



Design Studio proof
Guide for Consumers Choosing a Trader



Helping consumers locate the
safest home improvement traders

Safer Bromley Trader Register

The **Safer Bromley Trader Register** has been set up to help consumers locate home improvement traders in the borough. Whilst the Trader Register is not an approval scheme, consumers can use this scheme to find a trader that has made a commitment to fair, honest trade and providing good customer service



Why should I use a trader from the Register?

Traders participating in the scheme are not approved by Trading Standards or any other agency. However, these traders have demonstrated that they are committed to fair and honest work and to ensuring good customer service. Before we accept traders onto our scheme we contact previous customers to ensure the work they are providing is of a good standard at a reasonable price.

Additional help and support

The **Trader Register** works closely with the Staying Put Scheme at Bromley Council to help consumers who may benefit from additional support. The Staying Put Scheme exists to enable older, disabled or vulnerable people to live in their own homes with comfort, dignity and security. The scheme offers a variety of services assisting people with repairs and adaptation. For more information, please contact the Staying Put Scheme on 020 8313 4693 or 020 8313 4951

Top tips for employing a trader

1. Work out how much you want to spend. Get at least three written quotes from traders registered with the **Trader Register**.
2. Compare prices and standards of service.
3. Discuss the work with the trader and agree exactly what you want doing in advance.
4. Agree all details in writing, a standard contract for agreeing building work is included in this information pack for your use.
5. Get a completion date in writing before any work starts
6. Discuss any problems as soon as they arise.

What if something goes wrong?

Sometimes problems with your repair or building work may arise. Traders on the Register have all made a commitment both to good customer service and to working with consumers and Trading Standards whenever there is a problem. We hope that through this commitment, issues can be resolved.

How can I leave feedback on the trader?

In order for the **Trader Register** to be as effective as possible we would like to encourage anyone who uses a Traders to return to the site and rate the work that was carried out. Feedback takes only a couple of minutes. If you don't have access to the internet feedback can be registered over the phone by calling 020 8313 4395.



To find a trader in your area, please ring or visit:

www.traderregister.org.uk

Or contact us at:
Bromley Civic Centre
Stockwell Close
Bromley
BR1 3UH

trader.register@bromley.gov.uk

If you do not have access to the internet please call 020 8464 3333 for details of registered traders in your area.



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