

## Amended Working Arrangements – COVID-19

### Questionnaire for occupiers of domestic premises

Due to COVID-19 and the company's wish to keep all of its employees, customers and suppliers safe and well, please could you complete and return this questionnaire to [info@airway-group.co.uk](mailto:info@airway-group.co.uk) ASAP in order for us to schedule your works at a time that is both convenient and safe. Please be aware that we will not be able to attend your property until we have received a completed questionnaire. Your response to this questionnaire will be treated in the strictest confidence, stored as electronic data only and kept in your customer file for one year. This information will then be permanently deleted.

If you have any questions regarding the completion of the questionnaire, please contact: [Kevin@airway-group.co.uk](mailto:Kevin@airway-group.co.uk) or call 07971 005864.

Name:	Contact number:
Address:	

**NB** Our engineer will contact you on arrival using the number above.

	Yes	No
Have you or a member of your household been notified by the NHS as being vulnerable?		
Do you or any member of your household have carers or others visiting regularly?		
Do you or any member of your household have COVID-19 symptoms?		
Are you or any member of your household in self isolation as a consequence of presenting symptoms of COVID-19?		

How many occupants are there in the household?		
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Thank you for completing the questionnaire, please email to [info@airway-group.co.uk](mailto:info@airway-group.co.uk)

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**Welcoming our engineers and while they are at the property**

Please ensure where possible the working area, and the route to and from the working area are free from obstacles.

Our engineers will contact you on arrival at your property using the contact number provided.

Please respect social distancing of 2 meters by opening the door and standing back to allow entry. It may seem socially awkward, but, please do not attempt to shake hands.

Ensure our engineers are wearing gloves and masks before they enter the property.

Please respect social distancing when escorting our engineers to the work area, showing them where the lavatory is etc.

Once our engineers have been shown the work area please remove yourself to another part of the property while our engineers are in attendance.

Please do not offer our engineers snacks or refreshments – they are instructed to provide their own during this time of amended working arrangements.

Please respect social distancing during demonstration/explanation of how your AC works. The demonstration/explanation can also be delivered via a phone call or by video call while the engineer is at the property – our engineer will ask for your preference on arrival.