

# Knock Knock.



Our maintenance and cleaning teams are here to help ensure that your new home is as safe and comfortable as possible and that anything that doesn't work is fixed or replaced as soon as possible.

We know that the coronavirus is a concern to many, including our staff, so we want to let you know what you can expect when we come into your accommodation.

---

**We are here to keep you and our staff safe. This is how we are going to do it and this is how you can help:**

- **We** all need to make sure that we are washing our hands frequently. This is especially important when returning back to your flat.
- **We** will sanitise our hands before touching doors/handles and commencing a job in your flat.
- **We** will wear a mask when entering your flat, and where 2 metre social distancing can't be maintained. Please help to keep yourself, your flatmates and staff safe by ensuring that you maintain 2 metres away from us whilst we repair your maintenance issue or clean your flat. If you need to come within the 2 metre distance, please make sure that you wear your face covering.
- **We** may ask you to leave your room or move away from the area where work is required, this is to make sure we are maintaining social distancing.



The  
University  
Of  
Sheffield.

# When we need to come into your flat.



There are a number of checks that we legally need to carry out in your accommodation during your time with us. We will try to do them at a time which causes you the least disruption and/or whilst we are doing other jobs. We will always give you notice for when we will be coming. These checks include:

**Monthly:** Emergency Lighting checks, Water temperature checks

**Quarterly:** Shower head cleans

**6 Monthly:** Fire door safety, fire alarm service, window restrictors

Where possible, we will schedule them around quieter times such as Christmas and Easter, and will never do them during exam periods.

**How long?** As a general rule, we will endeavour to fix issues in the times stated below:

**4 hours:** Things you can't live/study without (e.g. toilet, electricity)

**5 days:** Useful but not urgent repairs (e.g. toilet seat, dripping tap)