



Looking for good quality, reputable tradesmen to work on your home?



Inspected and Approved to
Government Endorsed Standards
www.trustmark.org.uk



What is TrustMark?

- TrustMark is the Government backed initiative, supported by consumer protection organisations and the building industry.
- We help homeowners find reliable and trustworthy tradesmen to carry out repairs and improvements to the inside and outside of your home.
- If a firm displays our TrustMark logo, you know that we have carried out an on-site inspection of their work and found that they meet all the other standards the Government has set.





How do I find my locally qualified firms?



1. Log on to our website
www.trustmark.org.uk



2. Enter your Post Code



3. Select the trade you require



4. You then see the following:

- Your local tradesmen
- Their name
- Contact details
- Location map

**If you do not have internet access,
contact our helpline on:**

0870 163 7373

If you are not using a TrustMark tradesmen you have to ask yourself why not?



The Consumer Minister recently stated:

“TrustMark is the opportunity everyone has been looking for to give consumers exactly what they want, need and deserve.

The confidence to employ tradesmen throughout their home, not to get ripped off, to judge tradesmen on other aspects other than merely price and be safe in the knowledge, that their money is protected and competence is assured.

Further protection is given through a robust inspection and complaints procedure.”

“What I like about TrustMark is that it imposes standards over and above the norm.”

Paul Ramsden, Deputy Chief Executive
Trading Standards Institute

“Which? supports Trustmark through its scheme of providing access to good quality and reputable tradesmen.”

Peter Vicary-Smith, Chief Executive
Which?



Benefits to you...

- A firm's technical skills have been **independently checked** through regular **on-site inspections**, as well as checks on their **trading record** and **financial status**.
- Firms have signed up to a **code of practice** that includes **insurance**, **good health** and **safety practices** and **customer care**.
- The approved TrustMark scheme operator has checked and will continue to monitor firms' **quality of work**, **trading practices** and **customer satisfaction**.
- The selected firm will tell you about any **building regulations** you must comply with and may also be able to provide appropriate certificates.
- If you have a problem or disagreement with the firm, there will be a clear and **user-friendly complaints procedure** to help you resolve the issue.
- Firms will be able to offer an **Insurance Backed Warranty**.

All this results in your peace of mind.

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Trades Include:

- Builders - General
- Bathroom Specialists
- Bedroom Specialists
- Carpenters & Joiners
- Conservatory Erectors
- Damp, Timber Treatment & Waterproofers
- Drain Maintenance & Repairs
- Driveways & Patios (landscaping)
- Electricians
- Fence Installers
- Floor Covering Installers
- Garden Landscapers
- Glaziers
- Heating Engineers
- Kitchen Specialists
- Leadwork Specialists
- Painters & Decorators
- Plasterers
- Plumbers
- Roofers
- Security Engineers
- Tilers

