



Riverport Residential Cleaning – Covid-19 restart letter to customers and staff

Following the recent relaxation in the government's advice re the coronavirus outbreak this is a quick email to update you on our position.

Having taken the necessary advice, we plan to recommence our cleaning service from Monday 1st June 2020. To ensure the health and safety of our clients and staff we will be following the following official guideline procedures:

Upon arrival at clients homes the cleaners will ask if there is anyone in the household who is in isolation, is vulnerable, has shown any symptoms of Covid 19 or been in contact with anyone who has.

If this is the case we will not, I'm afraid, be able to clean in that home until we have been assured that it is safe for both clients and our staff to do so.

The cleaners will continue to adhere to the guidelines we have set down as standard practice since the outbreak was announced:

- Our teams will travel to clients' homes sharing a vehicle but, as advised, with open windows and not looking towards each other. They will call the client on the way to the clean in order to enable them to be prepared for their arrival.
- We would request that clients, if they are at home, open the door for the teams and respect the 2m social distancing and then go into a room separate from where the cleaners will be. The teams will request that clients move into unoccupied rooms as they move around the property.
- As is our customary practice, cleaners will not ever be in the same room and will strictly respect social distancing rules. They will all wear latex gloves and protective face masks when travelling and cleaning and they have also been advised to regularly wash or sanitise their hands especially between houses.
- Used cloths and mop heads are put into a lidded plastic container and of course new gloves, cloths and mop heads are used in each home.
- We have issued the staff with anti-bacterial spray and wipes and they have been asked to ensure that they wipe down all equipment they have used between houses and at the end of the day. They have also been advised to wipe down the steering wheel and controls of the car at the beginning and end of each day.
- Cash payments are put into envelopes and the staff have been advised to wash their hands after they have sealed the envelopes.
- We would also request that communication with the teams is kept to the minimum and that no food or drink is offered as they have been advised not to accept. Teams have also been advised to avoid any physical contact such as shaking hands. This seems counter instinctive but under the circumstances is necessary so please do not be offended.

Please let me know if and when you wish to resume your cleaning service and we look forward very much to working with you again.

Kind regards,

Anne