

# Dennis's Removals LTD

## Update on Covid-19 measures

Update 16th May 2020

Following the announcement from the Prime Minister on Sunday 10th May, our offices have reopened, and we are now taking removal bookings from 19th May.

Prior to your move

During this time, we will be carrying out contact-less video surveys. This is very easy to set up and it helps you, your family and the employees of Dennis's Removals to stay safe.

Removals will look and feel different at this time. Prior to your move, we request that you inform us if any occupants of your property have underlying health issues. This includes symptoms of Covid-19, have a temperature or are self-isolating.

On the day of your move

We will be staggering the start times of each removal crew. The crew's instruction will be placed into the vehicle that is being used for your move, to prevent contact with the admin team or other crew. The vehicles will be sanitised before they leave our premises and again on their return

Prior to our crew arriving at your property, we request that you pack your personal items from the bathrooms and all bedding. Please place these in sealed boxes or bags. Also prior to the move, we will post/ deliver you plastic mattress covers and, where possible, we request that you put them on the mattresses.

During the loading and unloading we will ask you to vacate the property. If this is not possible, only one member of the household is to remain, keeping to one room or outdoor space. Before we arrive, we request that all internal doors are opened and that door handles and banisters have been sanitised, and where possible all white goods are also sanitised

Hygiene is the first defence against the virus. We ask for your co-operation by agreeing that the removal team have access to washing facilities so that they can

frequently wash their hands throughout the day. They will bring their own soap and disposable hand towels and a lidded waste bin to dispose of any used towels, to avoid excess plastic waste we will trialling the use of biodegradable bin bags .All waste will be disposed of in a proper manner as per our waste licence .

The 2 metre social distancing will be adhered to wherever possible. For the few items that need more than one member of the crew to move them, additional PPE will be supplied, such as face masks, disposable gloves and hand sanitiser. We will also be using a buddy system on items that require a 2 men carry, this will mean the same two men will always be together

The crew will not ask you to supply tea, coffee or cold drinks and will bring their own beverages to ensure that you do not share facilities.