

## **bdht Coronavirus Emergency Repairs Safely**

**May 2020**

### **How is bdht keeping customers safe when completing emergency repairs?**

When you book an emergency engineer appointment, we'll ask you if

- You or anyone in your home has been diagnosed with Covid-19, or is showing symptoms
- You or anyone in your home is shielding or self-isolating due to vulnerability e.g. age, health condition.

If you answer 'yes' to any of these questions, we'll work with you to assess your need for an engineer visit before deciding what to do next.

### **When an engineer visits your home**

- They will take additional precautions including the following:
- Wearing PPE, gloves and a facemask
- Wiping equipment down after each use
- Asking you to stay in a different part of the house whilst works are carried out

Asking you to keep a safe distance at all times

**These steps will protect you and your family members.**

The Government's information on Covid-19 is here [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)