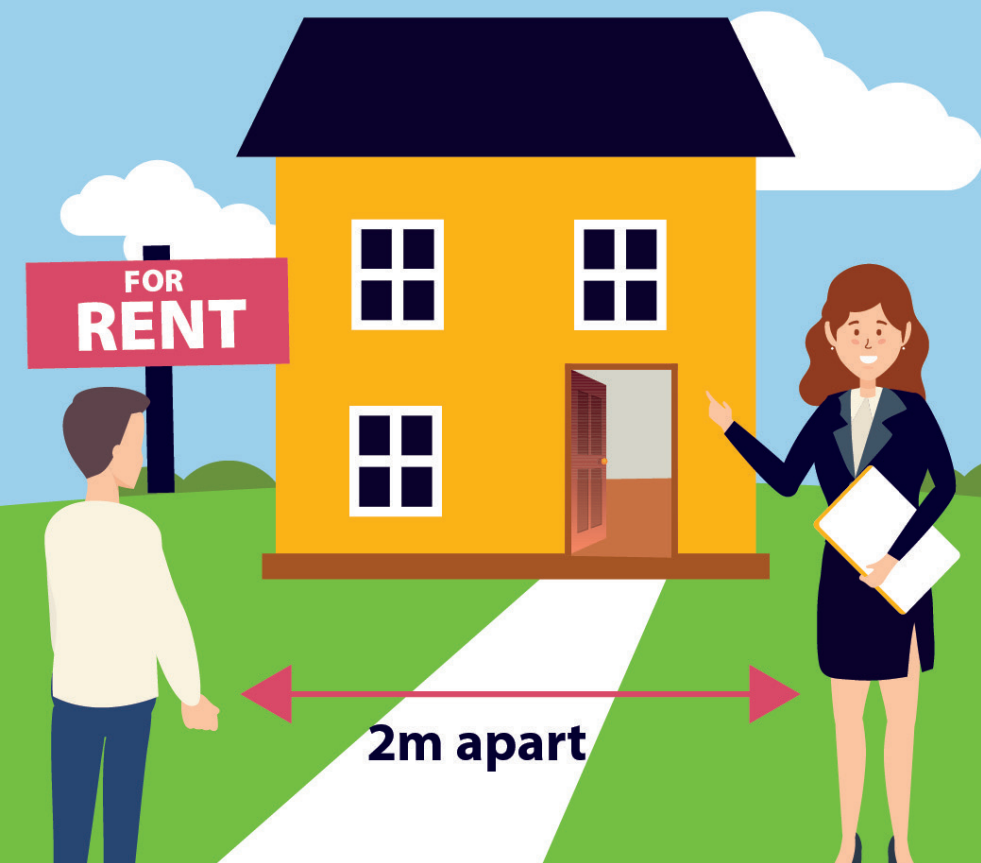


# LETTINGS

Our New Normal - June 2020



YHG and Fix 360 have carried out a number of COVID-19 risk assessments in conjunction with our employees and Unite the union, so that we can make sure that everybody's health and safety is protected. We have shared the results of these risk assessments with our staff and to follow Government guidelines, the information below are the results of these assessments for our customers.



- If our colleagues need to self isolate or are classed as vulnerable they will not be coming to work
- We won't be conducting any open house viewings
- Where we can, we will undertake viewings remotely
- Where we are unable to do this:

## We will:

- Thoroughly clean properties before you enter
- Clearly explain the safety procedures in place
- Check that you are not self-isolating or symptomatic before arranging/confirming appointments
- Remind you of social distancing guidance and only allow applicants to attend a viewing
- Wear a hi viz vest that reminds you to keep a 2m distance
- Open all internal doors and windows where possible
- Sanitise our hands before entering the property
- Wait outside the property whilst you complete the viewing.

## Please will you:

- Not attend a viewing if you have any symptoms of COVID-19 or are required to self-isolate
- Keep a 2m distance from our colleagues
- Clean your hands before entering the property
- Not touch any items in the property.

