

Golden Lane Housing

working in partnership with 

GLH Staff working Guidance

during coronavirus (COVID-19)

About our service

The safety of our employees is paramount, especially during the current pandemic and we want to ensure all GLH staff are clear about the procedures for undertaking visits and carrying out their daily duties.

The guidelines within this document apply to all GLH staff who undertake property visits, but excludes Resolve Solutions Operatives.

For Resolve Solutions Operatives please refer to the GLH Interim Compliance Policy and Resolve COVID Risk Assessment.

Reviewed 03.11.2020

Lockdown

During a lockdown staff will not be allowed to make visits to properties unless one of the following criteria apply

- provide a 24-hour emergency repairs service
- Undertake Urgent repairs where required.
- carry out health and safety checks in accordance with Health and Safety Executive and government guidelines
- carry out inspections in our homes in emergency situations
- carry out work on an empty property.
- Visits as a result of a safeguard alert or a Serious Incident.

PLEASE NOTE THESE RULES APPLY TO ENGLAND, DIFFERENT LOCAL LOCKDOWN MEASURES IN WALES AND NORTHERN IRELAND MAY APPLY.

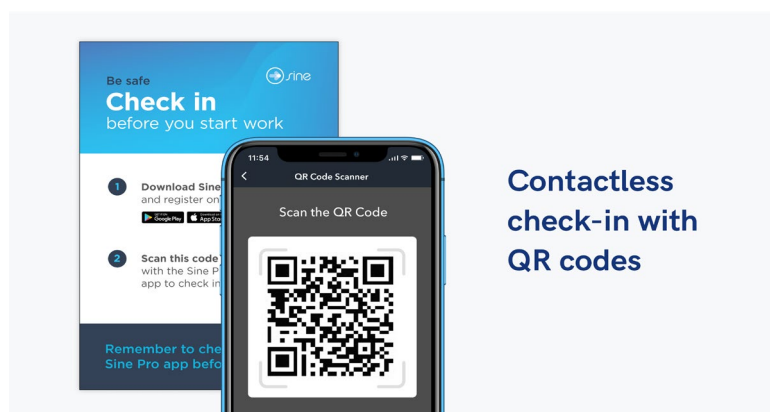
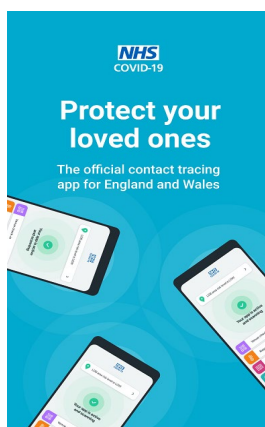
RISK ASSESSMENTS

Before any visit is undertaken a risk assessment must first be completed, these RA questionnaires have been set up and can be completed on Active H so that we can track visits made. All visits undertaken in Lockdown areas must have the approval of manager after all risks have been assessed and the need for the visit has been established.

GLH has a generic COVID risk assessment that can be found at the end of these guidelines.

For the avoidance of doubt staff must not enter a property where COVID is present unless in an emergency and after a full risk assessment, they must also be wearing appropriate PPE and have the authorisation of their manager.

All staff with a GLH phone must download the NHS COVID – 19 APP and use the check-in QR codes where available.



Get in touch

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