



Tuesday 17th March 2020

Dear Customer,

We write to you today to make you aware of the procedures we have put in place in response to the Coronavirus (COVID-19) outbreak. Our focus with these measures is to help ensure that we are able to continue to provide servicing and callout assistance with the lift(s) installed at your property, whilst also ensuring that you, our staff, our suppliers and any other members of the public remain safe over the coming weeks and months.

We are continuing to monitor and act upon the advice provided by the World Health Organisation, Public Health England and Gov.UK, and would encourage you to do so as well. As such, our team have been briefed regarding the current government guidelines, which include washing hands more often than usual, or staying home if there are any concerns about their health. When both entering and leaving all sites our engineers are expected to wash their hands, or use an alcohol based anti-bacterial wipe or gel.

We ask that wherever possible you include the lift car into your property's cleaning routine, to ensure that regularly touched components (such as the handrail and alarm/ push buttons) are cleaned and disinfected, so as to reduce the spread of the virus.

At present, we intend to continue with our routine servicing schedules and provide 24/7 breakdown coverage as required, unless we are informed otherwise. We appreciate your support during this time in the event of any unexpected delays and will keep you informed with any changes to planned works as and when they occur. As usual, to report a callout, or for any urgent assistance, please either call our 24/7 office number – 01837 659 734 – or email service@ideallifts.com for one of our team to assist you.

If your property has any specific on-site requirements, restrictions or procedures which our team should adhere to, we ask that you inform us accordingly at the earliest opportunity. In particular, if there will be any impact on access arrangements for your property, or you wish to prohibit our engineers from attending site until further notice, please advise in writing to service@ideallifts.com to enable us to update your account details.

Thank you for taking the time to read this message, and for your continued support and cooperation.

If you have any queries or concerns, or there is anything else we can assist with, please do not hesitate to contact us.

Kind regards,

Ideal Lifts Service Limited

01837 659 734

service@ideallifts.com

www.ideallifts.com