

An update from The Clean Oven Co. owner Lee Moreton

Firstly I hope that this update finds you and your families safe and well. Personally I have never experienced anything like this pandemic in my lifetime and I hope that I never have to again.

For the safety of our staff and customers we closed the business on March 23rd and went into a state of hibernation. We have used the lockdown period to make several improvements to our service including new dip tanks, new booking and reminder software, new website and implementing a new and simplified pay monthly option to help spread the cost of oven cleaning across more manageable payments.

We have also been able to retain all of our loyal work force and feel really fortunate that we have not had to make any redundancies.

I want to thank everyone that purchased a 'Buy Now Use Later' oven cleaning voucher to support us through lockdown and also to our pay monthly customers who kept making payments as usual. We even had customers contact us unprompted to offer to pay for a future oven clean upfront. I have said before that we have the best customers and things like this just go to reaffirm that.

The good news is that we are now taking bookings for July and can't wait to get back to cleaning ovens. For safety we have conducted a risk assessment and implemented new COVID safe working procedures. All staff have been issued with a new PPE kit and will be monitoring their temperature before every job. We politely request that the kitchen area is left clear for the duration of the appointment and that 2m social distancing is adhered to at all times. We will still be accepting cash and cheque payments for those customers unable to pay via the card terminal. An online payment can be arranged if you require a totally contactless method of payment.

Alongside oven cleaning we are also now able to offer an antiviral sanitising service known as Steri-Shield. Applied via a dry fog it is an efficient and cost effective way to ensure your home is sanitised. This service is also available to business owners looking to provide a safe environment for staff and customers as they re-open after lockdown. Existing oven cleaning customers can enjoy a 20% discount of this service.

Our team is ready to go again and we can't wait to get back to what we do best.