

Dennis's Removals Ltd: Coronavirus Measures

Due to government advice as from close of business Friday 27th March 2020, Dennis Removals Ltd will be ceasing removals until further notice. For customers whose items are in store, they are safe and secure, but we are unable to provide access to them until further notice.

Please note the office telephones and emails will still be manned as we will be working from home. Thank you for your continued business

As you will all be aware the fast-moving situation surrounding the Covid-19 virus both in the UK and overseas., is causing concern

We are taking direction from the UK Government the World Health Organisation, Public Health England, and the NHS who are providing regular bulletins offering advice and direction both for individuals and businesses alike.

The wellbeing and safety of our customers and staff are very important to us, and we have brought in measures to help mitigate any impact on the service we have committed to complete for you

Currently, there have been no confirmed or suspected cases of the coronavirus (Covid-19) at Dennis's Removals at the time of writing this bulletin. However, we are monitoring this on a day to day basis and have t plans in place should this change.

We have set out guidelines to our staff on how to maintain a clean office space and reduce the spread of any germs via simple suggestions handed down by Public Health England and the NHS. This includes advice for our surveyors and removal crews who will come into direct contact with our customers.

The measures we have taken are listed below, and we request that all our customers take the same precautions

1. Staff have been instructed not to come into work if they are unwell and to follow the guidelines set out by the UK Government for self-isolation
2. Office staff will be working from home as much as possible, due to modern technology this will have little or no impact on the business due to web based / cloud software and mobile phones linked to desk top phones
3. All surfaces in the offices are being sanitised regularly throughout the day to minimise the risk of surface to hand transmission
4. All vehicles are sanitised before leaving the premises and again on their return
5. All Surveyors and removal staff have been instructed to wash their hands in the recommended manner several times per day, and they all carry hand sanitiser to be used in between. Hand sanitisers are in place in the offices as well

6. Staff have been instructed to catch coughs and sneezes into a tissue (or into a sleeve in an emergency) tissues to be discarded into a waste container and hands to be washed or sanitised immediately
7. If a member of our removal staff presents with symptoms, they will be withdrawn from the move to safeguard colleagues and customers. Should this affect the scheduling of your move we will contact you immediately to discuss options
8. The situation will be reviewed daily or as an when recommendations and directions are issued by the UK Government, any changes will be immediately conveyed to all affected customers
9. All removal staff will now be issued with disposable gloves and masks

Advice to customers

1. Please inform us if you are unwell or have been unwell during the previous 14 days
2. If anyone in your household is classed as vulnerable please inform us, and if possible, remove them to somewhere safe for the duration of the move in and out
3. Please limit the number of people in the house, ideally just have one person to direct our staff from a practical distance
4. As an extra precaution we advise you to sanitise all surfaces including door handles before and after the move out of your old property and when you move into your new property
5. If you have boxes to unpack, give them a wipe down as well

Finally, from all of us at Dennis's Removals we wish you well and to stay safe and healthy and enjoy your new home

If you have any questions, please do not hesitate to call us on 01793 828224

or email us on denniss@youngeuropean.co.uk