



How can you help me?

When you see our TrustMark logo, you know that:

- our approved scheme operators have checked the firm's technical skills, trading record and financial position;
- the firm has signed up to a code of practice that includes insurance, good health and safety practices, and customer care;
- our approved scheme operators have checked and will continue to monitor their quality of work, trading practices and customer satisfaction;
- the firm will tell you about any building regulations you must meet, and may be able to give you the certificates you need;
- if you have a problem or disagreement with the firm, there will be a clear and user-friendly complaints procedure to help sort out the problem; and
- if the firm doesn't automatically provide insurance cover, you will have the option to buy a warranty in case it goes out of business.

In return, you are expected to deal fairly with the firm, agree a fair price for good work and pay quickly when the job is finished.

Find out more!

If you want to know how to choose a reputable firm to carry out work on your home, visit:

www.trustmark.org.uk



For consumer advice phone Consumer Direct on:

08454 04 05 06



At last...

...a way to find reliable firms to carry out repairs and improvements to your home.

www.trustmark.org.uk



We are here to help you

We are a new scheme supported by the Government, consumer groups and the building industry. We can help you find reputable firms to do repairs, maintenance and improvement work in your home or garden.

If a firm displays our TrustMark logo, you know that a trade association or other certification organisation that we have approved has checked the firm and found that it meets certain standards the Government has set.

For peace of mind, look out for our logo the next time you need a tradesperson. It's a sign that you've chosen a firm you can trust.

“TrustMark is your route to a job well done.”

What is TrustMark?

Are you worried about picking names at random out of the phone book when you need work done on your home or garden? Well, now we offer you an alternative – TrustMark.

Through TrustMark, the Government, the building industry and consumer groups are working together to stamp out rogue traders. We can help you find reputable firms to carry out repairs, maintenance or improvement work in your home or garden, rather than simply hope for the best.

We include representatives from leading trade associations and independent certification organisations, as well as trusted consumer organisations like Trading Standards and Which?

Figures from the Office of Fair Trading show the need for our service. Last year there were more complaints about poor home-improvement work than second-hand car dealers! This means 111,000 people now have their own building horror story to tell.

*If you want
a good job done,
don't leave it to luck –
trust the TrustMark!*



How to find a reliable tradesperson

If you have access to the internet, follow these eight easy steps.

- 1 Visit our website at www.trustmark.org.uk.
- 2 Read the 'Essential Advice' before you hire a tradesperson.
- 3 Click on 'Find a registered firm'.
- 4 Choose the trade – such as electrician, plumber, glazier or general builder – that you need from the list.
- 5 You will be shown a list of trade associations and independent certification organisations (known as 'approved scheme operators') who have TrustMark-registered firms qualified to carry out this sort of work.
- 6 Click on the name of any approved scheme operator to see a description of what they do, the standards they expect of their members and the service they offer people.
- 7 Click on their details, and this will take you straight to the approved scheme operator's own website.
- 8 You can then use the approved scheme operator's own database to find a TrustMark-registered firm near you.

We do not provide a general consumer advice service. However, we are working closely with Consumer Direct, the Government's phone and on-line consumer advice service. They can provide clear, practical advice about your rights, choosing a tradesperson, and what to do if things go wrong.

Consumer Direct can't recommend individual firms, but they will give you contact details for approved scheme operators who have suitable TrustMark-registered tradespeople who can carry out the work you need doing. You can call them on **08454 04 05 06** or visit their website at www.consumerdirect.gov.uk.