



Firstly, we would like to thank you for your understanding throughout this difficult time, we are gradually phasing back to work so wanted to update you with our situation.

Throughout all the phases we are ensuring we work safely with PPE, keeping a 2m distance and consistently using antibacterial wipes, handwash and gels.

Phase 1 – 12/05/2020

- Emergency Service work visits
- Site surveys for New build, commercial, extensions, conservatories, roofline & porches
- Showroom visits by appointment only for current customers who have orders or quotes in our system
- Majority of our suppliers returned on the 11th May running skeleton crews – we are waiting on lead times on frames that are currently on order, we are hoping these will start to emerge over the next week or so when the manufacturers are in a routine
- Once frames start to be delivered, we will be commencing installations on New build, commercial, extensions, conservatories, roofline & porches
- Sales quotations will continue via phone and online portals
- Office phones are live

Phase 2 – 20/05/2020

- Domestic property surveys
- Domestic property installations
- General service work and repair jobs will resume
- Showroom will continue to be open by appointment only for existing and new customers
- Sales quotations will continue via phone & online portals

Phase 3 – In line with government guidelines when restrictions are lifted

- Consistent installations for all customers
- Consistent surveys for all customers
- Showroom open to the public to walk in
- Sales visits from Hayley Windows staff in domestic and commercial properties

We will be in touch with any existing customers as soon as we can over the coming weeks to offer clarity on bookings for your outstanding surveys and installations. We also hope to have information on lead times for new orders and enquiries.

Continue to stay safe and we look forward to seeing you soon!