

Guide for homeowners

Having windows or doors installed during the COVID-19 outbreak

Working together to ensure a safe installation!

Now that lockdown restrictions are being eased, working in occupied homes is permitted in most cases.

FENSA Approved Installers understand that you may have some concerns about welcoming tradespeople into your home, due to the risks associated with the COVID-19 virus.

This guide for homeowners explains:

- ✓ How to make sure it's safe for a FENSA Approved Installer to enter your home
- ✓ What your installer will do to help reduce the risk of spreading the virus
- ✓ What you can do to help your installer reduce that risk too

You'll also find answers to some general questions you may have about your installation.



All the proof you need



Make sure it's safe for an installer to enter your home

Before your FENSA Approved Installer arrives, they'll contact you to make sure it's safe for them to install windows or doors in your home.

Your installer will need to **postpone the installation** if:

- ➔ Any person in your household has had COVID-19 symptoms, however mild, within 14 days of the installation date
- ➔ Any person in your household has been asked to shield

Extra precautions will need to be taken if:

- ➔ Any person in your household is clinically vulnerable, but has not been asked to shield, e.g. someone over the age of 70

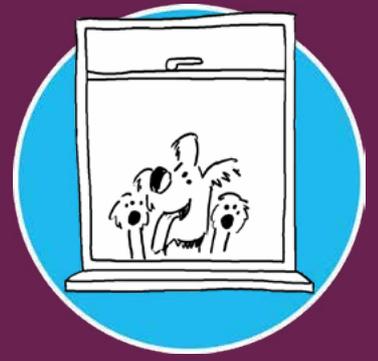


How you can help:

- ✔ Let your installer know if you or anyone else in your household develops COVID-19 symptoms, or has been asked to shield, as soon as you can so they can plan a new installation date with you.
- ✔ Tell your installer if any person in your household is clinically vulnerable but has not been asked to shield.
- ✔ Set aside a room that you and any other occupants can stay comfortable in during the installation to cut down on unnecessary contact with those working in your home.



Preparing for your window or door installation



Once your FENSA Approved Installer has established it is safe to work in your home, they will start planning your installation.

This will include a site-specific risk assessment for your property. There are things you can do to prepare for their visit too.

- ➔ Your installer will discuss with you which rooms they'll be working in and in what order
- ➔ They'll ask if there are any areas they should avoid during the installation, such as where household occupants will be
- ➔ They'll advise if there are any areas you should avoid during the installation

How you can help:

- ✔ Move all ornaments, picture frames, plants, etc. from window cills and away from surrounding areas.
- ✔ Cover any appliances or furniture in rooms that are being worked on. Your installer will provide clean or disposable floor coverings.
- ✔ Wipe down with disinfectant any areas your installer is likely to come into contact with during the installation.
- ✔ Don't worry about supplying refreshments. Usually FENSA Approved Installers love a cup of tea but during the COVID-19 outbreak they'll be supplying their own refreshments.



During the installation

In order to safely install windows or doors in your home during the COVID-19 outbreak, your FENSA Approved Installer will take extra precautions designed to ensure the safety and protection of your household and their team.



- ➔ Installers will comply with social distancing guidelines whenever possible; when not, face coverings will be worn
- ➔ They'll wash or sanitise their hands regularly, including before entering your property
- ➔ They'll provide floor protection and will sanitise all surfaces they come into contact with
- ➔ They'll bring appropriate personal protective equipment (PPE) with them
- ➔ They'll minimise their movements around your property

How you can help:

- ✔ When your installer arrives, agree with them any areas that will become out of bounds such as where you or other household members will remain during the installation.
- ✔ Try to comply with social distancing guidelines when near installers, whenever possible.
- ✔ Please provide a facility where installers may wash their hands regularly. They'll be carrying hand sanitiser but soap and water is preferable.
- ✔ Please do not touch or handle any of your installer's tools, materials or PPE.
- ✔ Keep internal doors to rooms that are being worked on open at all times to increase airflow and reduce contact with handles.



After the installation

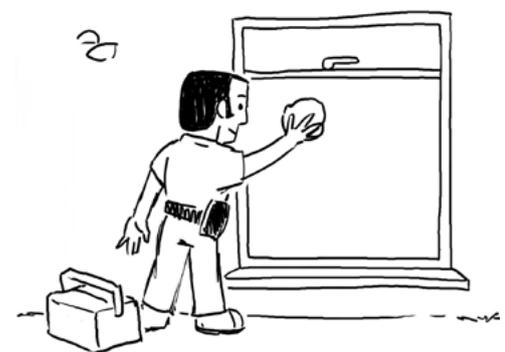
Once your FENSA Approved Installer has completed your window or door installation, they'll take a methodical approach to packing up and cleaning work areas.



- ➔ They'll sanitise all areas they've come into contact with, including your new windows or doors
- ➔ They'll vacuum each room and hallway they've used while inside your property
- ➔ If possible, rather than demonstrating how to use your new products in person, your installer will direct you to relevant online resources
- ➔ They'll sanitise any keys before handing them over while maintaining social distancing
- ➔ They won't shake your hands (a hard habit to break!)

How you can help:

- ✔ Try to comply with social distancing guidelines when near installers, whenever possible.
- ✔ Wait until installers have left the property before entering areas where they've been working, if possible.
- ✔ Please don't be offended if your FENSA Approved Installer doesn't shake your hand before leaving!



Frequently asked questions

*If you're unsure,
always talk to
your installer!*

- ➔ **Is it safe for a FENSA Approved Installer to fit my windows or doors?**
All FENSA Approved Installers have to complete a risk assessment before they can start work. As long as the risks are managed properly then it is safe for the work to go ahead. If you wish, you can ask for a copy of your installer's risk assessment before work begins.
- ➔ **I have mild symptoms, can a FENSA Approved Installer still fit my windows or doors?**
No. If you or anyone in your household has had COVID-19 symptoms within 14 days of the installation date, the work will need to be postponed.
This is the same for the installers: no employee that has had symptoms, no matter how mild, in the 14 days leading up to the installation date, will be allowed to install your windows or doors.
- ➔ **I am shielding as I am at a higher risk. Can a FENSA Approved Installer still fit my windows or doors?**
No, if you are at a higher risk and shielding, nobody outside your household should be entering your home. Your window or door installation will need to be postponed.
- ➔ **How will I know what to do on the day a FENSA Approved Installer comes to fit my windows or doors?**
For a general idea, read this guide. For specifics, your installer will call you beforehand and discuss their installation plan for your home so you know how the day will go.
- ➔ **Will I need to clean up after my FENSA Approved Installer leaves?**
Your installer will take care to sanitise any areas they've come into contact with during the installation process, including your new windows or doors.
If you feel happier sanitising the area again, please avoid touching any wet sealant.
- ➔ **When will I get my FENSA certificate?**
Once the installation is finished, the FENSA Approved Installer will notify FENSA that the job is complete and meets the Building Regulations.
FENSA will then generate and post a FENSA certificate to you, which should arrive within two weeks.
- ➔ **Can I get a free inspection from FENSA?**
All FENSA Approved Installers are regularly assessed for competence and compliance with Building Regulations.
To see if your installation is eligible for a free inspection, contact us on 0800 0853032 or at enquiries@risaltd.co.uk.



www.fensa.org.uk