

FUNCTION: KARBON HOMES – Development - Viewings	ACTIVITY / TRADE: New Homes Viewings
RA Number KH/RA/V02	Date; 27/01/2021
TASK: Covid - 19 Sales and Marketing Development viewings	Revision 3 Creator: Sarah Dawson/ Jill Thompson

KEYNOTE: Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens, and similar settings. These are often the most challenging areas to maintain social distancing.

HAZARD	Who could be harmed		RISK	Initial Risk Rating (S x L)			CURRENT CONTROLS	WHAT MORE NEEDS TO BE DONE?	Residual Risk (S x L)		
	Employee	Public		Severity	Likelihood	Total			Severity	Likelihood	Total

<p>New Variant Covid- 19 (Dec 2020 onwards)</p>	<p>Y</p>	<p>Y</p>	<p>The new variant is not thought to be any more threatening to health but is known to be more transmissible</p>	<p>5</p>	<p>5</p>	<p>25</p>	<p>Key controls, Hands – Face – Space – Ventilate.</p> <p>The latest gov.uk guidance allows for house viewing to continue.</p> <p>On arranging viewing Home ownership officer will ask customer if they or anyone else in the household have a diagnosis or symptoms of the virus or have been instructed to self-isolate by NHS test and trace. If the answer is yes to any of these questions, then the viewing should be deferred until it is safer to attend.</p> <p>Any Karbon employee showing symptoms of COVID-19 shall not attend work, should obtain an NHS test and follow NHS instructions</p> <p>Maintaining good ventilation within property before viewing for example open windows and to encourage air flow / change.</p> <p>Open all internal doors within the property to reduce contact areas.</p> <p>When attending an appointment and before entering the property, the Karbon employee shall repeat the Covid questions to confirm that the previous answers are still valid.</p> <p>Tenant to view property alone – lettings officer remains outside property. Should this not be possible then prior discussions and arrangements are made.</p> <p>Wash / Sanitise hands on arrival and departure and each time you exit and enter the home and request customer to follow the same.</p> <p>Wear a face covering when in doors and when near others and request that anyone viewing the property wears a face covering at all times.</p> <p>Social distancing must always be maintained, request tenants continue wearing face covering whilst carrying out any pre or post conversations outside the property.</p>	<p>At any point customer does not follow Karbon requests, viewing is cancelled and reported in to line manager.</p>	<p>5</p>	<p>2</p>	<p>10</p>
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<p>Covid 19 – Moving around when working in a home Maintain social distancing wherever possible while people move around the home</p>	<p>Y</p>	<p>Y</p>	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>Key controls, Hands – Face – Space – Ventilate.</p> <p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times.</p> <p>Tenant to view property alone – lettings officer remains outside property. Should this not be possible then prior discussions and arrangements are made.</p> <p>Discussion with Tenant ahead of a visit ask that a 2m distance is kept between lettings officer and tenant</p> <p>Face coverings are required in all indoor situations ‘where people may come into contact with others they don’t usually meet’</p> <p>No food or drink to be consumed within house – ensure hand hygiene before consuming any food or drink.</p> <p>Use of fixed pairing should VIP be required.</p> <p>Specific lettings officers for specific properties to reduce the number of people entering in the property.</p>		<p>5</p>	<p>2</p>	<p>10</p>
<p>Covid 19 – Appointments in the home. Reduce Transmission due to face to face meetings to maintain social distancing in meetings</p>	<p>Y</p>	<p>Y</p>	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times.</p> <p>Face coverings are required in all indoor situations ‘where people may come into contact with others they don’t usually meet’</p> <p>Discussion with Tenant ahead of a visit ask that a 2m distance is kept between lettings officer and tenant</p> <p>Using remote working tools to avoid in-person appointments</p> <p>Tenant to view property alone – lettings officer remains outside property. Should this not be possible then prior discussions and arrangements are made.</p> <p>Separate pens for tenancy agreements – documents left on kitchen worktops for tenants to sign.</p> <p>Discuss any questions outside where possible. Or use of well-ventilated room</p>		<p>5</p>	<p>2</p>	<p>10</p>

<p>Covid-19 Providing and explaining available guidance Ensuring people understand what they need to do</p>		<p>People unaware of what they need to do to maintain safety in the workplace.</p> <p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times.</p> <p>Discussion with Tenant ahead of a visit ask that a 2m distance is kept between lettings officer and tenant.</p> <p>Prior discussions take place to outline the process.</p> <p>Tenant advised no pets.</p> <p>Only tenants from the same household and no children where possible.</p>		5	1	5
<p>Covid-19 Keeping the work area clean</p>		<p>People unaware of what they need to do to maintain safety in the workplace.</p> <p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times</p> <p>Void properties are left 48hrs after KPS have been in, and 48 hrs between viewings.</p> <p>Frequent cleaning of objects and surfaces that are touched regularly, using usual cleaning equipment.</p>		5	1	5

<p>Covid-19 Hygiene Keep good hygiene throughout the day</p>		<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times</p> <p>Lettings officers provided with Sanitiser and gloves, also advice on Washing hands more often than usual for 20 seconds using soap and hot water, particularly after coughing sneezing and blowing your nose.</p> <p>Reducing the spread of germs when coughing or sneezing by cover your mouth and nose with a tissue or your sleeve, not your hands. Throw the tissue in the bin immediately, then wash your hands.</p> <p>Cleaning regularly touched items and surfaces using your personal supply of cleaning products to reduce the risk passing infection on to other people.</p>		5	1	5
<p>Covid 19 Handling goods, merchandise, and other materials</p>		<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>				<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times</p> <p>Ensuring social distancing and hygiene measures are followed when dealing with paperwork, take paperwork from property and leave in boot of car – take to nearest office asap.</p>		5	1	5
<p>Covid-19 Team Working Reduce the number of contacts each worker has</p>	Y	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family</p>	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times</p> <p>Face coverings are required in all indoor situations 'where people may come into contact with others they don't usually meet'</p> <p>Allocating the same worker to the same void property each visit.</p> <p>Separate pens for tenancy agreements – documents left on kitchen worktops for tenants to sign.</p> <p>Tenants viewing properties alone.</p>		5	1	5

			and or wider community								
Covid – 19 Avoid unnecessary work-related travel and keep workers safe when they do need to travel between homes			A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities. Catching the virus and becoming ill Spreading the virus to colleagues, family and or wider community	5	4	20	Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. 2M social distancing must be followed at all times Where workers need to move between houses for work social distancing and hygiene advice should be consistent especially before entering the homes.		5	1	5

MANAGERS RISK ASSESSMENT CHECKLIST

No	Action	Check frequency	Manager name	Manager signed
1	Are hand washing / sanitising facilities available?	Once		
2	Does the layout allow social distancing?	Once		
3	Does the work allow social distancing?	Once		
4	Is a new site induction required? (I.e. when different people go into the site or property)	Once		
5	Are SSOW in place for Medium to High risk activities?	Once		
6	Are contractors RAMS suitable and sufficient?	As required		
7	Have all individuals received, read, understood and confirmed their acceptance of the RA and any associated SSOW?	Once		
8	Have Trade Unions received and confirmed their acceptance of the RA and any associated SSOW?	Once		To be confirmed by H&S Mgr.
9	Is PPE required (ppe matrix)? Gloves, Coverall, Apron, Face covering Filtering respirator. Face shield / eye protection.	Once		
10	Any other equipment required? E.g. Additional Pens	Once		
10	Has any additional training and or instruction related to PPE been provided and recorded?	Once		
11	Has any additional training and or instruction related to new process been provided and recorded?	Once		
12	Have we responded to concerns raised by colleagues?	As required		

Risk Ratings

The risk rating is calculated as the product (multiplication) of the likelihood and severity of harm. The numbers for likelihood and severity are defined in the following table:

Number	Likelihood	Severity
1	remote	delay only
2	unlikely	minor injury
3	may occur	lost time injury
4	likely	major injury
5	very likely	fatality

		5 fatality	4 major injury	3 lost time injury	2 minor injury	1 delay only
5 very likely	25	20	15	10	5	
4 likely	20	16	12	8	4	
3 may occur	15	12	9	6	3	
2 unlikely	10	8	6	4	2	
1 remote	5	4	3	2	1	

The calculated risk rating gives you a number with which to decide upon the outcome.

Activities with an outcome of 1-4 are considered **low** risk because controls are good (shown in green) and may be carried out using current good practice. Outcomes of 5 -10 are considered **medium** risk (shown in yellow) and may be carried out using specific identified control measures outlined in this document. Outcomes of 15+ are considered **high** risk (shown in red) and may only be carried out by trained personnel.

Revision History		
Date	Summary of revision	Revised by
25 May 2020	Covid-19 Sales & Marketing Viewings	SD/JT
August 2020	Insert - Face coverings are required in all indoor situations 'where people may come into contact with others they don't usually meet' to comply with the latest Gov.UK guidance	Karl Forman
27/1/2021	Updated to include new variant and amended isolation days from 10 to 10 to cover government guidance	Sarah Dawson

Has the lettings officer been provided with the Managers' RA checklist?

Signed & Approved by Patricia Carr (Group H&S Manager)



Date: 01 February 2021