

# Carrying out your repairs safely

**livin** Works

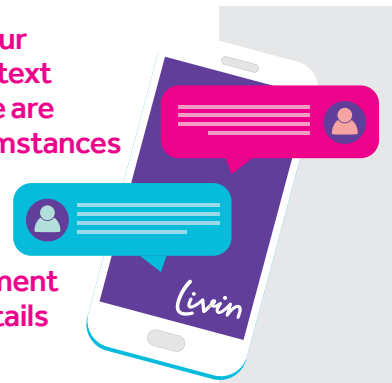
1



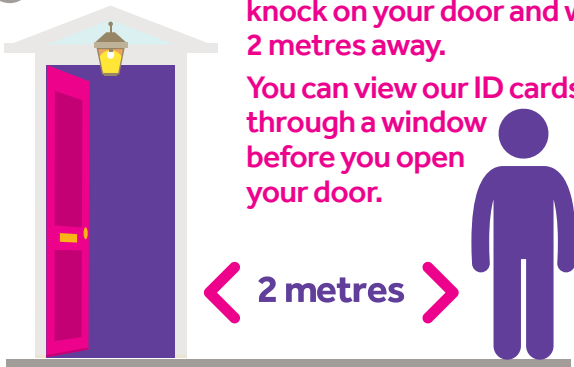
When booking an appointment with us we will ask you questions about your circumstances to make sure we can carry out the work safely. We will always make appointments to visit you.

2

On the day before your appointment we will text you to remind you we are coming. If your circumstances have changed you will need to let us know up to one hour before your appointment using the contact details below.



3



When we arrive we will knock on your door and wait 2 metres away.

You can view our ID cards through a window before you open your door.

4

To keep you safe we may need to put on protective clothing before we come into your home.



5

We ask that you and anyone else in your home stays 2 metres away from us and where possible moves into a separate room to where we are working.

Please ventilate the property by opening any doors or windows where possible.



6

We will let you know when we have finished and wait for you to acknowledge us leaving.



7



If it has been necessary to touch any surfaces, we will clean with anti-bacterial wipes.

For more information please contact us by either:

✉ [contactus@livin.co.uk](mailto:contactus@livin.co.uk)

💻 Live chat with us at [livin.co.uk](https://www.livin.co.uk)

☎ **0800 587 4538**