

Task / Process / Activity Description:	Carrying out emergency repairs in properties where a person is self-isolating or has been diagnosed with COVID – 19	Start Date	5 th Jan 21
		Review Date	Due to the pace of the potential spread of Covid-19 and the daily updates from NHS this document will be regularly updated.
Assessors Name:	Peter Rose – Head of SHEQ	Risk Assessment Approved By Branch Managers:	Branch:
Assessors Signature:	<i>P Rose</i>		Print Name:
			Signature:

Note: It is the responsibility of the property owner / tenant to declare if they are under self-isolation or have been diagnosed with the virus. The client / Landlord is then to inform Mears of this at the time the repair is raised. Where the repair is not deemed as an emergency it is not to be allocated to an operative and the client informed. Where the repair does constitute an emergency consider whether the occupant can be advised to carry out a soft fix / isolation to avoid the need to enter the property, if not the following controls are to be implemented.

Hazard (Something with the potential to cause harm)	Hazard Cause (How will the hazard be realised)	Hazard Effect (The potential injury sustained)	Who Can Be Harmed	Risk Level	Mandatory Control Measures	Residual Risk Level	Additional Requirements e.g. Monitoring, Training, Advice to Others etc.
			Employee = E Contractor = C Visitor = V Public = P				
COVID – 19	Attendance to property for emergency repairs where an individual is infected with the virus	Contracting COVID – 19	E	H	<p>On arrival at the property, knock at the door and stand back 2m and advise occupants that they will be required to move to another room (not effected by the repair). Only once this is done is the operative to enter the property.</p> <p>(This is to ensure NHS Guidelines on Social Distancing are maintained).</p> <p>Immediately on entry the operative is to don the following PPE:</p> <ul style="list-style-type: none"> • Disposable gloves • Disposable overshoes • Disposable apron • Face Mask (see further guidance below) • Eye protection (goggles or visor) 	L	<p>If the occupants refuse to move the operative is not to enter and report the situation to their line manager.</p> <p>Employees with an existing respiratory, low immune system or underlining health issues, or are suffering from the symptoms of COVID-19, will be exempt from attending these situations.</p> <p>If the occupants attempt to re-enter the work area leave the property report the situation to your line manager.</p>

Once printed this document becomes an Uncontrolled Copy, it is the responsibility of the user to check that this document is the current issue

Hazard (Something with the potential to cause harm)	Hazard Cause (How will the hazard be realised)	Hazard Effect (The potential injury sustained)	Who Can Be Harmed	Risk Level	Mandatory Control Measures	Residual Risk Level	Additional Requirements e.g. Monitoring, Training, Advice to Others etc.
			Employee = E Contractor = C Visitor = V Public = P				
COVID – 19	Attendance to property for emergency repairs where an individual is infected with the virus	Contracting COVID – 19	E	H	Clean the immediate work area with disinfectant wipes / spray.	L	Bagged waste is to be returned to branch for storage and approved disposal. In these situations, the PDA Customer Service Questions are not required.
					Carry out the repair / make safe		
					On completing the repair return to the front door and remove all PPE. Goggles and alternative RPE is to be disinfected for reuse. All disposable PPE is to be double bagged, tied and marked with property address. Wash hands as soon as possible in line with NHS guidelines.		
					Inform the occupants you are leaving and that they can now reenter the area.		
					Any information / instruction for the occupants regarding the repair will be given over the phone.		
General controls: <ul style="list-style-type: none"> Do not eat or drink while carrying out the repair Avoid touching nose, mouth and eyes 							
<p>Face Mask Options:</p> <ol style="list-style-type: none"> A Fluid Repellent Surgical type IIR Face Mask is to be worn where there is no requirement to wear RPE due to the generation of dust A FFP3 Fit Checked dust mask (or alternative as supplied for Ops with beards) is to be worn, where the task to be undertaken requires this type of RPE due to the generation of dusts. A FFP3 Face Fitted Mask is also to be worn where the task to be undertaken may accidentally disturb asbestos. 							
<p>Additional Information.</p> <p>The following situations are those that would be deemed an emergency:</p> <ul style="list-style-type: none"> Legal Compliance No electricity, gas or water (due to internal faults) All gas leaks 							

Once printed this document becomes an Uncontrolled Copy, it is the responsibility of the user to check that this document is the current issue

- Boiler not working, no hot water / Heating
- Serious water leaks that could not be reasonably contained by the occupant, including those in contact with electrical supplies or that will lead to a ceiling collapse
- Ceiling collapse due to other reasons.
- Blocked or non-flushing toilet should only be considered an emergency if it is the only toilet in the property
- Any leaks involving sewerage in the property
- Fault resulting in damage to ACMs (this will be arranged through approved contractors)

This list is not exhaustive as other tasks may be identified as emergencies by specific clients. Before undertaking these tasks check that the controls in this risk assessment remain suitable and sufficient. If additional information/clarification is required, please speak to your Regional SHE Manager.

Disposing of used gloves, overshoes, apron, mask and wipes (in line with Public Health Guidance):

1. Put all items in a plastic rubbish bag, spray with disinfectant and tie. Place in a second bag, tie and tag with the property address and date.
2. Place the bags in a secure storage for at least 72hours and then put in with the normal waste.