

## Customers Form regards working in their homes.

Name

Date

Address

Work to be carried out.

During these extraordinary times we would like to inform our customers of are working practice and the assistance we need from our customers.

We take the safety of our customers and staff as our main priority and realise that customers and employees have concerns due this ongoing Pandemic. Could we kindly ask you to look over the requests below and answer where appropriate prior to us attending your premises/home.

Customers can view on our web site under the Coronavirus tab our Company Statement, attached, Working Safely in Other People's Homes, Operating Procedure and Risk Assessment. We also have included leaflets from the Glass and Glazing Federation, of which we have been members for over 40 years.

In order to keep everyone safe we ask if you could take a few minutes to answer the questions listed below.

Also, could we please ask that you do not offer any drinks to our employees and are you able to clear a safe working area by the window/door, thank you.

- Has anyone in the household had or shown symptoms relating to Covid 19 in the last 7 days. 

Yes	No
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- Can you isolate in other areas of your home whilst work is being carried out. 

Yes	No
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- Do you wish our staff to phone you once they arrive so that you can open the door to allow them access.
- Is it possible to leave all internal doors open where the work is needed to reduce handles etc being touched. 

Yes	No
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- Can you offer welfare facilities to our employees. 

Yes	No
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- Can you protect where necessary televisions, electrical equipment etc, with your own coverings. 

Yes	No
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- Should any questions arise on site how would you like these to be answered, 1 face to face at a safe distance, 2 phone call or by text on site or 3 through the office. 

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Should there be any treasured items or delicate services that may be affected by our cleaning spray please ensure that these are removed or covered prior to our arrival.



Could we please ask you to confirm that you are happy for us to carry out the work in your home/premises in line with our warranty guidelines.

I/We have read and understood the information on this customer form from Ridon Glass Ltd.

Signed.

Date.

Please print name.

Thank you for your assistance during these testing times.

Yours sincerely

Ridon Glass Ltd.