

COVID19

Britannia Sandersteads are making every effort to limit the spread of the COVID19 virus.

Our offices are now open again but we are working with a reduced office staff to ensure social distancing can be complied with. Some office staff are still working remotely. Our warehouses and storage facility is open and we are now operating trucks, vans and crews but on a reduced basis due to the work demand and 30% of the staff remain on furlough

Arranging a Quotation

We are now offering contact less video surveys as well as the normal on site surveys. A video survey is easy to book and is a very safe way to arrange getting a quote.

If you prefer an onsite survey, our surveyor will visit taking into account the 2m social distancing and the use of PPE.

Going forward removals have to be carried out in a totally different way and we will ensure to provide you with all information you will need in order for us all to stay safe.

We will ask you nearer to your move date for you to inform us if any occupants of your property have underlying health issues. This includes symptoms of Covid 19, has a temperature or is self-isolating.

Removal day

- Start times for our removal crews are being staggered so you will be advised to telephone our office the day before your move or on a Friday if your move is booked for a Monday, to confirm what time you can expect our crew to arrive at your property.
- Prior to our crew arriving at your property, we request that you pack your personal items from the bathroom and all bedding. Please place these in sealed boxes or bags.
- During the loading and unloading we will ask you to vacate the property. If this is not possible, only one member of the household is to remain, keeping to one room or outdoor space.
- Please ensure no other trades people are present at either property during the move process.

If tradespersons are present when we are loading and or unloading, we will not be able to carry out your removal. Our vehicle will be instructed to return to our depot and it will be deemed that we have fulfilled our contract with you. Such tradespersons may include electricians, plumbers, telephone engineers, television engineers, painters, cleaners etc. This list is not exhaustible.

- Please ensure that our crew members have access to a W/C and wash facilities and that if possible these facilities are available for our crew only (this is assuming you have more than 1 toilet)
- Hygiene is the first defence against this virus so we are asking for your co-operation in making washing facilities available to our crew.
- Please make sure windows are open in every room to maximise ventilation in the property.
- We would recommend that you also deep clean your new home and your goods and effects once our crew leave the property.

Our responsibilities re Covid19

- Although it will be inevitable that the crew cannot socially distance from each other all the time they will always maintain the 2m social distancing measure from the client.
- We will be checking the crew member's temperature on a daily basis and asking them to stay at home with the first signs of any related symptoms.
- We will be providing our staff with a range of PPE
- We are asking our staff to maintain social distancing outside of work where possible
- Our staff will have their own drinks and food with them so you will not need to offer them refreshment

International Moves

International moves have been delayed due to Covid19 restrictions and these differ depending on which country you are going to or coming from. These restrictions are changing daily especially the closing of borders within Europe.

Please telephone or email us if you require an update on an import or export. Likewise we will contact you if we receive any updates that refer to your move.

Finally Britannia Sandersteads are working hard to provide a service under difficult times and restrictions and we know all our customers are trying to re-start their lives in as normal way as possible – whatever the new normal is.

We therefore wish all our customers and colleagues' good health and urge everyone to do what we are being advised to do by the Government and Health advisors.

If we all work together, we will get through this period – it may take a while but there are good days ahead.

If you have any questions or require any clarification, please contact us.

The aim is to ensure that all government guidance is being followed and Britannia as a group are doing all we can to minimise the risk to our staff and customers.

Best wishes from all at Britannia Sandersteads