



Eastleigh Services

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1 October 2020

To whomever it may concern,

Re: Coronavirus (COVID-19)

With regard to the on-going 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.

Government Guidance

Current government guidance 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 full guidelines for tradespeople working safely in homes can be seen at the following link:- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Our current operational guidelines are based upon the above article.

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 constantly reviewing office work environment and the operation of our engineering team over this time to minimise risk of exposure but at the same time providing essential services to our customers.

We have implemented social distancing measures around our offices and in our showroom. We have also installed physical screens in offices and showroom to provide additional protection for both staff and customers.



Appliance Trader Ltd trading as Eastleigh Services
Company Reg. No. 4360158 Registered Office; Whittington House, 64 High Street,
Fareham,
Hants PO16 7BG



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

Our showroom and workshop facilities are now open and social distancing measures have been implemented in our showroom area, including screens around the service area. A 'one customer at a time' policy is in place. Face coverings must be worn by customers when entering our showroom and all our staff have been advised to wear face coverings whilst in the showroom area. Hand sanitiser is available to all customers on entry to the showroom.

All of our office staff have been asked to following personal hygiene guidance and 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 our field engineers

Our field engineers are not currently able to visit premises where people are self-isolating with symptoms of COVID-19.

We are asking for your help and to keep us informed if you have made arrangements for an engineer to visit and subsequently anyone in the premises develops symptoms of COVID-19.

Our field engineers have been authorised to leave immediately any premises where they suspect anyone has any COVID-19 symptoms.

Our field engineers have all been provided with 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 a new pair of gloves before entering any premises and to dispose of them safely after exiting the premises. Our engineers also all carry face coverings which they can wear on request.

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; ideally to be in a different room to our engineer whilst he is working. 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 authorised to give a 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.

Further information

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 time.

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