

How to find a good trader/workman



This is quick and easy advice on how to pick a trustworthy and reliable local trader.

If you are looking for someone to do some work for you ask friends or family for recommendations or use the East Sussex **Buy With Confidence** scheme. There is more about this later,

Before you agree to anything being done get a written quote and agreement which should cover:

- the work,
- the price,
- payment arrangements and
- the dates when the work will start and finish.

Here are some helpful tips to help you get the best results:

Before you make a final payment, make sure you are happy with the work that has been done.

If you are suddenly being charged for extra things you should question it. If you have agreed on a price for the work before it started, you should not have to pay for 'extras'. Don't be embarrassed to ask for receipts.

Sometimes unexpected extra work will be needed, but agree the additional costs in writing before extra work starts.

Try to avoid paying deposits, particularly large deposits, and don't ever pay the whole amount before the work is done. There is a risk that the trader could take your money and not do the work.



For **more** help and advice please contact Citizens Advice consumer service on 08454 040506.

In all cases, try and hold back enough money to keep pressure on the trader to get on with the job and to finish it properly.

Keep all the paperwork and get receipts every time you pay any money

Do not pay an individual builder, always the company.

The Buy With Confidence scheme

The East Sussex Trading Standards **Buy With Confidence** scheme puts consumers in touch with approved traders. Being approved means a trader has agreed to provide high standards of customer service, including dealing promptly with any complaints.

Any business can apply to join the scheme. The list of approved traders runs from builders to wine merchants, to chauffeurs, to upholsterers.

How does it work?

Traders on the Buy With Confidence Scheme are checked before they join and agree to:

- ensure their staff are properly trained for their work,
- respond promptly and correctly to customer complaints, and
- get Criminal Records Bureau (CRB) checks for all staff who carryout work in people's homes.

Trading Standards also provide a mediation service if there is a dispute that cannot be resolved between the parties concerned.

The Support With Confidence scheme



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East Sussex Trading Standards and Adult Social Care have a Support With Confidence scheme. The scheme can put people who need social care and support in touch with a list of approved providers of care and support services. Being approved means providers have undergone the appropriate training and background checks.

Any provider can apply to join Support With Confidence. The scheme can help you to choose from care and support providers and Personal Assistants.

How can you scheme help you?

The Support With Confidence scheme uses a list of providers of care and support services who have been successfully approved, and had the right training and background checks.

The scheme can help you find care and support providers (including Personal Assistants) that you can have confidence in, on grounds of quality and safety.

The Support With Confidence scheme is run by East Sussex County Council Trading Standards and Adult Social Care.

How does it work?

We carry out checks on each provider's background, their qualifications and experience, customer service and compliance with legal standards.

Approved scheme members are vetted and trained. They all agree to:

- ensure that they and their staff are properly trained for their work,
- respond promptly and appropriately to customer complaints,



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- criminal records checks and clearance,
- provide references as part of their application,
- undertake any appropriate training.



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