

Some guidelines to follow when an Environmental Health Officer visits your stall or premises;

- Be courteous and friendly! Try to have a witness present.
- Most EHO's carry a business card. Ask for it and keep it. If you intend trading for any amount of time at all, these people will be back to visit again and again! Be positive towards them.
- Pick up a pen and paper and take notes all through the visit.
- I'd suggest that all members be as up to speed as possible with the regulations, and when you are, then ask the EHO about them. They are often very happy to know that you are familiar with the regulations, in a nice way of course!
- It will certainly do members no harm to know the law as it applies to them. Be aware that an EHO can't visit your home without your permission.
- Don't commit to anything outrageous i.e. hot & cold running water, costly structural changes, etc.
- You might need to ask whether some of the EHO's demands are recommendations or regulations? – recommendations can be one way to comply with the law but you may want to suggest a more practical solution. It is the regulations that will be enforced. Ask to have this confirmed in writing.
- If you need to keep records of temperatures, etc, you can do this at your level. Fob off a few demands by being a half step ahead. If you can anticipate what they want and provide half of it and have it in place before they ask.... then when they do look for hourly temperature readings you can say " Well, I've got several readings for every day that I've been trading, and they are available for inspection etc..... so why do I need to do this hourly?"
- The need for records, etc must be in accordance with the risk! As we know from our meeting with the FSAI the new regulations will be risk based. Be sure that you know what the risks on your stall are and the steps you're taking to control them. Explain these to the EHO.
- Finally, ask them to send on their requirements and recommendations in writing.
- Write a letter to your EHO if you need to question anything he or she has asked of you.
- If you feel that your EHO has treated you unfairly you should write a letter to his or her boss outlining your grievances.