



HETAS Approved Chimney Sweep

Registration Scheme for
Chimney Sweeps

Conditions of Registration and Guidance

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Introduction

These Conditions of Registration apply to the HETAS Approved Chimney Sweep scheme.

Good chimneys and flues are essential for continued safe and efficient use of solid fuel, multi-fuel wood burning and biomass appliances, and their associated systems. A schedule of regular sweeping and thorough maintenance should be followed.

HETAS has developed technical material for the industry and registration schemes that support Chimney Sweeps and related types of work, helping them to work safely and efficiently and in compliance with the various regulations and laws that apply to the work involved.

HETAS recommends that sweeping of solid fuel chimneys is best carried out by a HETAS Approved Chimney Sweep. Frequency should be at least once a year, and may need to be more often depending upon the appliance and fuel being used. All HETAS Approved Chimney Sweeps have been assessed for professional sweeping, either by HETAS directly or by one of the chimney sweep trade associations recognised by HETAS. The HETAS Approved Chimney Sweeps have all 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 both entry routes to the HETAS Approved Chimney Sweep scheme, except where explicitly stated:

- Recognised Association (RA) – application based on continued full membership of one the professional sweeping associations recognised by HETAS
- Direct Entrant (DE) – application based on assessment by HETAS of each sweep's sweeping competence and experience

HETAS is a not for profit organisation offering a Competent Person Scheme for installers of biomass and solid fuel heating, registration for retailers, servicing technicians and chimney sweeps, and approval of appliances and fuels.

Note that different conditions may apply to other schemes operated by HETAS. This sweep scheme does not award HETAS Approved Servicing technician or HETAS Registered Installer accreditation. It excludes self-certification of installations (which is part of the separate HETAS Competent Person Scheme).

Explanation of Terms Used in These Conditions

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

Registered Operative ~ A competent individual associated with a Registered Business and registered as an operative on a HETAS scheme

Registered Sweep ~ An individual Registered Operative competent to do chimney sweeping and doing work for a Registered Business on the HETAS Approved Chimney Sweep scheme

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

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. Registrants can check their listed areas of competence at: www.hetas.co.uk/find-chimney-sweep
- 1.2 The Registered Operative must only undertake work for which they and the business are competent. The Registered Operative must demonstrate their competence against HETAS requirements and refresh their training every 5 years. Refer to 3.4 below and see: www.hetas.co.uk/professionals/training-courses.
- 1.3 Sweeping work contracted between the Registered Business and their customer must be clearly specified in advance. Where possible, this is best documented by a written quotation agreed with the customer.
- 1.4 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.
- 1.5 Any solid fuel sweeping offered under the HETAS Approved Chimney Sweep business must be carried out by a competent HETAS Registered Sweep on behalf of the Registered Business. The HETAS Registered Business must ensure that the sweep is competent in all the categories relevant to that work. Any person involved in the work who is not registered with HETAS, or who is working outside the competencies for which they are registered, must be properly and adequately supervised by a HETAS Registered Sweep with all the relevant competencies (see also Section 2.2).
- 1.6 A Registered Business must maintain Public Liability Insurance cover appropriate for its activities.
- 1.7 A sweeping visit may in some circumstances identify the need for spare and/or replacement parts for a combustion appliance or a flue system. In general terms straight replacement of components with identical or similar components does not constitute a new installation. However, certain replacement work would constitute a Controlled Service under Building Regulations in England and Wales and would require notification. The changeover of a whole stove or a flue liner would be notifiable even if the replacement is identical.
- 1.8 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).
- 1.9 Registered Businesses must pay all subscription fees and any other fees due to HETAS by the due date.
- 1.10 HETAS reserves the right to refuse or remove the registration of any applicant or registrant, and to refuse re-registration to any business seeking renewal of registration, where they fail to meet and/or to agree with the requirements of these conditions of registration.
- 1.11 HETAS reserves the right to amend or extend these scheme Conditions of Registration at any time, including:
 - updates to building and environmental regimes from the governments of England or of Wales or other regulatory authorities, and
 - any other changes which HETAS deems important to protect consumers and/or professional sweeps and/or to improve the scheme.

Any 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.

2 Business Registration

- 2.1 Business Registration on the HETAS Approved Sweep scheme is only available to those businesses which employ or sub-contract work to one or more competent Registered Sweeps listed under their Business Registration. This may be a sole trader.
- 2.2 The Registered Sweep may supervise others as long as the Registered Sweep is present during the whole sweeping visit.
- 2.3 Registered Businesses must provide sweeping certificates for all solid fuel sweeping carried out under the HETAS Approved Chimney Sweep Scheme (refer further to Section 10 below).
- 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 or email address operated by the Business, or any product or service.
- 2.5 Registered Businesses will, at the request of HETAS, provide information on sweeping visits undertaken, to enable quality control checks.
- 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 Registered Sweep(s) including termination/withdrawal of employment or of sub-contract arrangements
 - iv. the addition and/or removal of work categories
 - v. for all sweeps who joined through the Recognised Association (RA) route, loss or change of full membership of their HETAS-recognised sweeping trade association.

HETAS may also charge an administration fee for any changes in scheme, business name and/or business address.

- 2.7 Registered Businesses should, where appropriate, recommend the use of HETAS Approved Products and Services if such a product or service meets their customers' needs.
- 2.8 Public Liability Insurance cover appropriate for the activities of the business must be in place at all times. The policy must clearly state the activities of the business e.g. Chimney Sweeping of solid fuel/woodburning/biomass appliances. All Registered Businesses employing Registered Sweeps must maintain the legally required insurance cover to person and property.
- 2.9 Registered Businesses must ensure that all work undertaken complies with the Statutory Requirement of the Building Regulations for the country or region, Health and Safety legislation, and any other relevant legislation. Additionally any works undertaken should comply with the appropriate British Standards, the HETAS Chimney Sweeping Code (Annexe B) and/or any other Codes and Regulations which may apply.
- 2.10 Any business seeking registration must fully complete an Application Form and submit it together with any application and registration fees due. A further fee will be payable on annual renewal of Registration.
- 2.11 Registered Businesses must nominate a responsible individual who will be fully responsible for HETAS certification requirements and compliance for the business and for communications.
- 2.12 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 Notice is published on-line at www.hetas.co.uk/privacy-notice. Where Registered Businesses or applicants act as Data Controller in giving personal data of customers or third parties to HETAS, HETAS will act as Data Processor in accordance with the attached Data Processing Annexe to this document.

- 2.13 Businesses registered on this scheme will be able to promote their business as being HETAS Approved Chimney Sweeps. While registered, they also have the benefit of using the HETAS Approved Chimney Sweep logo. Use of the logo must be clear and never misleading. The Registered Business must only use the HETAS logo supplied by HETAS for the particular scheme(s) that they are registered with. Other HETAS logo use is not permitted at any time. All businesses must comply with rules and guidelines for logo use issued by HETAS. The HETAS logo must not be used so as to imply applicability to other trades carried out by a business which are not covered by its registration with HETAS.
- 2.14 Businesses will be listed on the HETAS website through the “Find Chimney Sweep” search. Any business not wishing to be listed on this search must make the request in writing, for consideration, giving appropriate reasons for being hidden from the search facility.
- 2.15 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.
- 2.16 HETAS Approved Chimney Sweep Registration is separate from the HETAS Approved Servicing Scheme. Businesses will only be registered for HETAS Approved Servicing where they fulfil the requirements for Approved Servicing registration and subscribe to the HETAS Approved Servicing Scheme.
- 2.17 It is essential that Registered Businesses have access to adequate insurance and products. Scheme registrants or applicants may choose whether to consent to be contacted by HETAS Insurance (a trading name of Jelf Insurance Brokers Ltd) with insurance offers which are tailored to their needs, by email, by post and/or by telephone. HETAS does not permit HETAS Insurance Services to share registrants’ or applicants’ contact information or personal details with other parties. HETAS registrants or applicants may change their contact preferences for HETAS Insurance Services at any time by contacting them at hetas@jelf.com or on 01905 892378. For further details of how HETAS Insurance Services handle individuals’ personal information, and how those individuals may exercise their rights in respect of that information, please refer to the Jelf privacy notice at: www.jelf.com/info/privacy.

3 Registration of Sweeps

- 3.1 Individuals seeking HETAS registration as sweeps under the HETAS Approved Chimney Sweep Scheme must work for or operate a bona fide HETAS Registered Business.
- 3.2 An annual fee is charged for the registration of each Sweep within the HETAS Registered Business. See current scale of charges.
- 3.3 Applicants/registrants must possess appropriate qualifications/experience covering all types of solid fuel sweeping that they offer under the scheme. There are two alternative routes to entry:
- i. Applicants/registrants may be full members of one of the HETAS-recognised associations for professional sweeps.
 - ii. Applicants/registrants may join HETAS as Direct Entrants (DE), subject to an assessment by HETAS of their sweeping competence and experience and periodic surveillance of their work.
- 3.4 Registered Sweeps must successfully complete the appropriate HETAS Training Course and Assessment (or equivalent) every 5 years, to ensure that they are up to date with appropriate Building Regulations and safety related subjects.
- 3.5 Applicants to be Registered Operatives must sign a completed Application Form. The Registered Business must submit this form along with any fees due.
- 3.6 Registered Sweeps will be issued with a personal Identification Card. The card is valid for 12 months and will indicate which categories of competence the Registered Operative 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.

- 3.7 Registered Sweeps must inform HETAS of any changes to their employer within 10 days. The new employer must contact HETAS, provided the business is already registered, to add the sweep to their registration and pay the required fees. If a Registered Sweep is no longer engaged by a Registered Business and does not register as a sole trader Registered Business, the Sweep's HETAS Registration will terminate immediately.
- 3.8 Registered Sweeps must inform HETAS of any loss or expiry of full membership of a HETAS-recognised sweeping trade association. If a Registered Sweep who joined through the Recognised Association route ceases to be a full member of a HETAS-recognised sweeping trade association, the sweep's HETAS Approved Chimney Sweep registration will be invalid immediately unless they make arrangements to apply through the Direct Entrant route, to fulfil those requirements and to pay additional fees required. The Business's chimney sweeping Registration may also be invalid unless and until they have a valid Registered Sweep. Every sweep must inform HETAS within 10 days if they change membership between any of the Recognised Associations.
- 3.9 Maintaining Competence – Registered Sweeps must keep themselves up to date with any changes to Building Regulation, 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 Registered Sweeps. Sweeps who joined through the Recognised Association route can go to their sweep trade association for technical chimney sweeping advice and resources.
- 3.10A Registered Sweep may only apply that Registration to work carried out within a customer contract held by the corresponding Registered Business. For any other activities carried out privately outside the Registered Business, the operative may not claim HETAS Approved Chimney Sweep accreditation or apply the scheme logo. If an individual is registered with two or more businesses as a HETAS Registered Operative, the individual must state clearly on all documents which of their registrations is applicable.
- 3.11 HETAS will handle personal data given to it by Registered Operatives and applicants in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR). The HETAS Privacy Notice is published on-line at www.hetas.co.uk/privacy-notice. Where Registered Operatives or applicants act as Data Controller in giving personal data of customers or third parties to HETAS, HETAS will act as Data Processor in accordance with the attached Data Processing Annex to this document.

4 Businesses and Sweep Monitoring

- 4.1 For sweeps who joined as Direct Entrants, HETAS will carry out risk-based monitoring of Registrants' work, including on-site inspections of sweeping competence.
- 4.2 For sweeps who joined through the Recognised Association route, HETAS requires that the recognised professional sweep trade associations carry out risk-based monitoring of their members' work. Applicants and registrants must consent to be inspected as often as the trade association require.
- 4.3 HETAS still reserves the right to order additional monitoring by HETAS Approved Inspectors, if there are complaints or significant concerns over the way the business operates. Any of these are additional inspections not covered by the standard registration fees for this scheme and will be charged at the rate set by HETAS to cover additional costs.
- 4.4 For Businesses who joined through the Direct Entrant route and who are registered on other HETAS schemes, 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 across the relevant categories and with the relevant Operative(s) in attendance, additional inspections may be necessary and there will be additional charges at the rate set by HETAS to cover additional costs.

- 4.5 If specially requested by HETAS, for the purposes of monitoring, safety and compliance of work, sweeping Businesses must supply details of type of work they have undertaken involving solid fuel, woodburning or biomass. This information will be only be used to monitor the performance of the Registered Business and the relevant Registered Sweep(s). HETAS will handle personal data about consumers in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR). The HETAS Privacy Notice is published on-line at www.hetas.co.uk/privacy-notice.
- 4.6 Unless HETAS decides not to inform the Registered Business of a forthcoming inspection, 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 Registered Sweep who carried out the work, unless HETAS confirms in advance that the Sweep is not required to attend.
- 4.7 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.
- 4.8 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 Approved Chimney Sweep scheme must complete an application form, provide evidence of at least one suitably qualified Sweep and declare acceptance of the rules for registration. 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 for the first sweep, plus
 - ii. Additional annual operative fee for each additional sweep
 - iii. For Direct Entrant applicants, an initial scheme application fee and the first year's registration fee for the sweep business.
- 5.2 Once the business has demonstrated that it meets the requirements for registration, after completion (if required) of any probationary period, a final approval decision will be given to the new business. The business will now be "live" as of the date of approval.

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.
- 5.3 A fresh annual Registration fee for the Business and for each Registered Sweep must be received by the renewal date to ensure continued registration with the HETAS scheme.
- 5.4 Any additional Registered Sweeps, employed or sub-contracted, that join under the business must pay the additional annual Operative fee, with further subscriptions to be paid annually on the anniversary of business registration thereafter.
- 5.5 If for any reason the Registration of a Business is withdrawn, for example following loss of full membership of the recognised sweep trade association (where applicable) or non-compliance with the rules of the Scheme, no refund of any fees will be made by HETAS.
- 5.6 If for any reason a Business or a HETAS Registered Sweep wishes to resign from the Scheme, no refund of any fees paid will be made by HETAS.
- 5.7 The annual subscription fees and other charges will be set by HETAS and may be varied at any time. The current applicable scale of fees and charges are given in the current HETAS Scheme application form.
- 5.8 Where any rate charged for chimney sweeping Registration or other fees was dependent on a Business and/or Operative qualifying for a particular cost saving through registration on another HETAS scheme or through meeting particular conditions applied to a Registration, as soon as the Business or Operative no longer qualifies for that saving HETAS may increase the rate payable.

- 5.9 HETAS may choose to carry out credit checks on new applicants and existing registrants. 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.
- 5.10 If HETAS permits a Business to pay the Scheme's 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. The registered Business must not cancel any banking arrangements for the remainder of that Scheme year.
- 5.11 Entitlement to additional registrant benefits (from HETAS or from industry partners) received from being enrolled with the HETAS scheme will be withdrawn if fees and charges are not paid or if registration with HETAS ends for any reason.
- 5.12 By applying for and then renewing their registration on the scheme, Businesses and Operatives agree to comply with the current scheme Conditions of Registration as published by HETAS – see www.hetas.co.uk/professionals/chimneysweeps/join-now. Printed copies of current Conditions of Registration are available on request. It is the responsibility of Registrants to keep themselves updated on the scheme Conditions of Registration.

6 Resignation from the Scheme

- 6.1 Businesses or Registered Sweeps 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.
- 6.2 Following resignation from the Scheme, Businesses and Sweeps must not describe themselves as being HETAS Approved Sweeps by any means, and must not display Certificates of Registration and/or HETAS logos. All Social Media postings removed where the business is displaying the HETAS logo or references to being Registered must be removed.
- 6.3 Sweeps must return their Identification Cards to HETAS within 15 days of their resignation.

7 Withdrawal of Registration

- 7.1 Businesses and/or their registered Sweeps 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. A Registered Sweep who joined through the Recognised Association route is not a full member of a professional sweep trade association recognised by HETAS and/or is shown to have breached the requirements of their trade association membership
 - ii. Work undertaken by the Business or Sweeps, or on their behalf, is found to breach statutory requirements and/or to be of a standard which HETAS considers unacceptable, e.g. does not meet the requirements of a national Standard or the HETAS Sweeping Code.
 - iii. Businesses fail to comply with the scheme Conditions of Registration.
 - iv. Businesses fail to co-operate with the scheme Complaints Process.
 - v. Businesses become insolvent or cease trading.
 - vi. Business and/or Sweeps act in such a manner so as to bring HETAS and/or the Scheme into disrepute. This includes aggressive and/or violent behaviour.
 - vii. Businesses and/or their Operatives 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 Sweeps misuse the HETAS logo or trademarks or wilfully 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.

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

- 8.1 Where it appears to HETAS that a scheme registrant or applicant may be in breach of the Conditions of Registration, does not meet the required Standards, or HETAS is in receipt of relevant information for example from a sweeping trade association or enforcement agency, 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/Operative with HETAS.
- 8.2 Compliance: Applicants, Registrants and their employees must meet the required Standards and comply with the HETAS rules and relevant industry Standards in respect of any work carried out by them, under their management, direction, or supervision, through their sub-contractor or agent, or inspected by them. Applicants and Registrants should understand that an inspection may be carried out by HETAS (or its agent) and that an Applicant or Registrant must provide to HETAS such documents and other information as it shall require.
- 8.3 Probationary Registration: HETAS may, at its discretion, register an applicant for registrant for a probationary period. This can be for all or some categories of Registration or some or all areas of work on a probationary basis. HETAS may terminate or extend probation at any time. At the end of the probationary period, the Applicant shall cease to be a Registrant and be removed from the Register unless HETAS extends the probationary period.
- 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 Sweep has failed to: follow the requirements of the scheme, declare an unspent conviction (see: www.hetas.co.uk/professionals/unspent-convictions-declaration-form), or fails to carry out remedial work to an acceptable standard. 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. Where a registrant or applicant wishes to appeal a decision by HETAS (removal of Registration or rejection of an application), HETAS will review the evidence presented and advise whether there are reasonable grounds to proceed with an appeal. If so, HETAS will arrange an Appeal Hearing, subject to receipt of a deposit (see 8.7 below).
- 8.7 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 given in the current Scheme application form. 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.
- 8.8 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 Sweeps will be considered to be suspended from the scheme. During such a period, they must abide by the obligations of membership but must not describe themselves as being HETAS Registered by any means, use their Scheme ID cards, or display HETAS Registration Certificates and/or Logos.

9 Complaints Process

- 9.1 Complaints about the work of HETAS Approved Chimney Sweeps may arise from time to time. The complainant should first inform the Registered Business of the problem, allowing them a reasonable period of time in which to respond to the complaint. Registered Businesses should keep records of all complaints received and the response made for a period of 6 years.
- 9.2 For a sweep who joined through the Recognised Association route, if action taken by the Registered Business does not resolve the problem satisfactorily or the Registered Business fails to respond to the complaint within a reasonable period of time, the complainant may escalate the case to the sweep trade association which the sweep belongs to.
- 9.3 Under the HETAS Approved Chimney Sweep scheme, HETAS will consider a complaint against a Registered Business, case-by-case, if one or more of the following apply:
- For a sweep who joined through the Recognised Association route, the relevant sweep trade association has carried out a full investigation but has been unable to resolve the case
 - For a sweep who joined as a Direct Entrant, a customer of theirs provides evidence that sweeping has not met the standard required for the HETAS scheme and that the sweep business has not taken the opportunity to rectify any defects satisfactorily
 - There is a serious dispute, between a HETAS Approved Chimney Sweep business and another business registered with HETAS, about the effectiveness or technical standard of sweeping carried out and certificated by a HETAS Approved Chimney Sweep
 - A complaint which is nominally about a HETAS Approved Chimney sweep relates significantly to another HETAS scheme for which that business was registered at the time of the relevant work
 - Trading Standards or another regulatory body has asked HETAS to intervene.
- 9.4 HETAS reserves the right to require a registered business to re-attend the site referred to in the complaint and to be observed by an Inspector appointed by HETAS.
- 9.5 The HETAS complaints process is not generally applicable to any case where one or more of the following are evident:
- Work was carried out by anyone other than a HETAS registrant, (except where the contract for work was with a Registered Business and they chose to allocate that work to a non-registrant)
 - Complaints where action has already been taken to correct or repeat the work complained about
 - Where the work is incomplete and there is no evidence that the standard of work on completion would be non-compliant
 - Where the registrant has not had reasonable opportunity to rectify their work or is not permitted back to site
 - For sweeps who joined through the Recognised Association route, where the relevant professional sweep trade association has not had reasonable opportunity to investigate the complaint
 - Sweeping work outside the scope of the HETAS Approved Chimney Sweep scheme, for example sweeping of flues for gas or liquid fuelled appliances
 - Complaints about matters which are the subject of current or intended litigation by the complainant (the HETAS Complaints Procedure exists as an initial alternative to litigation). We reserve the right to put any part-completed case on hold whilst awaiting the outcome of civil, legal or enforcement action
 - Complaints about financial or contractual matters
- 9.6 Where HETAS deems an on-site assessment necessary, and believes the sweep 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 of a solid fuel chimney and/or installation, HETAS Approved Chimney Sweeps must provide the customer/occupier with a sweeping certificate. The HETAS Chimney Sweeping Certificate is one way of meeting that requirement.
- 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.
- 10.3 Registered Businesses and their Registered Operatives can only certify their own sweeping, not any work carried out by others.
- 10.4 Registration under the HETAS Approved Chimney Sweep 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 and are not permitted to issue HETAS Certificates of Compliance for installations. It is however recommended that, before installation of a new appliance and/or new liner begins, any existing chimney should be swept thoroughly by a HETAS Approved Sweep.

Annexe A – Data Processing Agreement (ref: DPA01)

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

HETAS Approved Chimney Sweep

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Chimney Sweeps

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