

The Handy Help Service provides contact information and guidance about local trade people. This is **not** a recommendation but it is based on our experience and feedback from other people.

Please note that any arrangement you make is between you and the trade people. Age UK Stockport Handy Help Service has no direct relationship with any of the trade people and no control over the price quoted or the timetable of work put forward by them. Any queries, concerns or problems that may arise will be between you and the trade people and should be raised directly with them. However often the relationships we have with the trade people enables us to support you with any issues that do arise.

**To help ensure you are dealt with fairly please make sure that in your dealings with trade people you note the following:**

- Try and get more than one quote for comparison where possible we generally give two or three names so you can get quotes to compare.
- When contacting a trade person given by us, it will be useful to mention that you have been given their name by Age UK Stockport.
- If you have family or friends that can be available it is often helpful to have them around when someone is coming to quote.
- Ask for an estimate of how much the job will cost including the cost of materials, **before** allowing the work to commence (they will usually call round to assess).
- Ask for this estimate to be in writing including clear details of the work to be carried out for the cost.
- Ask for the written estimate to confirm they hold current Public Liability Insurance cover of at least £1million and to set out which recognized trade bodies they are members of.
- Agree a price for the job and a specific start date. Only pay the trade person once the work is **satisfactorily completed** and on completion ask for a **receipt** for the work and the amount paid.
- Do not leave anyone in your house unattended and in any event keep all valuables out of sight and safe.

ALSO PLEASE provide us with feedback, positive and negative, about the trade person you have used as it helps us to maintain our lists for passing on to others.

WARNING! Take care and avoid the dangers of possible bogus callers - people who turn up at people's door, because they 'are in the area' or 'doing a job next door'. Always take the time to get a quote and check it out.

**Age UK Stockport Handy Help Service 0161 480 1211 [info@ageukstockport.org.uk](mailto:info@ageukstockport.org.uk)**