

Brunelcare's Controlled Distance Process

This guide outlines the Coronavirus (Covoid-19) guide to accessing Brunelcare properties in the event of a diagnosed or self-isolating, tenant, resident or guest.

Brunelcare wish to ensure that adequate protections are in place to protect tenants, residents, guests and Brunelcare employees in all aspects of work carried out at properties.

Communicate before we visit your property

Brunelcare need to be aware of any tenant, resident or guest who is self-isolating or has confirmed a case of Coronavirus. This can be communicated to us:

- Via telephone on 0117 914 4200
- Or by leaving a note outside your property

The operative will call the tenant before arriving at the property to run through some advisory questions:

- Have you or anyone who lives in the property been diagnosed with coronavirus?
- Is anyone in the property self-isolating?
- Have you or anyone in the property had flu-like symptoms in the last seven days?
- Have you or anyone in the property recently returned from a country that has said may host at higher risk for coronavirus?

Here they will assess if:

1. Brunelcare will continue the property visit as scheduled
2. Brunelcare will continue the visit by controlled distance process
3. If the property assessor will need to seek additional advice from Brunelcare Management

Brunelcare Management will advise whether to continue the property visit or be advised not to attend the works unless it's an emergency job.

Withdrawal Process

- If the tenant will not keep 2 meters away from the operative, then the operative must withdraw from the property and inform the Housing and Property team who will manage the issue. The operative will stay in the van until told what to do.
- The Housing and Property team will resolve the distance issue with the tenant.

Operatives need to ensure they operate the highest standards of personal hygiene when visiting a property. Washing hands often, using hand sanitizer and not putting hands to mouth, eyes, or face.

Property Visit Controlled Distance Process

The operative will call the tenant upon arrival and ask the survey questions.



The operative will explain that the tenant should facilitate access to the work area before the operative arrives in the property.



The door should then be opened and the tenant should stand 2 meters away or go into another room so the operative can enter.



The tenant should always keep a minimum of 2 meters away from the Brunelcare operative and preferably in another room; if this is not adhered to then the operative will follow the withdrawal process below.



The tenant should always keep a phone with them so the operative can discuss and question the tenant without any face to face interaction.



The operative will complete the repair and inform the tenant by phone when outside of the property.

Operative - Controlled Distance Process Guidelines

Take only essential items to do the work and PPE into the property.



Call the tenants before arrival and go through the survey as described above.



Advise when outside the property by phone.



Ask the tenant to open the door and keep at least 2 meters away or stay in another room.
Keep the tenant on the phone whilst carrying out work as needed.



Wipe down any surface to be worked on or anything that may have to be handled with an antiviral spray.



Complete works and wipe down with an antiviral solution. Place used towels in the bin bag.
Advise the tenant when finished.



Do not leave any work in an unsafe condition.



On leaving the property close the door and ensure the tenant knows you have left the property.



Clean all tools and equipment as needed with an antiviral solution and place those towels in the bin bag and dispose.