

Dear Customer,

24/03/2020

Re: MHA Coronavirus and Infection Control



In the absence of effective drugs or a vaccine, control of Coronavirus relies on the prompt identification and isolation of possible and confirmed cases, **and** the investigation and follow up of close contacts to minimise potential onward transmission. The national risk is moderate so as to enable the government to instigate controls. The risk to an individual is moderate. However, this may change. Daily monitoring of PHE and NHS websites enables The Vision Technician to plan what we must do as an Cleaning Company.

Further specific information about Coronavirus and other links at Public Health England are [here](#)

As Coronavirus is increasing in the UK we have set out guidelines to run along the Governments.

- We will message or phone you prior to cleaning your windows.
- If you have symptoms of the Convid 19 virus, we won't be able to clean your windows
- We no longer accept cash for the time being. Please pay by BAC or card via our company card machine.
- We advise you to stay in doors where possible and have gates unlocked prior to visit.
- If we do meet we will implement a 2m space between ourselves and the Customer.
- All door handles and letter boxes shall be disinfected free of charge every time we clean your windows.
- We can assure our customers that our temperature is tested every morning before commencing our working day
- We will wear protective gloves and masks to protect not only you, the customer, but also ourselves.

We are reviewing this growing situation every day. So please be aware of any updates.

Thank you in anticipation for your co-operation in this matter

Yours sincerely

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