

The Professionals

Commercial & domestic cleaners

The Coach House
4 Back Harlow Moor Drive
Harrogate
HG2 0JE

Phone: 0845 5240 150
Email: online@theprofessionalscleaning.co.uk
Web: www.theprofessionalscleaning.co.uk

14th May 2020

To our valued customers

Re: Commencement of Domestic Cleans

Firstly we hope that this update finds you and your loved ones well.

Following the recent government announcement of the country gradually coming out of lockdown we would like to update you on our approach to resuming domestic cleaning. The number one priority for us is to the safety of our customers and staff, and we will continue to review the risk and guidance on an ongoing basis.

Whilst we would love to recommence all cleaning immediately, we are constrained by two critical factors

- We must ensure that any premises to which we send staff is safe
- Although many of our staff are excited to get back to work, some may not be able to return to work due to shielding of themselves or their household, and others may have childcare requirements.

We have undertaken a risk assessment covering the protocols for our staff to follow when returning to work which include consistent hygiene steps before during and after each visit, immediate reporting of potential symptoms in their household or any customer they visit and the requirement for social distancing at all times.

With that in mind, we propose to gradually re-commence domestic cleans from the week of 25th May on a case by case basis. We would like to ask each customer to respond to the following questions to help in that assessment. If you could simply copy them into an email or where needed, we will happily go through them with you on the phone.

- How urgently would you like cleaning to recommence?
- Are any members of your household classed as 'at risk'?
- Have you or anyone in your household test positive for COVID 19. If so, could you confirm when?
- Have your requirements for the days and hours of cleaning changed?
- For customers who historically have had a dedicated person as their cleaner, would you be happy for someone else to attend if the normal cleaner has not yet returned to work?
- Will it be possible for our staff to access the property when you are either out of the property, or are you able to ensure social distancing for instance by staying in a different room whilst they are present?
- Can you confirm that if anyone in your household develops symptoms you will inform us immediately?

We look forward to being able to support you again very shortly and trust you will understand that this may not be a perfectly smooth process, but we will do everything we can to make it so.

Best wishes



Rick and all the team at The Professionals.

We make a refreshing change!