

Staying Safe:

How we're dealing with Covid-19



A short guide from Rosemount Kitchens

Dear customers and friends,

The health and wellbeing of our customers, staff and tradespeople is our highest priority. So we've created this short guide to let you how we're working to keep everyone safe as we continue to trade during these unprecedented times.

Our showrooms are open as normal - 10am-4pm, 7 days a week - and after hours by appointment. We're continuing to renovate kitchens and bathrooms across Melbourne, taking all precautions recommended by Governments and health experts.

We hope you find this information useful and will be delighted to answer any questions you might have.

All the best
Mark Tonkin, Managing Director

*For more information and updates
visit our online channels*

 rosemountkitchens.com.au

 [@rosemount.kitchens](https://www.facebook.com/rosemount.kitchens)

 [@rosemount_kitchens](https://www.instagram.com/rosemount_kitchens)



#StayCovidSafe

What You Need To Know

Renovating a kitchen or bathroom is a big decision at the best of times, and it's only been made more challenging during this unprecedented period.

The good news is you can still start or continue your project. Federal and State Governments have agreed the home building industry is an essential service and not subject to restrictions on non-essential public gatherings.

As a licensed builder, that means Rosemount Kitchens continues to trade, helping customers like you create the kitchen or bathroom you've always wanted. Of course, the safety of you and your family, and our staff and tradespeople, are our highest priority.

We only carry out work while complying with advice and guidelines put in place by Governments, health authorities and peak industry body, the Housing Industry Association (HIA).

We're all in this together and we're doing everything we can to keep everyone safe.



RENOVATION WORK CAN CONTINUE

As home building work is permitted to continue under the COVID-19 restrictions, associated activities before and during construction are considered essential and permitted to take place.

This means that homeowners can meet with renovators at a showroom or their home to discuss their project, research products and materials, and make buying decisions.

Click for [more information from the HIA](#), Australia's peak residential building, renovation and development industry association.



KEY STEPS:

Here are some steps to help you navigate your kitchen or bathroom project, and show you how we're working to make the process as straightforward as possible while keeping everyone safe.



STARTING THE CONVERSATION

- You can call us or drop into one of our showrooms in Oakleigh, Nunawading or Essendon, either between 10am-4pm or by appointment after hours. This allows you to see some of our 20+ display kitchens, and get a feel for fittings and finishes, and the quality of our work.
- On arrival we'll give you hand sanitizer. Staff and customers must wear face coverings in the showrooms, and your consultant will respect the 1.5m social distancing guidelines.
- All surfaces like benchtops, handles and taps are wiped down with anti-bacterial cleaner after a customer visit.



BEFORE YOUR RENOVATION

- At your In-Home Design consultation, our designer will sanitize their hands before coming into your home, wear a face covering and observe the 1.5m distancing rule throughout.
- If you prefer, follow-up appointments can be done by phone, Facetime or Zoom.
- Once you have decided to move forward, our check measurer will come to your home to measure the space and finalise your plans. He will comply with the same guidelines.
- Our designer and check measurer will be able to answer any questions you may have during these visits.

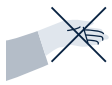


DURING YOUR RENOVATION

- All our tradespeople - from plumbers to electricians to plasterers - have completed a Covid-19 Site induction and will wear face coverings, and comply with distancing and hygiene guidelines while working in your home.
- They will wash their hands regularly with soap and water, and wipe down surfaces with anti-bacterial cleaner after use.
- They will do everything they can to answer any questions you have, and accommodate any requests to ensure the safest possible working environment.

Keeping Our Customers Safe

Good hygiene in your home



No hand shakes - our staff and tradespeople use **non-contact** greeting methods



Our team members use **hand sanitizers** before entering and after leaving your home



Our designers and tradespeople wear **face coverings**. They will cover any coughs and sneezes



Our tradespeople will regularly **wipe down** common areas they touch, like door handles, taps and light switches

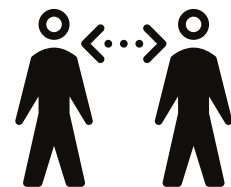


At all times, they'll follow the Government's ["Simple Steps To Stop The Spread"](#)

Maintaining a safe working distance at all times

Our designers and tradespeople will always try to keep at least 1.5m away from others

They'll be happy to talk through any questions or concerns you might have



Our team stay home if:

- They are feeling sick
- They have a sick family member at home
- And we ask that you let us know if you or a family member is sick



Latest health advice: [australia.gov.au](https://www.australia.gov.au)

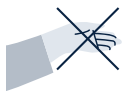
Taking care of our emotional and mental wellbeing

It's a stressful and anxious time for everyone. We're here to support all our customers, staff and tradespeople



Keeping Our Showrooms Safe

We're practising good hygiene



No hand shakes - we use non-contact greeting methods



Hand sanitizing before entering and leaving, and regular hand washing



Disinfecting surfaces such as display kitchens, entry door handles and taps after each customer visit



Staff and customers must wear face coverings. We also avoid touching our face and cover any coughs and sneezes



More ventilation by opening doors, windows and adjusting air conditioning

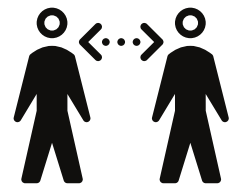
Visiting Our Showrooms

We are following health guidelines regarding the number of people who can be in a showroom at any given time

If you prefer, call us to book a private showroom tour outside of normal opening times

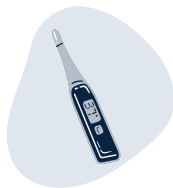
Virtual tours - using Facetime or Zoom - can also be arranged at your convenience

Everyone observes 1.5m social distancing at all times



Our staff stay home if:

- They are feeling sick
- They have a sick family member at home
- If you feel unwell, please hold off your showroom visit and consider a virtual tour



Taking care of our emotional and mental wellbeing

It's a stressful and anxious time for everyone. We're here to support all our customers, staff and tradespeople

Latest health advice: [australia.gov.au](https://www.australia.gov.au)

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