



Working Together for a Cleaner
and Safer Environment

HETAS Chimney Sweep and Service Technician Scheme

Registration Scheme for Chimney Sweeps and Service
Technicians – for Wood, Biomass and Solid Fuel Combustion
Appliances and Heating Systems

Conditions of Registration and Guidance

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Introduction

These Conditions of Registration apply to the HETAS Approved Sweep and Service Technician Scheme.

Good chimneys and flues are essential for continued safe and efficient use of solid fuel, wood and biomass appliances, as well as their associated systems. Due to the nature of these combustion appliances, a schedule of regular sweeping as well as servicing and thorough maintenance is essential for the safe, efficient and environmentally responsible use of solid fuels including wood.

To achieve this, HETAS has developed a scheme that provides an option of registration for those who have servicing or chimney sweep competencies, or both.

HETAS recommends that the sweeping and servicing of chimneys and solid fuel appliances is best carried out by a HETAS Registered Technician with the appropriate competencies. Frequency should be at least once a year, however may need to be more often depending upon the appliance and fuel being used.

The HETAS Sweep and Service Technician Scheme aims to ensure that users of solid fuel, wood and solid biomass burning equipment (as well as any connected plumbing and heating systems) have sweeping and servicing work undertaken by a competent technician working for a Registered Business, and can expect that the work will be carried out safely and to a good standard.

The scheme includes the monitoring of work undertaken by registrants to ensure that standards are maintained.

Competencies awarded following the application process may include:

- Service and Maintenance - Dry appliances
- Service and Maintenance - Wet systems
- Chimney Sweeping
- Chimney Sweep - Camera Surveys
- Chimney Sweep - Power Sweeping
- Chimney Sweep - Biomass Facilities*

Different conditions may apply to other schemes operated by HETAS. This scheme does not award HETAS Registered Installer accreditation. It excludes self-certification of installations (which is part of the separate HETAS Competent Person Scheme).

****Note the HETAS Biomass Maintenance Scheme is necessary to enable continuation of Non Domestic RHI payments in line with The Domestic Renewable Heat Incentive Scheme and Renewable Heat Incentive Scheme (Amendment) Regulations 2022.***

All HETAS Approved Sweep and Service Technicians have been assessed and have passed a training course to HETAS standards, covering the assessment of existing solid fuel installations and flues.

The terms and conditions in the booklet apply to all entry routes and competencies of the HETAS Sweep and Service Scheme however awarded.

Explanation of Terms Used in These Conditions

Registered Business ~ A business meeting scheme requirements and accepted by HETAS onto that scheme.

Registered Technician ~ A competent individual associated with a Registered Business and registered as a Technician.

Registered Sweep/Service/Sweep & Service Technician ~ An individual operative deemed competent to complete Servicing or both Chimney Sweeping and Servicing.

Controlled Service ~ Building work defined in the Building Regulations requiring notification. Flues and fixed combustion appliances are controlled services, both new installations and replacements.

Solid Fuel ~ Any naturally occurring or manufactured solid mineral fuels, natural or manufactured wood logs, peat briquettes and wood pellets; other new and innovative approved solid fuels/biomass.

Servicing ~ Regular interval checks of the installation and/or system by a suitably qualified competent person to ensure it remains in good working order and relevant safety measures are in place, and of which may require sweeping and/or maintenance in the area in which the registrant is competent/registered. This may include ventilation, function of the chimney, appliance connections, CO alarm positioning, combustible materials in close proximity, wet system controls and vessels etc.

Maintenance – Ongoing repair and/or replacement of any safety critical perishable parts of a solid fuel or biomass combustion appliance and its components to ensure the system remains in good condition, which may include basic components such as rope seals, glass doors, fire cement, fire bricks etc.

Conditions of Registration

1 Summary Requirements

- 1.1 Businesses may apply for HETAS listing in categories of work where they have proven competence through training and/or assessment. The Registered Business can only offer work under the HETAS Scheme in categories where they have demonstrated their competence and have approval from HETAS.

Note: the scheme is specific to Chimney Sweeping / Service & Maintenance of Wood, Biomass and Solid Fuel Combustion Appliances and Heating Systems.

- 1.2 The Registered Technician must only undertake work for which they and the business are competent. The Registered Technician must demonstrate their competence against HETAS requirements and refresh their HETAS training every 5 years or as instructed by HETAS.
- 1.3 The Registered Business must ensure that any work carried out under their HETAS registration in any of their categories of competence adheres to the statutory requirements of the Building Regulations, the Health and Safety at Work Act, and any other relevant legislation and standards as required by the country, state or region where the work is carried out, and is carried out in a safe, professional and workmanlike manner.
- 1.4 Registered Businesses must comply with all relevant consumer protection legislation currently in force, in addition to these scheme rules and the HETAS Complaints Policy.
- 1.5 Sweeping/Servicing work contracted between the Registered Business and their customer must be clearly specified in advance. This should be detailed in a written contract and provided, or clearly refer to business terms visible to the consumer to reference. HETAS have template supporting documents that can be personalised for use:
www.hetas.co.uk/trade/schemes/forms-and-documentation

- 1.6 HETAS has developed technical material for the industry that support Chimney Sweeps and Service Technicians and related types of work, helping them to work safely and efficiently and in compliance with the various regulations and approved guidance that apply to the work involved. It is expected that all Scheme Registrants observe and apply the Technical Guidance methods, approach and procedures. This includes The HETAS Unsafe Situations Procedure (HUSP), Chimney Sweeping Code and other Guidance Notes.
- 1.7 Any sweeping/servicing work within the scope of their HETAS Registration must be carried out by a competent Registered Technician on behalf of the Registered Business. The Registered Business assumes responsibility for ensuring the Technician is Competent.
- 1.8 A Registered Business must maintain adequate insurance cover appropriate for its activities for the period of registration (see 2.13)
- 1.9 A sweeping/service technician visit may, in some circumstances, identify the need for replacement parts for a combustion appliance or a flue system. Certain replacement work may constitute a Controlled Service under Building Regulations in England and Wales and would therefore require notification. The changeover of a whole appliance or flue liner would be notifiable even if the replacement is identical. This would require a Technician who has registration for the relevant Scheme i.e. the HETAS Competent Person Scheme, as certification of installation work is not authorised under the HETAS Approved Sweep and Service Scheme.
- 1.10 The Registered Business must have systems in place to ensure where a complaint is received there is a process to receive, record and deal with the complaint (see Section 9 below).
- 1.11 Registered Businesses must pay all subscription fees and any other fees due to HETAS by the due date including where additional monitoring is deemed necessary. The standard term of registration is one year, Renewable one year from the date of last registration.
- 1.12 HETAS reserves the right to amend or extend these scheme Conditions of Registration at any time. Changes to these rules will be published on our website at www.hetas.co.uk website. By registering with HETAS you are agreeing to keep up to date with any changes.
- 1.13 By applying for and also renewing their registration on the scheme, Businesses and Technicians agree to comply with the current scheme Conditions of Registration as published by HETAS.

2 Business Registration

- 2.1 Business Registration on the HETAS Sweep and Service Technician scheme is only available to those businesses which employ or sub-contract work to one or more competent Technicians listed under their Business Registration. This may be a sole trader.
- 2.2 Business Registration may apply for one or more areas of competence, provided that competent Technician(s) with matching competencies are Registered with the business.
- 2.3 Registered Businesses must provide (to the client) sweeping certificates and/or a servicing record for all sweeping and servicing work carried out under this scheme (in accordance to their competencies awarded and scope of work). Copies of these documents can be requested by HETAS at any time. It is therefore required that records are kept for a period of 6 years.
- 2.4 HETAS reserves the right to refuse registration to any applicant if it feels there is a substantial reason to do so. HETAS reserves the right to reject applications to register for business names which HETAS considers inappropriate or could potentially prevent clear distinction from or between other businesses. The word "HETAS" shall not be used as or as part of the name of any Business, any website domain name by the Business, or any product or service.
- 2.5 This Registration Scheme includes the inspection and monitoring of Registered Businesses/ Technicians to ensure that standards are maintained. Businesses and a sample of Technicians will be inspected/ assessed following application at the discretion of HETAS. Current price lists are available on request through info@hetas.co.uk.

- 2.6 Registered Businesses must inform HETAS within ten Business Days of any circumstance relating to:
- i. changes in contact details
 - ii. changes in business name or legal status
 - iii. changes relating to any of their Technician(s) including termination/withdrawal of employment or of sub-contract arrangements
 - iv. the addition and/or removal of work categories

HETAS may charge an administration fee for any changes in scheme, business name and/or business address. Technicians must inform HETAS if they change their employer within 10 business days.

- 2.7 Any business seeking registration must fully complete an Application Form, providing evidence of at least one suitably qualified Technician and declare acceptance of the rules for registration and submit it together with any application and registration fees due. A further fee will be payable on annual renewal of Registration.
- 2.8 Registered Businesses must nominate a responsible individual who will be fully responsible for HETAS scheme requirements and compliance for the business and for communications.

Management of Subcontractors

- 2.9 Where the registered business uses subcontractors there must be a process in place to validate their competence and ensure that their part in meeting these requirements are met. There must be a sub-contract agreement in place agreed by both parties recognising the requirements.
- 2.10 The registered maintenance business assumes responsibility for the work undertaken by the subcontractor and for any Sweeping Certificate / maintenance report if that is provided by the subcontractor.

Note: It is a requirement that any Registered business only provides suitably competent operatives for the type of work being undertaken. The client/consumer must be made aware if work is to be sub-contracted prior to any contract agreed.

- 2.11 HETAS will handle personal data given to it by Registered Businesses and applicants in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR). The HETAS Privacy Policy is published on-line at www.hetas.co.uk/privacy-policy.
- 2.12 Businesses will be listed on the HETAS website through the consumer search function. Any business not wishing to be listed on this search can make the request in writing.
- 2.13 Each Registered Business is listed by HETAS against a single business location and contact details. Listing of a different business premises would require a fresh application and additional payment for a separate Business Registration on the Scheme.
- 2.14 Public Liability Insurance cover, appropriate to the activities of the business must be at least £2,000,000. The policy must clearly state the activities of the business. If a business offers an investigation service (such as CCTV) or gives professional advice, the business is required to also hold Professional Indemnity Insurance for the scope of their work. All registered businesses employing registered technicians must maintain the legally required insurance cover to person and property.

3 Registration of Competent Chimney Sweep and Service Technicians

- 3.1 Individuals seeking HETAS registration under the HETAS Chimney Sweep and Service Technician scheme must work for or operate a bona fide HETAS Registered Business. HETAS will complete relevant checks to review this.
- 3.2 Technicians applying for the Sweep and Service Scheme must declare any unspent or pending convictions (Data will be held in line with our Privacy Policy www.hetas.co.uk/privacy-policy.)

- 3.3 Registered Technicians are responsible for complying with appropriate HETAS Guidance, Building Regulations and applicable Standards. (**Note**, the Registered Business also assumes this responsibility.)
- 3.4 Registered Technicians will be issued with a personal Identification Card. The card is valid for 12 months and will indicate which categories of competence the technician is registered for. It should be available for inspection by any customer. The card remains the property of HETAS and must be returned to HETAS if the individual and/or business registration ceases for any reason.
- 3.5 Maintaining Competence – Registered Technicians must keep themselves up to date with any changes to Building Regulations, Standards or codes of practice. HETAS provides industry information through newsletters, technical bulletins and on-line resources. The HETAS Technical Helpline is available to give technical support to active registrants.

4 Businesses and Sweep Monitoring

For all registered businesses, HETAS will carry out risk-based monitoring of Registrants' work, including on-site inspections of sweeping and/or servicing competence. These will be at intervals decided by HETAS. Additional inspections not covered by the standard registration fees may be required if there are complaints or significant changes to the way the business operates. Details of current fees and charges are available on request through info@hetas.co.uk.

- 4.1 The risk-based schedule of inspections and the rate applied for Registration fees may be dependent on joint inspection visits across chimney sweeping competencies and other categories of HETAS Registration. If the Business is not successful in making arrangements to combine visits or if the inspection cycle does not permit this, with the relevant Technician(s) in attendance, additional inspections may be necessary and there will be additional charges at the rate set by HETAS.
- 4.2 The Registered Business is responsible for ensuring access to the property selected for inspection and for attending the inspection. The Registered Business is responsible for the attendance of the Technician who carried out the work, unless otherwise stated by HETAS.
- 4.3 Failure to provide an appropriate visit for inspection within the period set by HETAS will result in a review of the Business and/or Sweep Registration.
- 4.4 Where an inspection visit has been scheduled and confirmed by a HETAS appointed inspector, the Registered Business will be liable to a postponement fee if it cancels or fails to fulfil the appointment or fails to ensure the required access, unless it gives at least five clear Business Days' notice to the inspector.

5 Registration Fees

- 5.1 Businesses applying for registration with the HETAS Sweep and Service Scheme must complete an application form. A completed form must accompany the following fees (or, if payment in instalments has been agreed by HETAS, a mandate for continuing instalments):
 - i. The first year's registration fee (including the first technician), plus
 - ii. Any additional Technician fee
- 5.2 The annual Registration fee for the Business and for each Registered technician must be received by the renewal date to ensure continued registration with the HETAS scheme.
- 5.3 Any additional Registered Technicians, employed or sub-contracted, that join under the business must pay the additional annual technician fee, with further subscriptions to be paid annually on the anniversary of business registration thereafter.
- 5.4 If for any reason the Registration of a Business is withdrawn, for example non-compliance with the rules of the Scheme, no refund of any fees will be made by HETAS.
- 5.5 The annual subscription fees and other charges will be set by HETAS and may be varied at any time; These are given in the current HETAS Scheme application form. Other fees/charges are detailed in the 'Fees and Charges' document available on the HETAS Website.

- 5.6 If HETAS permits a business to pay its annual Registration fees in instalments, the business is still liable to pay the remaining instalments even if Registration ceases part way through without completing twelve months Registration. Payment arrangements for the remainder of that Scheme year must be left in place.
- 5.7 Registered Businesses agree to provide evidence of creditworthiness if requested by HETAS. Credit information will be held confidentially by HETAS in accordance with our Privacy Policy.

6 Resignation from the Scheme

- 6.1 Businesses or Registered Technicians may resign from the scheme, provided 28 days' notice is given in writing to HETAS. No refund of any subscriptions already paid to HETAS will be made. Outstanding fees (e.g. for inspections and remaining annual registration) must be paid in full.

Note: should the application process result in a decision not to approve registration, or the application be cancelled for any reason, fees paid will not be returned. The applicant has the right to appeal the registration decision, see Section 8.

- 6.2 In the event of an outstanding customer complaint, Businesses must resolve concerns to the satisfaction of HETAS before their resignation becomes effective.
- 6.3 Following resignation from the Scheme, Businesses and Technicians must not describe themselves as being HETAS registered by any means, and must not display Certificates of Registration and/or HETAS logos. All Social Media postings are to be removed where the business is displaying the HETAS logo or references to being Registered.
- 6.4 Technicians must return their Identification Cards to HETAS within 15 days of their resignation.

7 Withdrawal of Registration

- 7.1 Businesses and/or their registered Technicians may be removed from the scheme where HETAS believes, on the balance of probability, that there is a significant reason to do so. This may include for example:
 - i. Businesses and/or Technicians failing to comply with the Statutory Requirements of the Building Regulations, Health and Safety at Work Act and any other relevant legislation.
 - ii. Work undertaken by the Business or Technicians, or on their behalf, is found to be of a standard which HETAS considers unacceptable, e.g. does not meet the requirements of a standard or approved guidance.
 - iii. Businesses fail to rectify work found to be defective during inspection or complaints investigation.
 - iv. Businesses fail to comply with the scheme Conditions of Registration and/or Sweeping Code including providing requested information.
 - v. Businesses become insolvent or cease trading.
 - vi. Business and/or Technicians act in such a manner so as to bring HETAS and/or the Scheme into disrepute. This includes aggressive, threatening and/or violent behavior.
 - vii. Businesses and/or their Technicians and/or representatives are found by a court or regulatory body to have breached requirements which HETAS deems relevant to the scope of the scheme.
 - viii. Business and/or Technicians misuse the HETAS logo or trademarks or willfully misrepresent their Registration scope and obligations.
 - ix. Failure to pay any fees or subscriptions or outstanding invoices by the due date.
- 7.2 HETAS reserves the right to publish details of any withdrawal of Registration and the reasons for doing so.
- 7.3 Businesses and Technicians, whose Registration is withdrawn for any reason by HETAS (except for temporary suspension pending investigation or awaiting receipt of evidence), can appeal against the decision. An appeal must be made in writing to HETAS within 15 days of the notice of withdrawal being served. Appeals against withdrawal of Registration will be considered under the Appeals Procedure. Refer to Section 8 below.

8 Rules for Refusal, Suspension or Removal of Registration, Disciplinary Action and Appeals

- 8.1 HETAS reserves the right to refuse, suspend or remove the registration of any applicant or registrant, and to refuse re-registration to any business seeking renewal of registration, where it is believed or proven that they fail to meet or agree with the requirements of these conditions of registration. Reasons may include but is not limited too;
- i. Breach of the Conditions of Registration or Sweeping Code
 - ii. Failure to meet the required Standards
 - iii. Receipt of relevant information for example from a sweeping trade association or enforcement agency
 - iv. Complaints or Concerns
- 8.2 Where it appears to HETAS that a scheme registrant or applicant may be in breach of conditions, HETAS may refuse, defer or suspend registration by notice whilst it investigates the matter. Where a suspension is in respect of any registration competency, it may also apply to other related competences and/or other registrations held by the Business/Technician with HETAS.
- 8.3 Probationary Registration: HETAS may, at its discretion, register an applicant or registrant for a probationary period. This can be for all or some categories of Registration or areas of work. The reasons or requirements of the probation will be stated. HETAS may terminate probation at any time. Probationary Registration may be stated on the Applicant's Certificate of Registration and Identity Card. At the end of the Probationary period, Registration Businesses / Technicians must comply with Requirements or cease Registration.
- 8.4 Conditional Registration: HETAS may, at its discretion, impose Conditional Registration. This may apply to applicants or existing Registrants and in respect of all or some categories of Registration or work. If the conditions are not met within the specified time, registration may be removed or refused.
- 8.5 Decisions following a breach of Registration conditions: HETAS will decide a course of action where an Applicant, Business or Registered Technician has failed to follow the requirements of the scheme, In making those decisions HETAS may take into account all matters of which it is aware including (without limitation) those relating to periods prior to the date of the Application and any other records. HETAS shall give written notice to the Applicant of its decision stating:
- i. the reasons for the decision including details of any records taken into account;
 - ii. the effect of the decision; and
 - iii. the procedure for applying for an appeal where applicable.
- 8.6 Appeal: HETAS's objective is to administer the scheme in a fair and unbiased way whilst complying with all relevant scheme standards, legislation and regulations.

During the period of an appeal i.e. from the date of the initial loss of registration to the date of notification of the results of the appeal, Businesses or Technicians will be considered to be suspended from the Register. Following Removal of Registration or rejection of an application and where a registrant or applicant formally requests to appeal a decision by HETAS, the following process will be offered:

- i. First Stage Review of the decision. A first stage review will include at least two senior HETAS employees, of whom one at least will not have been involved in the decision making process so far. This review will decide whether correct procedures have been followed by HETAS in making decisions to date. The outcome of this first review is not limited to upholding a previous decision or not. It may offer alternative suggestions or outcomes thus avoiding the need for a full appeal hearing.
- ii. Appeal Hearing. Where the first stage review upholds the original decision, but the appellant wishes to continue with their appeal, the appellant will be given the opportunity to submit evidence that they do meet all the requirements for registration on the scheme.
- iii. HETAS will assess any evidence submitted by the appellant and decide whether there are reasonable grounds to set up a final Appeal Hearing.

- 8.7 Appeal Hearing: Where HETAS decides there are reasonable grounds, subject to receipt of the relevant deposit (see 8.10), within 15 Business Days of that decision it will set up an Appeal Hearing where an Appeal Panel will meet and hear the case. The panel will include:
- i. a Technical expert (who may be a HETAS member of staff, or an agent of HETAS) whose role is to offer and demonstrate by reference to normative documents if necessary, technical clarification for the benefit of all parties. The expert will not be directly involved in the final decision
 - ii. a representative from HETAS not previously involved in the case
 - iii. two other persons with sufficient experience to hear the case
 - iv. the appellant may bring legal or other professional representation and HETAS may be represented by an appropriate person where necessary. Representatives must be declared prior to the hearing.
- 8.8 Each party will present its case and each may be cross examined. A decision will be arrived at by the panel, based on what it sees as most probable bearing in mind the information provided to it. The panel members may be guided on matters relating to the rules of registration by a HETAS registration representative in order to facilitate a final decision. The decision of the Appeal Panel is final and will be notified to the appellant within 10 business days in writing.
- 8.9 The result of the appeal may not be limited to a decision on registration status alone and will be binding on all parties. The decision may include directions as to remedial work. The parties will be notified of the result of the Appeal Panel's deliberation within 10 Business Days of the hearing.
- 8.10 Appeal Panel Costs: The cost of holding an appeal panel is considerable and HETAS will only accept an appeal where a deposit is paid. Details of the current deposit required are available on request from info@hetas.co.uk. Where the appeal is found in favour of HETAS then the deposit is not refundable. Where the appeal is found in favour of the appellant, then the deposit is returned. No other costs or fees will be paid by HETAS to the appellant or anyone acting on their behalf.
- 8.11 Advertisement: HETAS reserves the right to publish, advertise, or share with other schemes, such details of the results of its disciplinary and/or appeals procedures it considers necessary to protect the image of HETAS and the industry.

9 Complaints Process

- 9.1 Complaints about the work of HETAS Chimney Sweep and/or Technician may arise from time to time. The Registered Business is required to hold and maintain a complaints procedure that is visible to consumers.
- This should direct the complainant to first inform the Registered Business of the problem and for the business to respond as soon as possible.
- 9.2 Registered Businesses must keep records of all complaints received and the response made for a period of 6 years.
- 9.3 Where the Complaint is not resolved by the Registered Businesses and falls within scope of the HETAS Complaint Policy, The Registered Business is expected to assist in our investigation fully. The full Complaint Policy is available on the HETAS Website.
- 9.4 Where HETAS deems an on-site assessment necessary, and believes the registrant has not adhered to the HETAS Sweeping Code or Conditions of Registration, HETAS reserves the right to pass on any costs associated with the investigation or additional assessments.

10 Certification of Sweeping

- 10.1 For any visit which involves sweeping and/or servicing of a solid fuel chimney and/or installation, the registered technician must provide the customer/occupier with a sweeping certificate and a servicing certificate, whichever is appropriate to the activities. This must be provided within 10 working days of the activity.
- 10.2 Registered Businesses must adopt a duty of care to their customers to highlight and bring to their attention any issues relating to their existing installation that may not meet current standards. The HETAS Unsafe Situations Procedure must be utilised as and where appropriate.
- 10.3 Registered Businesses and their Registered Technicians can only certify their own sweeping and servicing, not any work carried out by others.
- 10.4 Registration under the HETAS Chimney Sweep and Service Technician Scheme does not allow self-certification of installation work. Registered Businesses under this scheme must explain clearly to customers that they are not registered with HETAS for installation.

Annexe B – HETAS Chimney Sweeping Code (Ref: HCS Code)

HETAS Chimney Sweep and Service Technician Scheme

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