



Name
E email address
DL Telephone number
F Fax number

Address Line 1
T telephone No
Fax no
Web site

Dear RESIDENT

**COVID-19
Repairs required at your home during a period of self-isolation**

Following your report that you, or a member of your household, are in self-isolation having displayed symptoms of COVID-19, we write to advise of the procedures we will follow over this period.

Most importantly please follow the NHS guidelines for self isolation: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

Repairs

To minimise risk to others you will need to ensure that only emergencies in your property are reported. As you can appreciate we have a responsibility to the safety of our contractors as well as to our residents. We will address any issues that are not classified as an emergency as soon as possible post your confirmation that you or a member of your household are no longer self isolating.

These are the scenarios we would classify as an emergency:

- No electricity – Before calling please check the consumer unit (fuse board) and check if there are any appliances that have caused the electrics to trip. If no fuses have tripped please call 105 from your phone to check there are no local power outages in the area
- Gas leak – if you smell gas please call 0800 111 999 then call your property manager
- No cold, clean drinking water OR dirty water coming up through plug holes or toilets
- A severe leak or burst pipe
- A leak that is affecting the electrics
- An unsafe electrical fitting that is sparking or smoking, or evidence of bare wiring
- No heating – temporary heaters will be provided and left outside your property
- No hot water

Due the requirement to self isolate we have classed the following appliance repairs as priority items:

- No working ovens – a microwave will be provided and left outside your property

If emergency repairs are required in your home you will need to confirm you can undertake the following steps:

- All surfaces on the route a contractor would need to navigate will require thorough cleaning with disinfectant
- All door handles and touch points will need to be cleaned with disinfectant
- The property must be well ventilated with windows opened



- All occupiers will be required to house themselves in a separate room to the contractor undertaking work
- Individuals in the household must not approach the contractor
- Keys will be used to enter the property at an agreed time
- You will be contacted by the contractor before they attend to confirm the additional cleaning measures have been carried out. If this has not been the case they have been instructed by Savills not attend.

If we are not able to resolve the issues in your property, and it is not safe for you to stay there as a result, we will notify Public Health England for further guidance.

Deliveries

Please make sure you ask delivery drivers to leave items outside your property for collection.

If you are expecting important post please notify your property manager or onsite team who will arrange for it to be left outside your flat as soon as reasonably practicable.

Rubbish Collection

Waste from individuals in self isolation and from the cleaning of those areas where those in self isolation have been (including disposable cloths & tissues) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should then be put in a suitable and secure place within your premises. Waste should NOT be left unsupervised awaiting collection. You should NOT put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

Shared Accommodation

If you live in shared accommodation (for example, shared houses or student accommodation):

- stay in your room with the door closed, only using communal kitchens, bathrooms and living areas when necessary
- avoid using a shared kitchen while others are using it
- take your meals back to your room to eat
- use a dishwasher (if available) to clean and dry your crockery and cutlery; if this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel which should be kept in room

Kind Regards

Savills UK Limited