



## Coronavirus – Safe Working Procedures

Your safety and wellbeing are very important to us.

**Please ensure that you have read and agree to the following before making a booking.**

### **Booking Procedures.**

When booking please confirm that everyone in your household is free of Coronavirus or associated symptoms for at least 14 days and that no one is Self Isolating or Shielding **(including travel from a restricted zone or country).**

**If this changes at any time prior to the sweep you must let us know so that we can reschedule.**

**During the appointment please follow the Safety Procedures below:**

- ▶ **During face to face communication we respectfully ask that you wear a face mask.**
- ▶ Observe recommended Social Distancing at all times during the visit.
- ▶ Remain in a separate area of the property during the sweep.
- ▶ Ventilate the room by opening windows.
- ▶ Leave doors open.
- ▶ Ensure access route is clear of furniture etc.
- ▶ A plug socket or extension lead should be easily accessible and switched on.
- ▶ Remove objects from in front of the fire/appliance
- ▶ Remove ash or debris from fire / stove.
- ▶ Disinfect the fireplace, appliance surfaces, doors and handles etc.
- ▶ If possible please make payments by BACS to avoid handling cash.

**Safety Procedures we will follow in addition to normal safe working procedures:**

- ▶ Wear fresh gloves and a face mask while attending your property.
- ▶ Use fresh sheets to protect the working area of your floor.  
(Unfortunately we can't cover all of the walkways, so on a wet day you may want to do this yourself before we arrive).
- ▶ Soot or debris will be bagged and left on site for safe disposal.  
(We can place the bag in an outdoor bin if it has open access).
- ▶ We'll issue a digital certificate and invoice via email.
- ▶ Lastly, we're very sorry but we won't be able to accept your kind offer of tea, coffee or any other refreshing drink - not this time at least!

*Thank you in advance for your cooperation. Keep Safe - Stay Aware.*