

10001

## Covid-19 removal procedures

New policies and procedures are now in place for both our staff and customers to ensure that we are working as safely as possible and minimising risks. These measures are in line with the British Association of Removers COVID-19 Best Practice Procedures and Government guidance. It is vital that customers understand and abide by these regulations.

New terms and conditions now apply to our services and we reserve the right to cancel or postpone a removal due to COVID-19 related situations beyond our control.

If you would like to discuss any aspect of your removal or you have any queries about these procedures please contact us on 01275 877900.

### **1. Pre-move survey:**

Video surveys are now available to limit face to face contact. Please call the office for details.

If an on-site survey is necessary, our surveyor will wear a facemask/visor and gloves and the following procedures must be adhered to.

- Prior to the survey you must confirm that no one within your household has suffered symptoms of Covid-19 within the past 14 days.
- Only one member of the household should be present during the survey visit. If this is not possible please discuss it with us in advance of our visit.
- Any person that is in a high-risk category should not be present on site.
- All pets must be securely contained and not left free to roam around the house during the survey.
- All doors and cupboards should be opened prior to surveyor's arrival to minimise contact with surfaces.
- If you have one, please wear a facemask during the visit.
- Please remain in a one room, or outside if weather permits, and do not accompany the surveyor around the property.
- Social distancing measures (2m apart) should always be maintained.

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## 2. Removal – preparation and move day

### In preparation of your move

To protect our staff and customers additional procedures are now in place for every removal. This will mean you need to allow extra time for preparation and also on move day itself. It is extremely important that the measures detailed below are carried out effectively.

- Where possible, you are requested to do your own packing, but will supply the necessary cartons and other materials.
- In circumstances where you are not able to do your own packing, we will discuss the options with you. Any items that we pack must be thoroughly cleaned. Please dismantle and re-assemble furniture wherever possible. If you need us to do this for you, you must discuss it with us prior to your move date.
- Please deep clean your home in preparation for the move. This means wiping all handles, surfaces, furniture and goods that will be handled by our removal staff. If we are packing your goods please make sure these are also thoroughly cleaned prior to our staff handling them.

### On your move day

- Only one member of your household should be in attendance during the move and the 2m social distance must be maintained at all times.
- The person in attendance from your household should not be in a COVID 19 high-risk category. It may be necessary to appoint a representative. Please discuss with us any difficulties you may have regarding this matter.
- All windows and doors should be opened to maximise ventilation (weather permitting).
- Please wear facemask/visor during the removal process.
- Pets should be securely contained and not free to roam around the house during the move.

- 10001 Please ensure that no other trades people are in your old or new property during the move process.
- Please ensure that our removal staff have access to a W/C and wash facilities and, where possible, those facilities would be for the use of the removal crew only.
  - Please ensure that the removal team have access to a tap for refreshment, do not offer them drinks.
  - All relevant removal day paperwork will be emailed to you to avoid contact.
  - Please make sure you are aware of our Terms and Conditions which have been updated in light of COVID-19

The health of our staff and customers is our priority. All staff have undergone training in relation to the COVID-19 risk. Our removal teams undergo a wellness check at the start of each day, including a temperature reading . In addition, they are all provided with the appropriate supplies for use during the course of your removal. Please help them to stay healthy by adhering to the procedures detailed above.

Thank you for your co-operation

James Griffin  
MD