



Southern
Housing
Group



Step by step

Guidance for customers

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We know these are difficult and challenging times and therefore the safety of our customers and colleagues is very important to us. We will be conducting home visits as safely as possible. Please do not be offended if our staff member is wearing a face covering.

You also have a part to play in the safety of your home visit. We would ask that you note the following:



When our staff member visits you before entering your home you will be asked questions on your covid 19 status. These will include whether you or a member of your household have any symptoms or have been exposed to someone who has the virus?



During the visit you will be expected to maintain a safe two-meter distance at all times from our staff member.



We would ask that the visit is limited to no more than you and one other member of your household. Our staff may choose to end a visit if this requirement is not adhered to.



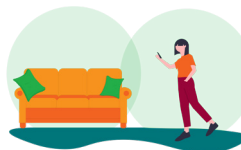
You should consider whether you want to use your own protective equipment, like face coverings and gloves as we will not be able to provide these.



Our staff member will be wearing a face covering during the visit. They may also wear additional items such as shoe covers and gloves if the nature of your visit requires this.



We would ask that you open doors and windows for additional ventilation in advance of our visit.



Staff may ask for your consent to take photos or video images to assist with the visit and help reduce the time they need to spend in your home.



Our staff member will avoid touching surfaces in your home but they will carry with them a hand sanitiser should this be required.



Our staff member will not close any doors on leaving to avoid coming into contact with surfaces.



Contact us

If you live in:

The London boroughs of Barnet, Brent, Bromley, Croydon, Hackney, Hammersmith & Fulham, Haringey, Islington, Kensington & Chelsea, Lambeth, Lewisham, or Southwark, please call **0300 303 1061**.

The London boroughs of Barking & Dagenham, Bexley, Greenwich, Havering, Newham, Tower Hamlets, or Waltham Forest, or in Essex or Kent, please call **0300 303 1773**.

East or West Sussex, Elmbridge, Mole Valley, Reigate, Banstead, or Tandridge, please call **0300 303 1063**.

Berkshire, Buckinghamshire, Hampshire, Gloucestershire, Northamptonshire, Oxfordshire, Wiltshire, Runnymede, or Waverley, please call **0300 303 1064**.

The Isle of Wight, please call **0300 303 1772**.

Other ways to contact us:

Email: **servicecentre@shgroup.org.uk**

Write to:

Customer Service Centre
Southern Housing Group
PO Box 643
Horsham RH12 1XJ
www.shgroup.org.uk



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