



Lakes has created this simple guide to help installers and their homeowner customers navigate the challenges of fitting bathroom products in the 'new normal'.

More information is available from the CLC and Government endorsed Trustmark's Work Safe, Safe Work campaign at www.worksafesafework.info. As it says: staying safe is a joint responsibility, and we all have a duty to protect each other. It is worth a read.

Mike Tattam,
Sales & Marketing Director,
Lakes Showering Spaces



Over the last few months, during the Covid-19 lockdown, people have spent a lot of time looking at their homes and thinking how they could be improved. In particular, many homeowners want to improve their bathroom, so they are more convenient or practical, or just look more appealing. Now homeowners are putting those plans into practice, it is important they have full confidence that work can be carried out safely. BMA is supporting all efforts by our members and partners to provide consumers with that confidence. This guide admirably provides practical advice for stockists, installers, and homeowners. I recommend it wholeheartedly to you.

Tom Reynolds,
Chief Executive Officer,
Bathroom Manufacturers Association



After several months in lockdown, it may feel like a big step to invite a tradesperson into your home to carry out work on your property. Rest assured though, every precaution is being taken by these skilled professionals to ensure your installation is carried out safely and to the highest standards.

You can help your installers to keep your home safe and virus-free by considering this advice:

- Tell your installers before the job starts if you or anyone in your home has COVID-19 symptoms, is self-isolating as a precaution or is shielding. Your showering space installation can easily be rescheduled for a later date, when it's safe for people to visit your home.
- Disinfect door handles and other touch points like light switches before and after your installers have been working at your property.
- Depending on the scope of the work you are having done, your water supply may be turned off for a period of time while the installers are on site. Ensure you have hand sanitiser readily available for you and other members of your household to use as an alternative for regular handwashing.
- Try to maintain a 2m distance from your installers where possible, and ask them to wear a mask. If you would like an update on their progress or to discuss the job, consider having the conversations outside and for no more than 15 minutes.
- In the past, you may have offered them a drink. But in the interests of safe working now it's safer if you don't. Your installers understand and will bring their own refreshments.
- Disinfect the bathroom and any other rooms where your installation team has been working once the work is complete.
- Most jobs will require installers to work on your property for a day or more, so establish the rules for toileting before they start. Consider what you are comfortable with. They may make their own plans for toilet facilities such as hiring a mobile loo. If you are comfortable with them using your facilities, they should clean them thoroughly after use and disinfect all handles and surfaces.
- Make it clear if any parts of your property or facilities are prohibited from entry or use.
- Agree a contactless method of payment in advance of the job being completed and sign any necessary paperwork with your own pen.
- Don't be afraid to ask what precautions are being taken to protect you and your household while the team are onsite. You should also consider wearing a mask, particularly if talking to your installers inside the home and if the full 2m distance cannot be maintained.
- After the job, if you - or anyone in your home - experiences COVID-19 symptoms or is advised to self-isolate as a precaution within one week of the job being finished, let your installation team know as soon as possible.



Symptom alert



Disinfect surfaces



Wash hands



Maintain social distancing



Contactless payment



Wear a mask