



# THE QUALITY MARK SCHEME

## QUALITY MARK APPROVED TRADESMAN

Government, industry and consumer bodies back Quality Mark builders, providing you the customer: -

- Complete peace of mind when employing a Quality Mark approved tradesman
- Only the best contractors and trades people gain the Quality Mark
  - All Quality Mark contractors are independently and regularly inspected by certification bodies, licensed by Department of Trade & Industry and regulated by the United Kingdom Accreditation Service
- All building work is automatically guaranteed for up to six years against loss of deposit, poor workmanship or major defects
- Easy to understand contracts for all work - to ensure the price and terms of the job have been agreed with the tradesman
- Comprehensive complaint resolution system and independent adjudication
  - Apart from the cost of the telephone call, this service is free to householders

As the most comprehensive scheme available, Quality Mark offers you peace of mind and the knowledge that you'll get the job done properly. This may cost slightly more initially than using a cowboy, but you'll avoid being ripped off and having to get the job done again. Avoid contractors who offer cash in hand deals at reduced prices. They may not be legitimate and you won't have a contract or any comebacks if the job goes wrong.

## STEPS TO SUCCESSFULLY EMPLOYING A QUALITY MARK TRADESMAN

### Decide what it is you want done.

Draw up a list of the things you want done and keep a copy for future reference. The more detail you can give the tradesman the easier it will be for him or her to price the job and tell you how long it will take.

### Ask for the Quality Mark.

Before you invite any tradesman into your home, ask to see their Quality Mark identity card. If you are in any doubt, check the name and Quality Mark number by calling the Quality Mark hotline on: **0845 300 80 40 (Local rate)** or check online at [www.qualitymark.org.uk](http://www.qualitymark.org.uk).

## **Choosing the right Quality Mark tradesman.**

Get a firm written quotation. Make sure it covers the work you require (refer back to your list). For larger jobs you may wish to get three or more quotations. If anything is missing from the quote, ask the tradesmen to put it right before you decide which one to choose. This will help you to judge who is offering good value for money.

Remember the cheapest quote is not always the best - a very low quote might not cover all the work you have asked for or be to the standard you require.

## **Make sure it's legal.**

Check whether the work you need requires planning permission or approval under the Building Regulations. Ask the tradesman, but if you are in any doubt contact Planning Services using the [Contact Us](#) link at the top of any of these pages for Contact details and on line form to ask questions

## **Getting the job done.**

When you've decided which tradesman to use, tell them that you accept their quotation and wish to proceed. For larger jobs you may want to agree stage payments.

For a small job a Quality Mark tradesman will offer you a simple written contract. For larger work, you will be given a more formal contract. Both sorts of contracts should state the:

- work that's been agreed,
- price, including VAT,
- start and finish dates,
- payment arrangements, including any stage payments, and
- include a copy of the Quality Mark warranty (you automatically get a free warranty that covers the work for up to six years, subject to the standard terms and conditions provided).

## **Play Fair with Tradesmen.**

Try to avoid changes to the job once the contract has been drawn up and the price agreed. If you have to make changes, agree them in writing with the tradesman. Ask the tradesman for a revised price and start and finish dates.

If you have agreed to make stage payments, pay promptly - provided you are happy that each stage has been completed properly.

## **When the job is done.**

Check that all the work detailed in your contract has been done and that you are happy with it. The tradesman should leave your home tidy. If there is a problem however, mention it straightaway to the tradesman and get it put right. Don't wait for the invoice to arrive before you say you are unhappy.

However in the unlikely event you are still unsatisfied, don't worry. Call the Quality Mark hotline and they will ensure your complaint is handled quickly.