



Firstly, we would like to thank you for your understanding and support throughout these strange and difficult times we find ourselves in.

The effects of COVID are affecting our business which in turn is having an effect for our customers. Order processing and lead times are longer than usual, so we really appreciate your patience. We are having to change the way we communicate with customers as we cannot rely on lead times providing installation dates ahead of delivery, as we did prior the pandemic. We will book you in for your installation once your frames have been delivered and checked. This may result in you not having correspondence from us for some weeks from order sign off. Deliveries can vary dependant on the products ordered and our suppliers' current stocks. We assure you we are doing everything we can in the office to have your products delivered as quickly as our suppliers can accommodate.

During this 2<sup>nd</sup> lockdown, we have been reassured by FENSA and government guidelines that we can remain open and we will continue being able to work in customer's homes. Therefore, we will continue to make sales, process orders, carry out surveys, carry out installations and service visits. Unfortunately, our showroom will be closed to the public.

Our staff and customers safety are of course of the upmost importance to us; therefore, we will continue to work safely within social distancing guidelines and have relevant PPE to hand. We do ask our customers to be aware of our guidelines and sign off on the first day of installation before our teams start working on your property, this is available to view in this document.

Dear FENSA Approved Installer,

Following the announcement of new lockdown restrictions which come into effect in England this Thursday 5th November, we have the following update.

The Glass and Glazing Federation (GGF) has confirmed with Government that all FENSA Approved Installers, and all tradespeople, will still be allowed to work and to enter people's homes as long as they do so following COVID safety protocol.

Whilst this is obviously excellent news for the industry, there will, understandably, be some of your customers who have concerns about welcoming you into their home currently. Please take the time to speak to them and reassure them you will be doing everything within your power to keep them safe.

We have produced COVID working guidelines for both yourselves and your customers that we link to below. You can also access these guides in the Latest Notices section of the [Installer Portal](#).

*Head to the FENSA website for more information*



## COVID-19 SAFETY

### Installation, service and survey team Members

- Use anti-bacterial gel for your hands at the start and end of job
- Always keep a 2m distance
- Wear a face mask
- Wear gloves when possible
- Wipe down handles and any immediate surfaces touched with an antibacterial wipe at the end of job
- Please ensure to bring your own drinks and food

### Customers

- Always keep a 2m distance
- Please do not offer drinks or food
- If possible, please stay in another room whilst work is going on
- If possible, please keep an airflow through the property when we are working

We/I as the homeowner are happy to have our works completed by Hayley Windows and have members of staff enter the property.

We/I agree to adhere to the safety guidelines whilst works are going on.

NAME.....

PRINT.....

DATE.....

*We appreciate your support and co-operation through these times and wish to keep our staff and customers as safe as possible.*