

Severn Sweeps

Covid-19 Special Precautions

We have prepared these guidelines in conjunction with industry bodies to ensure that both our clients and ourselves can work as safely as possible during the continuing situation. Whilst it is impossible to completely eliminate risk, we will do as much as we can to reassure our clients.

We will assess each job individually and based on this, please be aware that there may be some jobs that we are unable to undertake at the present time.

If you burn traditional house coal (rather than logs or smokeless fuel) please advise us in advance of our visit as this may affect our ability to do the job.

Our aim is to complete each job with minimum contact and the maintenance of social distancing throughout the process. Please help us by following these guidelines.

Prior to our arrival.

Please ensure that there is parking available for our Transit van close to the premises. We need to carry in heavy equipment. If you suspect this will be a problem please call us to discuss options.

Ensure that we can contact you on the phone number you have provided.

Clear an access route to the appliance.

Remove coffee tables, fenders etc. from the area around the appliance.

Remove all ornaments, tools, fuel containers etc. from the hearth.

Make an electrical outlet easily available.

Clear away ashes and remains of the last fire.

Maintain social distancing throughout, preferably leave the room.
Keep your phone nearby for contact with us if needed.

On arrival

We will call you on arrival and ask you to open doors to the property and give us access to the appliance.

We will put on appropriate protective clothing and respiratory equipment before entering. All our equipment will be either single use or sanitised between jobs.

We will protect the floor and area around the appliance with appropriate single use or sanitisable coverings.

Before starting work we will disinfect the appliance and hearth area using suitable anti-viral products.

We will then complete the sweep as normal.

We will remove from the premises deposits that can be contained within our professional vacuum. For most routine sweeps this will not be a problem. Excessive deposits that cannot be removed by vacuum will be securely bagged and left in a suitable place outside of the property after consulting with you. This is due to the current difficulty of disposal of large amounts of material and the need for us to comply with the Waste Carriers Certificate that we hold.

We will disinfect the appliance again on completion before returning our equipment to the van for cleaning.

Finally, we remove the floor coverings.

We will then let you know that the job is complete and discuss any issues with you. This can be done in person, with appropriate social distancing, or on the phone if you prefer. Just let us know.

Payment and certificates

Full payment is due on completion of the job. We accept payment in cash, or cheque or by direct payment into our bank account. If you are using cash or cheque we would appreciate it if you would place the correct amount in a clean envelope.

Please make BACS payments on completion or at least by the end of the day as this helps us hugely with our administration and in keeping our costs down.

We are now using digital certificates for your insurance requirements. These will be discussed with you on the day and emailed to the address you have provided by the end of the day.

Our bank details for BACS payments

Bank: Halifax

Private Account

Account Name: Paul Horton

Sort code: 11-08-33

Account No: 11367469

If paying by cheque please make payable to

Paul Horton

If there is anything that you would like to discuss prior to our arrival please give us a call.

Thank you for helping us to work safely in these difficult times.