

HEELAS HEATING & RENEWABLES: COVID-9 PROTOCOL

Following guidelines from the UK Government; Heelas Heating have agreed to adopt the following protocols to reduce the risk to both our staff & Customers.

On the day of booked appointments, Heelas Heating will contact customers to ascertain whether anyone in the customers property is experiencing flu-like symptoms. We will not send out any engineer who is experiencing flu-like symptoms themselves (they will be told to stay at home).

Our Engineers have been advised not to shake hands & keep a reasonable/practical distance. We would be grateful if the customer observes the same protocol.

On arrival & departure from your property the engineer will check it is okay to wash their hands. We would respectfully ask that you accommodate this by allowing our engineers to use your handwashing facilities.

We feel that by following these steps; we will reduce the risk to both our customers and Heelas staff & would like to thank you for your assistance and understanding in carrying out these protocols.