

Coronavirus (Covid-19) Update

In light of the ongoing coronavirus (Covid-19) situation, SPS Timber Windows would like to reassure customers of our ongoing commitment and that we are doing everything we can to protect our customers, our staff and everyone with whom we have contact.

We have adopted a number of measures to ensure that every effort is being made to limit the spread of the virus, whilst minimising the impact on our operations.

We take the health, safety and well-being of our customers, our staff and everyone with whom we have contact extremely seriously and are closely following the official guidance given by Public Health England (PHE) to keep up to date with the situation.

We will closely monitor the situation in order to respond immediately to any changes in PHE guidance. At this moment in time, in line with government guidance, it remains business as usual, whilst we take every possible precaution.

Our office staff, workshop staff and installation teams will continue to work, so long as they are symptom-free.

We are continuing with production and scheduled installations at this time and would like to reassure you that we are undertaking all the necessary precautions to help minimise the spread of the coronavirus (Covid-19).

In addition to frequent, thorough hand washing and hand sanitisation, workplace sanitisation continues to be carried out on a regular basis.

We have a robust communications infrastructure and can move office-based staff to work remotely as required.

We will use 'social distancing' to minimise any risk to you or our staff.

Our installers have been advised to have minimum contact, if any, with customers and that they are to keep a minimum of 2 meters distance where this is practicably possible.

Where required and where possible, work areas will be separated using the ZipWall system during the window and door installation period.

If you are an existing customer of SPS Timber Windows and would like to contact us regarding an existing order, you can contact us via our [Enquiry Form](#) by selecting the "Current Project" option, or by phone on 020 8879 3443 or by emailing your SPS Timber Windows contact/s.

If you are an existing customer with the coronavirus (Covid-19) and a final survey or installations are due to be carried out, please contact us at your earliest convenience so that arrangements can be made to postpone our attendance to a mutually convenient date, should postponement be required.

If you would like to visit our showroom, until further notice, we would request that appointments be arranged first, by calling 020 8879 3443 or via our [Enquiry Form](#). Where possible, we would request that showroom appointments be arranged for between 11:00 am and 4:30 pm on Mondays, Wednesdays, Saturdays.

If you, or anyone you have been in close proximity with, has symptoms of the coronavirus (Covid-19), we respectfully request that you do not visit our showroom or our Head Office, and that you do not arrange a home visit (for the purposes of a quotation).

You are welcome to contact us by phone on 020 8879 3443 or via our [Enquiry Form](#). Should you require an estimate, this can be provided from your descriptions, dimensions, drawings and / or images, which can be uploaded via our [Enquiry Form](#).

We remain committed to producing and installing products of the highest quality and to providing the best service we can.

We wish you the very best.

Simon Walker and all the staff at SPS Timber Windows Ltd