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*This release and picture can be downloaded
from: www.nextstepmarketing.co.uk/press*

TRUST A TRUSTMARK TRADESMAN

TrustMark, the only Government endorsed scheme that helps homeowners and consumers find reputable tradesmen, goes from strength to strength with new figures released showing very high levels of satisfaction with work provided by TrustMark registered companies

Last year Consumer Direct, the government funded advice service, received more than 60,000 complaints about builders, plumbers, electricians, decorators and other home improvement traders. In stark contrast members of the public who have used TrustMark registered firms have been very satisfied with the service they received. In the same year

the 12,000 plus TrustMark companies undertook an average of three jobs a week, meaning consumers had over 1.7 million jobs completed by TrustMark tradesmen last year. In that time TrustMark received an average of four complaints a week, of which the majority were resolved very quickly. This equates to just one complaint for every 8,300 jobs done.

Robert Higgs, Chief Executive of the Heating and Ventilating Contractors' Association (HVCA), one of the first organisations to be appointed a TrustMark scheme operator, comments, "The extremely low level of complaints made about TrustMark registered companies compared to non-registered companies reinforces the message that householders should only use reputable, reliable tradesmen and steer clear of the unscrupulous tactics and shoddy work provided by the thousands of rogue traders that have become Britain's number one cause for consumer complaint.

"As official figures indicate, if homeowners only used members of the Government backed TrustMark scheme, overall, complaint levels would be minimal.

"It's worth bearing in mind too that TrustMark is the only tradesmen scheme endorsed by the Government.

"With online access to the TrustMark database 365 days a year and a postcode search facility for specific types of trades, it has now become very easy for consumers to locate local reputable trades people to carry out quality improvements, repairs and maintenance work on their homes or gardens.

“And by employing the services of TrustMark registered traders, homeowners can have complete confidence that listed businesses are competent, have the right insurances and qualifications and that their work is regularly inspected.

“Furthermore a standard or optional warranty is available, which means in the event a TrustMark business fails all workmanship is covered and any deposit paid is protected”.

For more information about the TrustMark scheme visit:

www.trustmark.org.uk.

Ends

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Note to Editors

Established in 1904, HVCA is the officially recognised organisation representing central heating contractors and exists to promote fair dealing and the sound installation of heating systems. Members who undertake gas installations are all Gas Safe Registered and members of the Government backed TrustMark scheme. As a trade association HVCA has also taken the unusual but highly commendable step of requiring all its members to undergo third party inspection and assessment, which verifies technical competence, commercial capability and customer service.

Caption for picture at www.nextstepmarketing.co.uk/press:

‘For peace of mind make sure the trades people you use are TrustMark registered.’