

## COVID-19 UPDATE

# Preparing for a **property inspection**

We are taking extra precautions so both you and our staff can feel safe when visiting homes.

**Please note - all FHL staff are fully vaccinated.**

We have prepared this information sheet so you can prepare for interactions with our staff and continue to feel safe in your home.

### **Notifying you of an inspection**

For the moment we are continuing our usual schedule of property inspections and you will be notified in the usual way, either via email or letter. We will let you know if this situation changes.

### **Health checks prior to an inspection**

You will be contacted in the days prior to your scheduled inspection to check on the health of you and your household members and asked the following questions:

- Are you or anyone in your household experiencing any flu like symptoms (cold, cough, temperature) or feeling unwell at all?
- Have you been in contact with anyone in the past few days who has had the above symptoms?
- Are you or anyone in your household self isolating?

If you experience any of these symptoms before any scheduled visit, please call your Housing/Lodging Co-Ordinator.

### **Social distancing**

It is our preference to conduct the inspection when you or other household members are not at home. If you prefer to be there, we will ask that you step outside while the inspection is completed. Please ensure that anyone at home during this time adheres to social distancing and is wearing a mask.

### **Personal protective equipment**

Our staff will wear personal protective equipment while at your home including gloves, face masks and shoe covers. This is part of the safety measures we are taking to ensure staff wellbeing in the homes they enter and to protect your safety. Please do not be alarmed by this.

### **Questions**

If you have any questions about these arrangements, please contact your Housing/Lodging Co-Ordinator on 9422 0700 .