satisfactory, and it is agreed by both parties that it is safe for me to enter the property

Terms and Conditions:

- Working areas in the house will be limited as best as reasonably practical.
- All surfaces I come into contact with will be cleaned and disinfected with suitable cleaning agents and disposable wipes.
- I will maintain a minimum of 2 metres distance from other persons.
- I will arrange tasks, where possible, to maintain social distancing measures.
- Work will be carried out one room at a time, wherever possible.
- I will provide my own tools for the job.
- I will provide my own cleanliness pack (handwash, soap or alcohol gel; clean water supply; paper towels and tissues.)
- I will bring my own food and drink and take all food waste and packaging away for disposal.
- I will only use the W/C facility you have designated and bring my own toiletries and clean after use with my own cleaning materials.
- I will wash my hands at regular intervals.
- I will undertake the correct provision, use and disposal of Personal Protective Equipment (PPE) in line with current Government guidance.
- I will map out and agree with the homeowner the safest route for installation day.

Emergency Contact Name	
Emergency Contact Phone	

By submitting I hereby confirm that the information provided above is true, and that I will comply with the conditions set out in the above.

Signature	
Name	
Date	



Homeowner Self-Assessment Declaration - Installation

Name	<i>First</i>	<i>Last</i>
Home Address		
City		Postcode
Date Form Completed		
Installing Company		
Installation Date		

Declaration

To be completed and sent to installer no more than 24 hours prior to scheduled site visit

1) Is your household or anyone in your household isolating?		
YES		NO
Please specify details of isolation:		

2) Have you or anyone in your household experienced the main symptoms of coronavirus in the past 7 days? (including today) Main symptoms are defined as: a high temperature, a new continuous cough, a loss or change to your sense of smell or taste.			
YES		NO	
If you answered yes to the above question, have you received a negative coronavirus test result?			
YES		NO	
3) I have demonstrated to installers the safe route in/around the home as agreed at pre-installation survey.			
YES		NO	
4) I will allow the surveyor to use a designated W/C facility at my property providing they bring their own toiletries and clean after use with their own cleaning materials. I have explained the designated WC facilities as agreed at pre-installation survey.			
YES		NO	

Emergency Contact Name	
Emergency Contact Phone	

Terms and Conditions:

- Please respect social distancing by remaining a minimum of 2 metres away from site operative(s) and keep family members and pets away from the room where work is being carried out wherever possible.
- Please do not offer food or drink as we cannot accept it.
- Please help the site operative(s) to work room by room.
- Co-operate with the site operative(s) to help everyone stay safe and follow the Government coronavirus social distancing guidelines.
- Please stop or limit visitors to the home while work is being carried out, wherever possible.
- Inform installation company management and surveyor/site operative(s) immediately if a member of the household becomes unwell with any of the main symptoms of coronavirus.

By signing this form, I hereby confirm that the information I have given above is up-to-date, true, and that I will comply with the conditions set out in the above.

Signature	
Name	
Date	



Installer Self-Assessment Declaration

Company Name	
Installation Date	
Site Operatives	
Date Form Completed	

Declaration

To be completed and handed to Homeowner no more than 24 hours prior to scheduled site visit.

I declare the following to be true on the day of site visit at your property

- **Site Operatives nor anyone in their respective households are self-isolating**
- **Site Operatives nor anyone in their respective households have experienced the main symptoms of coronavirus in the past 7 days (including today)**
- **You have completed and provided us with a homeowner self-assessment declaration**
- **The information provided by you from your homeowner self-assessment declaration is satisfactory, and it is agreed by both parties that it is safe for us to enter the property**

Terms and Conditions:

- Working areas in the house will be limited as best as reasonably practical.
- Floors in working areas will be covered with suitable disposable floor protection film.
- We will clean and disinfect all glazed products for installation with suitable cleaning agents and disposable wipes when received from suppliers or delivered to site.
- We will limit the number of site operatives carrying out the work whilst complying with HSE regulations and guidance.
- Site operatives will maintain a minimum of 2 metres distance from other persons.
- Site operatives will rearrange tasks where possible, to enable them to be done by one person, or to maintain social distancing measures.
- Installations will be carried out one room at a time wherever possible.
- Site operatives will provide their own tools for the job.

- Site operatives will provide their own cleanliness pack (handwash, soap or alcohol gel; clean water supply; paper towels and tissues.)
- Site operatives will bring their own food and drink and take all food waste and packaging away for disposal.
- Site operatives will either
 - o Arrange mobile toilet facilities away from the house where there is only a single WC within the property, or;
 - o Will only use the W/C facility you have designated and agreed with the surveyor, bring their own toiletries and clean after use with their own cleaning materials.
- Site operatives will wash their hands at regular intervals.
- Site operatives will undertake the correct provisions, use and disposal of Personal Protective Equipment (PPE) in line with current Government guidance.
- Once installed, the internal surfaces of all products including glazing will be cleaned with suitable anti-bacterial cleaning agents and disposable wipes.
- All debris will be removed from the property and the house.
- If work is interrupted due to either a household member or site operative becoming ill with coronavirus symptoms, the installer will ensure that the property is left in a safe condition and protected from adverse weather conditions.

Emergency Contact Name	
Emergency Contact Phone	

By signing this form, I hereby confirm that the information I have given above is up-to-date, true, and that I will comply with the conditions set out in the above.

Signature	
Name	
Date	



FINAL INSPECTION GUIDANCE

1. To avoid an additional visit to the house by the surveyor, the installer should carry out the completion inspection, taking photographs and video of the installation, before leaving the site.
2. Photographs and video footage of the project should be saved on the company's digital storage (cloud, etc.) for review.
3. The surveyor should review the photographs and video footage, identifying any snags to be carried out.
4. Schedule of items to be photographed and videoed: -
 - a) Windows & Doors:
 - Video each installed product internally and externally.
 - Video doors and window sashes being opened, closed, and locked.
 - Take photos of the completed project both internally and externally.
 - Save video and images on company digital storage (cloud, etc.) for review.
 - b) Glazed extensions and conservatories:
 - Internal -
 - Floor finish
 - Wall finish
 - Window boards
 - Glazing elements including handles
 - Ceiling
 - Rooflights
 - Lighting - power on and off
 - External -
 - Walls including damp course and any drainage
 - Glazing and door elements
 - Guttering and fascias
 - Roof finish
 - Roof/wall flashings
 - Cleared site



Sales and Showroom Guidance provided by Balls2 Marketing Ltd



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