Chimney Survey Explained

Q. Who pays for the survey?

A. We pay for the survey. However the cost of any remedial work must be met by the Policyholder including sweeping the chimney if required. NB - Failure to be present on the arranged date of the survey will result in a £50 plus VAT fee being charged which must be paid by the Policyholder. No charge will be made if more than 1 working days notice is given.

Q. Who will carry out the survey?

A. Thatch Fire Prevention have been appointed to carry out the survey www.thatchfireprebvention.co.uk.

Q. Who arranges the survey?

A. County Insurance Services will pass the policyholder details to ICS who will make direct contact to arrange the survey.

Q. How soon will the survey be done?

A. ICS will try to attend the property within 14 days of our request.

Q. What is required in a chimney survey?

A. This is a chimney/flue survey only and NOT a full risk survey. The engineer will use a CCTV camera system to identify any faults.

Q. Who pays if the chimney needs sweeping?

A. It is the policyholders responsibility to pay for the sweeping of the chimney

Q. What happens if the engineer identifies any faults?

A. Engineers attendance sheet will be given to you at the end of the survey, we also send you a copy for your records.

Q. What happens if the policyholder does not rectify these faults?

A. We will apply endorsement 26 Open Fires exclusion as follows: This policy will not insure loss or damage caused by fire if:

* any open fires, solid fuel or wood burning stoves are used in the property. All chimneys &/or flues connected to the above must be de-commissioned within 30 days and documentary evidence lodged with County Insurance Services Limited otherwise the policy will be cancelled.

We are unable to remove this endorsement until we receive written confirmation that faults have been rectified.

Q. Will the policyholder receive a return premium once endorsement 26 has been applied.

A. Yes we will calculate the appropriate pro rata return premium (including IPT & fees) and issue the relevant documentation to you. Once we receive written confirmation that a survey has been completed &/or faults rectified we will issue further pro rata documentation to you.

Q Will ICS use the Policyholders information to sell any of their own products?

A. No. They are there to do the chimney/flue survey ONLY. Any attempt by the engineer to sell any other service or products should be reported to us.

0518