



Living protected during COVID-19.

The steps we take to put things right for you after life's been disrupted.

evander
living protected

Talk to us anytime: 0345 145 0130

We are here to help make sure you live protected.

www.evander.com



Getting to know us.

We are Evander.

At Evander we believe where you live and work should always be safe, secure and smart; that's why we are recognised as the UK's leading provider of reactive glazing, locks and auxiliary services.

Trusted by many of the UK's leading insurers, home emergency providers, loss adjusters and brokers as well as organisations in the hospitality, leisure, retail and facilities management sectors, you are in safe hands.

We know that you'll want to get back to normal as quickly as possible and we promise to do everything within our power to make that happen.



Our accreditations



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The four steps we take to put things right for you.

If you have any questions, call us directly on **0345 145 0130** and we'll talk you through the care and time we invest to put things right.

1 We Respond



Our First Contact and Planning Team will arrange for a qualified Service Engineer to attend your property to make safe, secure and survey at a time convenient for you.

2 We Reassure



Within 24 hours of the make safe, secure and survey visit, our customer experience team will contact you to advise of next steps, your options, and agree your onward communication plan.

3 We Review



Our Technical Specialists will assess your job, the options chosen by you and review your policy cover where appropriate. Your scheduled works will then be confirmed for completion at the agreed time.

4 We Deliver



Our qualified Service Engineers will attend your property to carry out your works within the safety guidelines at the agreed time.

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Let's stay safe: our commitment to you.

In light of the protective and preventative measures we are all taking to stop the spread of COVID-19, here is a step-by-step guide of what you can expect from us when working at your property.



We will contact you the day before to confirm your scheduled date and time of works.



Works will only be carried out by qualified Service Engineers who are well and have no symptoms of COVID-19.



Once en route to the property, we will notify you, or your customer, of our estimated arrival time.



Our qualified Service Engineers will wear Personal Protective Equipment (PPE) at all times on site - mask, gloves, and shoe covers.



Where there is a known COVID-19 case in the property or where a person(s) is symptomatic of the virus, our qualified Service Engineers will wear Enhanced PPE - examination gloves, FFP2 mask, goggles, overshoes and disposable coverall.

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Let's stay safe: what to expect from us.



1 Service Engineers will have no more than one passenger in their van at any time. When there is a passenger in the van, both the driver and passenger will wear a face mask, disposable gloves and safety goggles or visor.



2 Van cabs are cleaned every 14 days using a disinfectant misting service.



3 Service Engineers are provided with hand sanitiser and handwashing units in each van to wash their hands regularly.



4 Dust sheets will be used to protect the floor of the working area.



5 Current social distancing measures will be practised at the property.



6 We will make the working area safe at the end of each day.



7 We will clean all surfaces we have handled or installed before leaving your property, using cleaning products appropriate for the type of surface.



8 Service Engineers are provided with clinical waste bags for the safe disposal of contaminated PPE on return to their depot.

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Let's stay safe: how you can help us.

There are a number of steps we have put in place to ensure the safety of both our customers and colleagues when our Service Engineers attend a property. Please help us and play your part by observing the following in advance of our visit:

1

It is essential to let us know immediately if there is a change in your circumstances.

Call us on **0345 145 0130** if you or someone living at the property becomes unwell with Coronavirus symptoms.

2

You must adhere to the current social distancing measures at all times.

3

Clear the working area of obstructions to help with social distancing and efficient working.

4

Ensure that the nearest entrance to the working area is unobstructed and available for use at all times.

5

Keep the area as well ventilated as possible while we are working in your home.

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Frequently asked questions.

What happens if my insurance policy doesn't cover the cost of the damage?

In this scenario we can provide you with a private, no obligation quote using preferential rates.

What if I want a better or different product than I had originally?

Insurance cover is usually for 'like for like' products, however if you would like a different product type then just let us know. If your chosen product is more expensive we will provide you with a private, no obligation quote using preferential rates for the cost difference.



Who do I pay my excess to?

We will collect on behalf of your insurance company. You can pay this directly with your claim owner over the phone using a debit/credit card or by cheque.

What do I need to do before Evander arrives to do the job?

Please ensure the work space is clear. This may mean taking down curtains and moving furniture away from the area. Garages need be clear of as many obstructions as possible.

What do I do if I'm not happy or unsure about anything?

We are passionate about providing the best possible customer service for all our customers, but we do understand that things don't always go to plan no matter how hard we try. If you are unhappy with any aspect of our service please let us know and we will do our best to put it right as quickly as possible.

Contact us at wecare@evander.com so we can help.

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Evander products and services.

To discuss the wide range of services we provide for both domestic and commercial property, call us on **0345 145 0130**. We're always happy to provide free, no obligation quotes.

Home Improvements

Windows, doors, locks, garage doors, security systems and conservatories.

Click here for more



Smart Home Technology

Smart tech products and installation services to help make your home smarter, more secure and more efficient to run.

Click here for more



Cleaning and Disinfection

Anti-viral medical grade cleaning and disinfection services for properties and other assets such as vehicles.

Click here for more



Fever Screening

Non-contact infrared body thermometers to identify those displaying COVID-19 symptoms.

Click here for more



Perspex Screens

Protective screen systems designed and installed on a permanent or temporary basis.

Click here for more



Preventative Boarding

Secure boarding, filming and hoarding measures for domestic and commercial properties, to reduce the risk of unwanted entry.

Click here for more



COVID-19 Adhesive Graphics

Anti-slip graphics for use on a variety of surfaces to promote social distancing and manage the direction of customer travel.

Click here for more



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