Eastleigh Services

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To whomever it may concern,

Re: Coronovirus (COVID-19)

Amid the very fast developing COVID-19 ("Coronavirus") situation, we would like to reassure you about the actions we are taking to enable our business activities to continue. We are reviewing the official guidance on an ongoing basis, and updating our policies in line with current guidance.

Current Guidance

Current government guidance published 26th March 2020 states that tradespeople carrying out repairs in peoples homes can continue to operate providing current health guidelines on social distancing and self-isolation are respected.

The existing guidelines can be seen at the following link:-
https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance

The safety of our customers, office staff, field engineers and suppliers

Safety of course remains our highest priority. To make sure our customers, office staff, field engineers and suppliers stay safe within our office and out on the road we are ensuring that cleaning and hygiene protocols are even more rigorous than usual.

We are running a much reduced office and engineering team over this time to minimise risk of exposure but at the same time providing essential services to households and particularly businesses such as nursing homes and medical facilities which rely on working equipment to provide for the needs of patients and or residents.

We have stopped all physical non-critical business meetings taking place until further notice.

We have also suspended customer access to our showroom for the foreseeable future; only delivery drivers making essential supplier deliveries are currently being allowed access. We are taking this approach as a proactive preventative measure.

All of our office staff are following personal hygiene guidance and being asked to regularly wash their hands. We currently have access to alcohol based hand sanitisers and disposable gloves within our office for office staff, field engineers and delivery drivers to use, and we are regularly cleaning door handles, credit/debit card machines and all of our public areas.

Both our office staff and field engineers have been made aware of the symptoms of COVID-19 and been given strict instructions to immediately go home and self-isolate in line with current government guidance in the event that symptoms present themselves.

Additional safety of field engineers

Our field engineers have all been provided with alcohol based hand sanitisers and have been instructed to use them both before and after visiting a customer's premises.

Our field engineers have all been issued with disposable gloves and are instructed to put on the gloves before entering any premises and to dispose of them safely after exiting the premises.

We are asking for all customers to respect the government guidance on social distancing and provide our service engineer's with 2 metres of space from any other person at all times. Our administration department will be making this clear at time of call booking and our field engineers will also remind customers before entry to customer premises.

Our engineers have been advised to provide one further warning to any person breaching the space that they must respect the social distancing guidelines. On a second breach our field engineers have been instructed to leave the premises immediately.

We are asking for your help and to keep us informed, where field engineers are making visits to premises where people are self-isolating or being shielded. At this time, our field engineers will not be able to visit premises where people are self-isolating or being shielded until after the self-isolation period has ended to protect their own health, continuity of our business and help to limit spread of the virus.

What about stock availability?

We are in constant dialogue with our suppliers and at the moment are not experiencing any supply concerns. That situation might change and if it does, we will keep you fully informed.

If you have any questions, issues or concerns about any of the above, please do make contact with us (contact details at the top of this letter). Please take care and stay safe through this continued period of uncertainty.

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