

FUNCTION: KARBON HOMES - Housing – voids Lettings	ACTIVITY / TRADE: Allocations & Letting's
RA Number KH/RA/A&V05	Date: 7/8/2020
TASK: Covid 19 – Housing Allocations and Lettings	Revision 5 Creator: P Carr / Sarah Dawson / Allison Carrahar

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 Variants of Covid- 19 (Dec 2020 onwards)</p> <p>The Delta Variant</p>	Y	Y	The Delta is known to be more easily transmissible and a greater risk to health	5	5	25	<p>Key controls, Hands – Face – Space – Ventilate.</p> <p>The latest gov.uk guidance allows for work in other people's homes.</p> <p>Work scheduling will ask tenants 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 job 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>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>Wash / Sanitise hands on arrival and departure and each time you exit and enter the home.</p> <p>Wear a face covering when in doors and when near others and request that anyone in the same room also wears a face covering.</p> <p>Social distancing must be always maintained, request tenants isolate in another room or outside whilst you work.</p> <p>Maintaining good ventilation for example open windows and doors to encourage air flow / change.</p>	<p>Where vulnerable or flagged tenants are an additional risk it may be beneficial to involve Housing Officers in the planning and organisation of the work.</p> <p>Any sustained or intentional breach of the agreed social distancing rules could result in the job being abandoned / suspended.</p> <p>If work needs to be stopped - immediately notify the Operations Manager and record decisions.</p>	5	2	10

<p>Covid 19 Arriving to a home for work.</p> <p>Failure to maintain social distancing wherever possible and failing to ensure handwashing on arrival.</p>	Y	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 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>Social distancing must be followed at all times.</p> <p>Karbon Homes Standard - Face coverings are required in all indoor situations.</p> <p>Prior conversations are held with potential tenants to ensure they are aware of our process and procedures.</p> <p>Travel alone to void properties at all times.</p> <p>Clean down key safe before removing keys.</p> <p>All internal doors are left open in properties by KPS or lettings officer before viewing and opens all doors and some windows to ensure ventilation around property.</p> <p>Specific lettings officers for specific properties to reduce the number of people entering in the property.</p> <p>Wash/ Sanitise hands on arrival.</p> <p>Prior to viewing request customer bring own sanitiser.</p> <p>Lettings officers provided with gloves and masks to wear if necessary. Gloves and masks are removed carefully after viewing and bagged in the boot of the car. refer to the SSOW.</p>	<p>Follow the HM Government document Working safely in other people's homes on GOV.UK website.</p>	5	2	10
<p>Covid 19 – Moving around when working in a home</p> <p>Failure to maintain social distancing wherever possible while people move around the home</p>	Y	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 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>Social distancing must be followed at all times.</p> <p>Karbon Homes Standard - Face coverings are required in all indoor situations.</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>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>		5	2	10
<p>Covid 19 – Appointments in the home.</p> <p>Failure to reduce transmission due to face to face meetings and failing to maintain social distancing in meetings</p>	Y	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 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 10 days.</p> <p>Social distancing must be followed at all times.</p> <p>Karbon Homes Standard - Face coverings are required in all indoor situations.</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>		5	2	10

Covid-19 Failure to provide and explain available guidance Failure to ensure people understand what they need to do			People unaware of what they need to do to maintain safety in the workplace.	5	4	20	Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. Social distancing must be followed at all times. Discussion with Tenant ahead of a visit ask that a 2m distance is kept between lettings officer and tenant. Prior discussions take place to outline the process. Tenant advised no pets. Only tenants from the same household and no children where possible.		5	1	5
Covid-19 Failure to keep the work area clean			People unaware of what they need to do to maintain safety in the workplace.	5	4	20	Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. Social distancing must be followed at all times Prior to, and immediately following, any visits either by KPS or potential customers, all surfaces including door handles, banisters, cupboard doors, doors to external buildings and work surfaces, taps etc must be thoroughly wiped down with disinfectant wipes. Frequent cleaning of objects and surfaces that are touched regularly, using usual cleaning equipment.		5	1	5
Covid-19 Poor hygiene. Failure to maintain good hygiene throughout the day			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. Social distancing must be followed at all times Lettings officers provided with Sanitiser and gloves, also advice on Washing your hand more often than usual for 20 seconds using soap and hot water, particularly after coughing sneezing and blowing your nose. 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. Cleaning regularly touched items and surfaces using your own cleaning products to reduce the risk passing infection on to other people.		5	1	5
Covid 19 Handling goods, merchandise, and other materials			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				Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. Social distancing must be followed at all times 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.		5	1	5
Covid-19 Team Working Failure to reduce the number of contacts each worker has	Y		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. Social distancing must be followed at all times Karbon Homes Standard - Face coverings are required in all indoor situations. Allocating the same worker to the same void property each visit. Separate pens for tenancy agreements – documents left on kitchen worktops for tenants to sign.		5	1	5

							Tenants viewing properties alone.				
Covid – 19			A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.	5	4	20	Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. 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
Failure to avoid unnecessary work-related travel and keep workers safe when they do need to travel between homes			Catching the virus and becoming ill Spreading the virus to colleagues, family and or wider community								

Manager 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

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

		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

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 -14 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
22 May 2020	Covid-19 Working in people's homes – Void Lettings	SD / AC
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 latest gov.uk guidance	K Forman
September 2020	Removal of clause stating 48 hour wait between viewings as agreed at KCRG	P Carr
11 Jan 2021	Update with new variant consideration and isolation reduced to 10 days as per Gov guidance	S Dawson
July 21	Reviewed in line with the lifting of restrictions 19 th July – KH Standard wearing of masks	S Dawson

Has the lettings officer been provided with the Manager's RA Checklist?

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



Has the team read and understood the risk assessment and SSOW

Date: 02 August 2021