

NUVEN SURVEYORS - CORONAVIRUS (COVID-19) RISK ASSESSMENT

Nuven Surveyors is following official advice from the UK Government and our professional governing body the Royal Institution of Chartered Surveyors (RICS), to ensure the safety of our clients, the general public, and our employees. This version is up to date as of 04 January 2021 and is based on the information contained in HM Government published document [Working safely during COVID-19 in other people's homes](#).

We are adhering to the following steps during coronavirus (COVID-19). We will continue to review and update this risk assessment as the situation develops.

1. No work will be carried out by a Surveyor who has coronavirus symptoms, however mild, or where someone in their household has symptoms.
2. No work is being carried out in a household which is isolating because one or more family members have symptoms or where an individual has been advised to shield ([see appendix 1](#)) - unless it is to remedy a direct risk to the safety of the household.
3. When working in a household where somebody is clinically vulnerable ([see appendix 2](#)), but has not been asked to shield, for example, the home of someone over 70, prior arrangements will be made with vulnerable people to avoid any face-to-face contact, for example, when answering the door.
4. We are communicating with households prior to any visit to discuss how the work will be carried out to minimise risk for all parties. The Surveyor will also communicate with the household on arrival to ensure the household understands the social distancing and hygiene measures that should be followed.
5. We ask that household occupants maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable). If possible, we ask the household occupants to stay in a separate room while the work is carried out or use the opportunity to vacate the property for daily exercise.
6. Our Surveyors will be wearing a face covering when inside the property. We ask that all household occupants also wear a face covering (unless they do not need to or are exempt, see full list [here](#)).
7. We ask that households leave all internal doors (including the airing cupboard, boiler cupboard, the cupboard under the kitchen sink, meter cupboards etc.) open to minimise contact with door handles and surfaces. We also ask if possible, that if the property has a loft ladder, that it is down before the Surveyors arrival.
8. We ask that where possible, at least one window on each floor is left open to ensure adequate ventilation is provided during the Surveyors visit.
9. On arrival at the property, and before entering the property, the Surveyor will discuss with the occupants the busy areas across the household where people travel to, from or through, for example, stairs and corridors, and agree to minimise movement within these areas.
10. On entry to the home the Surveyor will wash their hands using soap and water for 20 seconds. Surveyors are required to wash their hands more often than usual for 20 seconds using soap

and hot water, particularly after coughing, sneezing, and blowing their nose. If handwashing facilities are not accessible, the Surveyor will have hand sanitiser with them at all times.

11. If Surveyors cough or sneeze they are aware they must cover their mouth and nose with a tissue, or their sleeve (not their hands) if they don't have a tissue and will throw the tissue in a bin immediately, then wash their hands, to reduce the spread of germs.
12. Surveyors are cleaning their equipment with regular cleaning products after each inspection, before entering another household. Surveying equipment is assigned to an individual and will not be shared with other people to reduce the spread of germs.
13. Surveyors will bring their own drink to households and will have any breaks (if necessary) outside where possible.
14. Once the inspection is complete, the Surveyor will tell the household occupants which surfaces and areas they have come in to contact with for cleaning purposes.

Finally, in addition to all of the above measures, we will be assessing each instruction on an individual basis before proceeding, to ensure whether the inspection can go ahead safely. Not all properties and circumstances are the same, and if we consider there to be an increased risk, we will decline the instruction, or postpone it, until it can be conducted safely.

Our surveyors are using an infrared thermometer at regular intervals. This is to protect and monitor the temperature of occupiers and colleagues. **At the individual surveyor's discretion, you may be asked to record your temperature at the entrance door before the surveyor enters the property (they will do the same for your peace of mind).** The thermometer allows measurement of the internal temperature of a person from a non-contact, safe distance. Using infrared technology, the device scans the temperature simply from thermal radiation and infrared energy.

APPENDIX 1

Definition of clinically extremely vulnerable groups

People who are defined as clinically extremely vulnerable are at very high risk of severe illness from COVID-19. There are 2 ways you may be identified as clinically extremely vulnerable:

1. You have one or more of the conditions listed below, or
2. Your hospital clinician or GP has added you to the [Shielded patients list](#) because, based on their clinical judgement, they deem you to be at higher risk of serious illness if you catch the virus.

Adults with the following conditions are automatically deemed clinically extremely vulnerable:

- solid organ transplant recipients
- those with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments that can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months or who are still taking immunosuppression drugs
- those with severe respiratory conditions including all cystic fibrosis, severe asthma, and severe chronic obstructive pulmonary disease (COPD)
- those with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell disease)
- those on immunosuppression therapies sufficient to significantly increase risk of infection
- adults with Down's syndrome
- adults on dialysis or with chronic kidney disease (stage 5)
- pregnant women with significant heart disease, congenital or acquired

People who fall in this group should have been contacted to tell them they are clinically extremely vulnerable, and therefore, we will not be able to inspect the property, unless it is to remedy a direct risk to the safety of the household.

APPENDIX 2

Clinically vulnerable people are those who are:

- aged 70 or over (regardless of medical conditions)
- under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):
 - chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - chronic heart disease, such as heart failure
 - chronic kidney disease
 - chronic liver disease, such as hepatitis
 - chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS) or cerebral palsy
 - diabetes
 - problems with the spleen
 - a weakened immune system as the result of certain conditions or medicines they are taking (such as steroid tablets)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- pregnant