



Installation Procedure during COVID

Before the day begins, all employees have a daily temperature check, this is digitally recorded.

Where possible, we use fixed teams - meaning, when 2 employees are required to work on one site, we try and keep the same 2 employees working as a team.

What can you do to aid safety in your home?

If anyone in your family is showing any symptoms, e.g., high temperature, persistent cough, sore throat, please give our office a call as soon as possible and we will happily re-schedule your installation.

If you or any of your family members are self-isolating or shielding, please let our office know.

Ventilation is important, if possible, leave windows open for better ventilation.

Leave internal doors open so that the installers do not have to touch door handles unnecessarily.

Upon arrival, the installer will:

Sanitize their hands and put on his face covering

He will ring your doorbell and stand back from the door to ensure a 2m distance is maintained.

After introducing himself, he will run through the installation process as well as running through the actual specifications of the job namely:

- Square footage of boarding/ truss shelving to be installed - if applicable
- Insulation square meterage - if applicable
- Light fittings - if applicable
- Ladders (wooden/aluminium) - if applicable
- Rip out and disposal - if applicable
- Pricing
- And any other questions/issues that may need to be discussed



Once agreed, he will require uninhibited access to the passageway, stairs, and loft. It will be appreciated if you and your family could limit your use of this space during this period.

If you are having Lighting fitted/replaced, the installer will, for the first half an hour to hour need access to your main electrical board as well as all rooms on the first floor to enable him to inspect all the lighting is working before and after fitting.

Unfortunately, our installers are not allowed to accept any drinks or food from you and where possible will take their breaks outside the house.

On completion, our installer will wipe down the ladder, hatch, staircase, and any other relevant surfaces with sanitizing wipes.

Please note that our installers do not wear masks during the installation process as it is not practical for them to do so. They do however wear dust masks during the rip-out process.

The installer will then do the handover to explain the work he has completed, whilst maintaining a 2metre distance. All lights in rooms need to be checked and confirmed to be working as before.

Once both parties are satisfied, payment is to be made by the method previously agreed upon before the installer leaves the premises.

We have moved to a contact-free payment method, so there is no need for contact with regards to handing over paper or sharing pens. An Invoice will be sent to you via email during the day.