



Fix-A-Home

Listed Trader Scheme



Dudley Trading Standards

Issue 16

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Fix-A-Home

Dudley Trading Standards and Age UK Dudley have put together this list of reputable tradespeople called 'Fix-A-Home'.

Tradespeople have applied, been invited, or been recommended by a satisfied customer to be included on the list.

We have endeavoured to include only reliable tradespeople who will do a professional job at a fair price. We should also point out that the price is not subsidised or discounted to users of this list.

Tradespeople on the list go through a selection process and will have made certain commitments before being accepted. These commitments are included in our Code of Practice, which is available upon request from Dudley Trading Standards on **01384 814695**.

Advice about choosing a trades person

- **ALWAYS** get at least three written quotes that list all of the work to be carried out
- **IF NOT** using Fix-A-Home beware of traders who only provide a mobile number and who do not give official business documents that include an address
- **DO NOT PAY IN ADVANCE**, pay when the work is completely finished and you are satisfied
- **ALWAYS** get a written receipt for any money paid
- **DO NOT** choose a contractor just because a generous guarantee is offered
A guarantee will be worthless if the trader goes out of business
- If you would like any further advice, contact:
Citizens Advice Consumer Service
Telephone **0345 04 05 06** or visit their website
www.citizensadvice.org.uk/consumer/
- Call the **Bogus Caller Hotline** to report rogue traders or anyone you are unsure about **01384 812045**

DISCLAIMER: Neither Dudley Trading Standards nor Age UK Dudley can be held accountable for any dispute resulting from the use of a listed trader. Neither Dudley Trading Standards nor Age UK Dudley can accept any liability for, or underwrite the quality of work done by listed traders.

Satisfaction survey

Please complete and return

Your name:

Your address:

.....

Telephone No.

Name and address of listed trader that you have used

.....

.....

When did you use this trader? (date)

What work did they carry out for you?

Were you charged the agreed price?

YES

NO

Comments:

.....

Did they give you an itemised receipt?

YES

NO

Was the agreed date/time kept to:

YES

NO

Comments:

.....

Was the work carried out to your satisfaction?

YES

NO

Comments:

.....

Were they polite and helpful?

YES

NO

Comments:

.....



Was your property left clean and tidy after the work?

YES NO

Comments:

.....

If any problems were found when they had finished, were they corrected within a reasonable time?

YES NO

Comments:

.....

Would you recommend them to your friends?

YES NO

Comments:

.....

Would you employ them again?

YES NO

Comments:

.....

Overall, how would you rate this trader?

Very poor Poor Average Good Excellent

Has the Fix-A-Home scheme given you greater confidence in choosing traders to undertake work in your home?

Strongly disagree Disagree Agree Strongly agree

Overall, what is your view of the scheme?

Not useful Could be improved Useful Very useful

Any other comments that you have about the scheme:

.....

.....

Signed: Date:

**Thank you for taking the time to complete this survey.
Please return to Trading Standards, 4 Ednam Road, Dudley DY1 1HL**

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Architectural services

Pharaoh Designs (West Midlands) Ltd

44 Lynwood Avenue,
Kingswinford DY6 9AL

Architectural plans for extensions and alterations. Planning permission and building regulations. 20 years' experience.

Telephone: 01384 277200 or 07739 172748

Email: j.asbury@blueyonder.co.uk

Website: www.pharaohdesigns.co.uk

David Power

t/a PowerPlan
2 Kayne Close
Kingswinford DY6 9DR

Preparation of plans and associated documentation for planning, building control and water industry approvals.

Telephone: 01384 833465 or 07900 525753

Email: david.power@blueyonder.co.uk

Website: www.powerplan.design

Building, carpentry and general property maintenance

AJM Heating & Bathrooms

21 Brackenfield Road
Halesowen B63 1AH

Kitchen, bathroom and house renovation specialists. High standards of work - fully insured workmanship guaranteed.

Telephone: 0121 602 1603 or 07909 962108

Email: andy@ajmgas.co.uk

Website: www.ajmgas.co.uk

Changing Rooms (Dudley) Ltd

47A Kent Street
Upper Gornal DY3 1UU

Bathroom conversions, easy access & assisted bathing. Home improvements and alterations. 0% VAT in qualifying cases. GAS SAFE Registered.

Telephone: 01902 670426 or 07973 421714

Email: enquiries@changingrooms.org.uk

Website: www.changingrooms.org.uk

Neil Hindmarsh & Brian Pugh

t/a Complete Building
and Plumbing
26 Cressett Lane
Brierley Hill DY5 3XT

Extensions, brickwork specialists, structural repairs and alterations, bathrooms, plastering, all building work and patios.

Telephone: 01384 351784 or 07711 092902

Email: neil.cbp@icloud.com

Lee Jukes

t/a LD Jukes Building Services
14 Earlswood Road
Kingswinford DY6 7DX

Extensions, high quality brickwork, internal alterations, block paving, carpentry, UPVC windows, bathrooms and wet rooms.

Telephone: 01384 838968 or 07711 092950

Email: leejukes@blueyonder.co.uk

**KOMO Services
(West Midlands) Ltd**

17 Tipton Road
Sedgley
Dudley DY3 1HB

All aspects of household maintenance. Plumbing, painting & decorating - interior & exterior. Furniture moved and clearances.

Telephone: 01902 885112 or 07932 651294
Email: komoservices@hotmail.co.uk

Amor Lamine

t/a Sparks & Stuff
Electrical & Home Maintenance
4 Winscar Croft
Lower Gornal DY3 2LG

Small plumbing, carpentry, garden and home maintenance jobs. Qualified electrician (NICEIC). No job too small.

Telephone: 01902 679588 or 07958 542526

Paul & Steve Malpass

t/a S W Malpass & Son
62 Bramble Green
Dudley DY1 3TR

All aspects of house maintenance, kitchens, bathrooms, plumbing, heating, wall & floor tiling. GAS SAFE registered.

Telephone: 01902 655359
**Paul: 07980 234788 Steve:
07976 942712**

**Revival Home
Improvements**

59 Wallows Wood
Lower Gornal DY3 3AE

Extensions & conversions, bathroom & wetroom installations, kitchens, plumbing, under floor heating, tiling, timber flooring.

Telephone: 01902 834073 or 07804 254197
Email: revival.hi@gmail.com
Website: www.revival-hi.co.uk

David Sadler

t/a DGS Property Maintenance
& Glazing
3 Banners Street
Halesowen B63 2SL

General property maintenance including painting, carpentry, flat pack construction, glazing repairs and installation. No job too small.

Telephone: 0121 602 3535 or 07724 523692
Email: david.sadler.21@blueyonder.co.uk

Michael Simmons

t/a Simmons Maintenance
Services
74 Silvertown Way
Wednesfield WV11 3LA

Extensions, patios, walls, kitchens, bathrooms. All carpentry work. UPVC fascias, soffits and guttering. Plastering.

Telephone: 01902 607485 or 07957 566341
Email: msimmons.1@btinternet.com

Craig Stevens

t/a CDS Installations & Property
Maintenance Limited
32 Beachcroft Road
Wall Heath
Kingswinford DY6 0HX

Kitchen & bathroom installations, tiling, door adjustments, plumbing, household DIY. No job too small.

Telephone: 01384 402214 or 07535 619552
Email: cdsinstallations@hotmail.co.uk

David Thomas

t/a DM Creative Design
82 St Kenelms Avenue
Halesowen B63 1DN

Carpentry - doors, frames, stair spindles, handrails, loft hatches, flooring, kitchens, decking, fencing, plastering, UPVC doors.

Telephone: 0121 550 7104 or 07979 060178
Email: dmt07designs@gmail.com

Mat Thompson

t/a Thompsons Building Services Ltd
45 Brick Kiln Lane
Gornal Wood DY3 2XE

Complete maintenance and building works, bathrooms, tiling, plastering, brickwork, fencing. Friendly reliable service, references available.

Telephone: 01384 258912 or 07870 164001

Email: thompsonsbs@blueyonder.co.uk

John Trinham

t/a Precision Carpentry and Building Services
68 Ridge Road
Kingswinford DY6 9RG

Kitchens, fitted wardrobes, bathrooms, doors, windows, fencing, fascias, extensions, flooring and locks.

Telephone: 01384 293749 or 07973 615133

Darren Westwood

t/a Westwood & Cooper
The Cedars
Hagley Road
Stourbridge DY8 1RD

All types of brickwork, chimneys pointed and rebuilt, slabbing and patios.

Telephone: 01384 261285 or 07920 253098

Trevor Williams

t/a ATM Home Enhancements
58 Park Road
Woodsetton DY1 4JN

Bathroom and kitchen installation. Door hanging, studwork, plastering. General carpentry work and plumbing.

Telephone: 01902 653690 or 07863 556437

Email: atmhome@blueyonder.co.uk

Mark Wooldridge

t/a M & G Plastering, Rendering & Damp Proofing Services
28 Hinksford Park
Kingswinford DY6 0BG

Home refurbishment and renovation specialist, kitchens and bathrooms, carpentry, flat roofing, tiling, flooring, rendering.

Telephone: 01384 825612, 07847 358999 or 07952 941062

Email: m_gservices@yahoo.co.uk

Computer repairs and IT installation

Derek Budd

t/a Technobudd
27 Avondale Close
Kingswinford DY6 7HJ

Affordable PC, Mac, tablet repairs. Home visit, FREE call-out. Family business, friendly certified specialist. Discounts available.

Telephone: 01384 828651 or 07536 097514

Email: info@technobudd.co.uk

Website: www.technobudd.co.uk

Domestic appliance installation and repairs

Ian Walker

t/a Ian Walker Domestic
142 Victoria Road
Wednesfield WV11 1RL

Repair and sales of washing machines, tumble dryers and electric cookers. Free call-out/estimate.

Telephone: 01384 862286 or 07921 337171

Domestic cleaning and help

Lee Edwards

t/a Polar Cleaning
30 Harcourt Drive
Lower Gornal DY3 2PW

Carpet & upholstery cleaning, drive & patio cleaning, window cleaning, conservatory cleaning, gutter cleaning.

Telephone: 01384 833282 or 07866 948618

Email: lee.edwards1478@gmail.com

Website: www.polarcleaning.co.uk

Bal Lawley

t/a Castlegate Cleaning Services
Dudley Limited
5 Spring Parklands
Dudley DY1 2DJ

House cleaning, freezer defrosting, bed changing, ironing, shopping, window cleaning inside. Reliable trustworthy service.

Telephone: 01384 354568 or 07970 791039

Email: ballawley@castlegatehousemaids.co.uk

Website: www.castlegatehousemaids.com

MM Cleaning Ltd

t/a Merry Maids Dudley
Unit 26A
Thornleigh Trading Estate
Blowers Green
Dudley DY2 8UB

Family-run since 2002. Regular & spring cleans. Fully insured, friendly and reliable. Equipment supplied.

Telephone: 01384 242809 or 07803 134818

Email: dudley@merrymaids.org.uk

Website: www.merrymaids.co.uk/Dudley

Adrian Price

t/a Pricey's Window Cleaning
36 Trinity Street
Brierley Hill DY5 3DN

Cleaning for windows, doors, conservatories, fascias, gutters. Cleaning both inside and outside. Driveway cleaning.

Telephone: 01384 381749 or 07967 326366

Email: kawasakisilver@hotmail.com

Jane Shilvock & Caroline McDaid

t/a Hallmark Domestic Cleaning
7 Kingsley Road
Kingswinford DY6 9RY

Friendly, efficient and reliable cleaning service. Family-run. Fully insured.

Telephone: 01384 404663 or 07962 559604

Email: janeshilvock@hotmail.co.uk

Rebecca Shinton

t/a Bex Home Care
4 Hinbrook Road
Dudley DY1 2NG

Regular and spring cleans. All equipment supplied. Shopping, ironing, bed making, accompanying and windows.

Telephone: 01384 234280 or 07946 883108

Mike Wood

t/a Mike Wood
Cleaning Services
60 Windermere Drive
Kingswinford DY6 8AN

High quality carpet and upholstery cleaning. Free onsite survey and advice. Established 1967.

Telephone: 01384 279893 or 07774 878747

Email: jeanmorriswood60@btinternet.com

Electrical

C W Electrical Kingswinford Ltd

16 Caterham Drive
Kingswinford DY6 8NH

All electrical work undertaken. New installations, repairs, maintenance, inspection and testing. NICEIC approved contractor.

Telephone: 01384 278471 or 07833 797213 (24 hrs)

Email: sales@cwelectricalkingswinford.com

Website: www.cwelectricalkingswinford.com

Dabbs Electrical Ltd

12 Bramble Green
Dudley DY1 3TW

All electrical work. Showers, alarms, CCTV door entry systems. Inspecting and testing. NICEIC and Part P Approved.

Telephone: 01902 679666 or 07860 725290 (24 hrs)

Email: dabbsbd@yahoo.co.uk

Kevin Dukes

t/a Dukes Electrical Services
67 Collis Street
Amblecote
Stourbridge DY8 4EA

All domestic electrics undertaken, e.g. fuseboards, sockets, lights, garden power, CCTV, testing/fault finding, NICEIC, Part P.

Telephone: 01384 353689 or 07811 212248

Email: dukeselectrical@outlook.com

Electrix Services Limited

49 Breamore Crescent
Dudley DY1 3DA

All electrical work undertaken. NICEIC approved contractor. NICEIC backed guarantee. Friendly, fast service.

Telephone: 01384 232772 or 07830 233420

Email: info@electrixservices.co.uk

Website: www.electrixservices.co.uk

Matthew Hetheridge

t/a M H Electrical
9 Summercourt Square
Kingswinford DY6 9QJ

Fully qualified ELECSA registered electrician. Free advice, call-out, quote. Reputable, affordable, reliable. Part P 17th edition standards.

Telephone: 01384 866668 or 07950 763160

Email: matthetheridge@gmail.com

James Hobday

t/a JH & CR Electrical
321 Gayfield Avenue
Brierley Hill DY5 3JE

All electrical work undertaken to latest 17th edition regulations. Free quotes, reliable guaranteed. NICEIC approved.

Telephone: 01384 624096 or 07788 890793

Michael Hughes

t/a Hughes Electrical
35 Quarry Road
Dudley DY2 0EL

All electrical installations and repairs. Burglar alarm and CCTV installations. Free estimates. Part P registered.

Telephone: 01384 633915 or 07973 559001

Email: hugheselectrical@live.co.uk

J S Quality Electrical Services Ltd

46 Davis Avenue
Tipton DY4 8JZ

Re-wires, fuse board upgrades, insurance reports, alarms, CCTV, security lights, new showers, extra sockets/lights.

Telephone: 0121 531 6884 or 07753 393562

Email: j.selectricalservices@hotmail.co.uk

Website: www.jsqualityelectrical.co.uk

Kford Electrical Installations Ltd

17 Digby Road
Kingswinford DY6 7RP

Your local reliable qualified electrician. No electrical job too small. Free quotes. All calls returned.

Telephone: 01384 288253 or 07725 002381

Email: kfordhunter@live.co.uk

Amor Lamine

t/a Sparks & Stuff
Electrical & Home Maintenance
4 Winscar Croft
Lower Gornal DY3 2LG

For all your home electrical requirements. Part P and NICEIC registered. Free quotations.

Telephone: 01902 679588 or 07958 542526

MW Electrical & Facilities Solutions Ltd

Unit 4a
Conyers Trading Estate
Station Drive
Lye DY9 8ER

Installation and repair, showers including disabled, fuseboards, lighting, faults, repairs. Fully qualified, guaranteed and insured. Competitive prices.

Telephone: 01384 470083 or 07964 182083

Email: info@mw-electric.co.uk

Website: www.mw-electric.co.uk

Adrian Partridge

t/a A Partridge Electrical
35 Heath Farm Road
Norton
Stourbridge DY8 3BZ

Free quotes, emergency call-outs, rewires, consumer units, electric heating, fault finding. NAPIT and Part P approved.

Telephone: 01384 443831 or 07817 757291

Email: adrianpartridge@sky.com

Flooring, upholstery and soft furnishings

Castle Blinds & Curtains Limited

Portway House
Stream Road
Kingswinford DY6 9NT

Manufacturers of made-to-measure blinds & awnings. Old fashioned loyalties, family-run, established 25 years.

Telephone: 01384 273769 or 01384 74873

Email: sales@castleblinds.co.uk

Website: www.castleblinds.co.uk

Barry Haywood

t/a Midland Blinds & Curtains
13 Forest Road
Dudley DY1 4BB

Made to measure blinds and curtains. Where quality and service still count. 30 years experience.

Telephone: 01384 233186 or 07976 813511

Email: barry@midlandblinds.net

Website: www.midlandblinds.net

Sofa Tech (Dudley) Ltd

128 Tansey Green Road
Pensnett DY5 4TL

Upholsterer and furniture repairs. Recovers, repairs, broken frames, sagging seats, leather repairs.

Telephone: 01384 832292 or 07812 459539

Email: mitchwalker@blueyonder.co.uk

Craig Stevens

t/a CDS Installations & Property
Maintenance Limited
32 Beachcroft Road
Wall Heath
Kingswinford DY6 0HX

All types of solid wood & laminate flooring supplied & fitted.

Telephone: 01384 402214 or 07535 619552

Email: cdsinstallations@hotmail.co.uk

Walter Wall Carpets

154-156 High Street
Quarry Bank DY5 2AF

Carpet / floor coverings / slip resistant vinyls supplied & fitted. Uplift / disposal of old carpet / floor covering. Furniture removed / replaced. Established 46 years.

Telephone: 01384 569628 or 07763 918709

Gardening

Gareth Bent

t/a Treetops Tree Surgeons
69 Parkes Hall Road
Dudley DY1 3SP

All aspects of tree work undertaken, tree removal, pruning, crown thinning and lifting, hedge cutting.

Telephone: 01902 269585 or 07815 539814

Email: info@treetopstrees.co.uk

Website: www.treetopstrees.co.uk

Michael Bryan

t/a A1 Pressure Cleaning
11 Brick Kiln Street
Quarry Bank DY5 2AP

Tarmac drives cleaned and re-coloured.
Block paved drives re-sanded, re-sealed.
Pathways, patios, external walls.

Telephone: 01384 837183 or 07913 601138

Email: A1cleaning@virginmedia.com

Nigel Challis

t/a Shell Tree &
Gardening Services
131 Malt Mill Lane
Halesowen B62 8JE

Tree felling, pruning, hedge cutting. Bulk bags of wood chip mulch & split logs available.

Telephone: 0121 602 3148

M & T Collins

t/a Ace of Spades Gardeners
142 Apperley Way
Halesowen B63 2XS

Garden maintenance, lawns cut, slabbing, fencing, turf laying, hedge cutting, fence painting, jet washing, re-felting of sheds.

Telephone: 01384 636263 or 07905 120861

Email: traceymark44@yahoo.co.uk

Cutting Edge Landscapes Ltd

115 Bournes Hill
Halesowen B63 4DZ

Patios & paths, low maintenance gardens, garden design, handrails, fencing, tree removal & pruning.

Telephone: 0121 585 7242 or 07973 776490

Email: robjhorton67@gmail.com

Website: www.cuttingedgelandscapes.co.uk

Martin Flavell

7 Edwards Road
Netherton DY2 0LE

All aspects of garden maintenance. Grass cutting, tree cutting, weeding, digging, fencing, slabbing, jetwashing.

Telephone: 01384 457985 or 07723 093704

Email: martin_flavell@hotmail.com

Chris Guest

t/a CJ Guest Transport
77 High Street
Kinver DY7 6ES

Garage, shed and garden clearance. Garden services. Registered waste carrier. Fully insured.

Telephone: 01384 877186 or 07788 784383

Email: cjgtransport@btinternet.com

**KOMO Services
(West Midlands) Ltd**

17 Tipton Road
Sedgley DY3 1HB

Gardens maintained, tree surgery, hedges, fencing, slabbing, turfing, jungles cleared. Rubbish removal from single to full load.

Telephone: 01902 885112 or 07932 651294

Email: komoservices@hotmail.co.uk

John Millar

t/a Mowrite Lawn Services
6 Tipton Road
Sedgley DY3 1BD

Garden maintenance. Lawn mowing, pruning, hedge cutting, fence treatment, weed spraying and border work.

Telephone: 01902 655084 or 07925 515330

Email: johnmillar360@gmail.com

Website: www.mowrite.co.uk

Christopher Peacock

t/a Chris Peacock Gardens Ltd
33 Foxglove Road
Dudley DY1 3NQ

All garden work, maintenance, grass cutting, turf laying. Full landscaping, patios, paths, slabbing, decking, fencing.

Telephone: 01384 731371 or 07934 649519

David Sadler

t/a DGS Property Maintenance
& Glazing
3 Banners Street
Halesowen B63 2SL

All types of garden maintenance including grass cutting, pruning, weeding, digging, slabbing and jet washing.

Telephone: 0121 602 3535 or 07724 523692

Email: david.sadler.21@blueyonder.co.uk

Hard landscaping and driveway services

Paul Bridgwater

t/a P Bridgwater Landscapes
41 Westminster Road
Wordsley DY8 5EF

Garden design and low-maintenance garden construction. Patios, pergolas, paths, wall planting schemes, fencing.

Telephone: 01384 830339 or 07973 336894

Email: pbridgwater.landscapes@virginmedia.com

Website: www.pbridgwaterlandscapes.co.uk

Lee Burns

t/a Starmac Surfacing Ltd
255 The Broadway
Dudley DY1 3DP

Specialists in driveway surfacing, including tarmac, resin, block-paving, concrete imprint, gravel, artificial grass and more!

Telephone: 01384 326652 or 07545 977553

Email: info@starmacsurfacing.com

Website: www.starmacsurfacing.com

**Cutting Edge
Landscapes Ltd**

115 Bournes Hill
Halesowen B63 4DZ

Paved & gravel driveways, retaining walls, drainage solutions.

Telephone: 0121 585 7242 or 07973 776490

Email: robjhorton67@gmail.com

Website: www.cuttingedgelandscapes.co.uk

Peter Mason

t/a Sedgley Powerwash Services
17 Whites Drive
Sedgley DY3 1JG

Specialist cleaner of block paving, patios, walls and concrete drives. Oil removal. Camera-guided gutter cleaning service.

Telephone: 01902 665457 or 07791 241952

Email: peter-mason@live.co.uk

Website: www.sedgleypowerwash.co.uk

Home security

**C W Electrical
Kingswinford Ltd**

16 Caterham Drive
Kingswinford DY6 8NH

All electrical work. Alarms, CCTV, security lights, door entry. Installation & repair. NICEIC approved contactor.

Telephone: 01384 278471 or 07833 797213 (24 hrs)

Email: sales@cwelectricalkingswinford.com

Website: www.cwelectricalkingswinford.com

Dabbs Electrical Ltd

12 Bramble Green
Dudley DY1 3TW

All electrical work. Alarms, CCTV door entry systems. Inspecting and testing. NICEIC and Part P Approved.

Telephone: 01902 679666 or 07860 725290 (24 hrs)

Email: dabbsbd@yahoo.co.uk

Michael Hughes

t/a Hughes Electrical
35 Quarry Road
Dudley DY2 0EL

Burglar alarm installation, repairs and upgrades, wired and wireless. CCTV installations. Over 20 years' experience.

Telephone: 01384 633915 or 07973 559001

Email: hugheselectrical@live.co.uk

Kester Millman

t/a Lock Around The Clock
The Bungalow
Methodist Church
Stream Road,
Kingswinford DY6 9NP

NNAL approved locksmith. All locksmith work undertaken. UPVC specialist. Lock installation, upgrades. Non-destructive entry.

Telephone: 01384 625217 or 07830 129697

Email: latc@hotmail.co.uk

**MW Electrical & Facilities
Solutions Ltd**

Unit 4a
Conyers Trading Estate
Station Drive
Lye DY9 8ER

Installation and repair, alarms, CCTV, intercoms, lighting, panic buttons, locks, servicing, repairs and upgrades.

Telephone: 01384 470083 or 07964 182083

Email: info@mw-electric.co.uk

Website: www.mw-electric.co.uk

Let's Get Healthy

A FREE service supporting you to make healthy lifestyle choices



Speak to one of our Wellness Coaches by calling

Tel: 01384 732402 / 0800 0614962

www.lets-get.com

Age UK Dudley Services

Charity Shop Stourbridge - 01384 210757

Age UK Dudley operates a charity shop on Stourbridge High Street. We sell high quality donated items including ladieswear, menswear, bric-a-brac, books, DVDs and CDs. The shop is always in need of good quality donations to help support our services.

COGS Clubs - 07387 593397

For people with mild dementia COGS Clubs aim to encourage members to participate in purposeful activity in order to develop or maintain active minds. The clubs are modelled on cognitive stimulation therapy. They provide a range of stimulating and enjoyable activities as well as the opportunity to socialise, have fun and make new friends.

Daybreak - 01384 340608

Operates Monday to Wednesday at Myles Court, John Street, Brierley Hill. We offer the opportunity for people to come together to socialise, have a meal and enjoy activities at our centre and/or get out and about on one of our various trips. Free taster sessions available. Charges apply.

Health & Wellbeing Hub (including)

Eat Well in Later Life - 01384 34353

Eat Well enables people over 50 and living in the Dudley borough to take steps towards a healthier lifestyle. We aim to help individuals understand healthy eating, follow a balanced diet and increase their activity levels. We also run health & wellbeing courses to help you take more control of your health by learning new skills.

Good Neighbour Scheme - 01384 354512

This scheme is dedicated to reducing the social isolation and loneliness experienced by many older people. Our Good Neighbour Scheme offers support to people who are housebound or less mobile and who live alone by offering friendship in their own home, a Telephone Buddy service and a Home Buddy service. Support is offered through regular visits from a trained and dedicated volunteer team.

LEAP Over 50 - exercise & activities - 01384 343535

LEAP Over 50 works with individuals, groups and organisations across the Dudley borough. We aim to help reduce loneliness and isolation - to develop more activity and exercise opportunities and encourage participation for the over 50's, whatever the ability. We provide information on activities taking place in your area as well as providing a programme for walking and cycling.

Information & Advice Service - 01384 267006

Located within intu Merry Hill Shopping Centre, the service offers free impartial information and advice on a wide range of issues including money matters, benefit checks, form completion, housing rights, health and social care, leisure and social activities, family and personal matters, your rights to local services and others. Free Legal Advice, TOPS (Tax Help for Older People) and SOLLA (Society of Later Life Advisers).

Lasting Power of Attorney & Basic Probate - 01384 267007 / 267006

Age UK Dudley is now offering the opportunity to advise on and draft Lasting Power of Attorney from as little as £125.00. We also undertake basic Probate starting from £200. Call in or contact us for more details.

Will writing - 01384 354508

Age UK Dudley together with Guardian Wills offers special weekly appointments for retired people wishing to arrange their will(s).

Sedgley Hub - 01902 883847

Sedgley Hub is open Monday - Friday and located in the town centre. The hub has a café which serves hot and cold breakfast, lunches and snacks. We provide a range of activities, groups, information & advice sessions and have two community rooms available for a small hire fee.

Shopmobility - 01384 267007

We are located in the intu Merry Hill Shopping Centre, next to Primark, on the upper mall. If you require help with your shopping and need a mobility scooter or manual wheelchair to make your visit a better experience, we are here to help. **Charges apply for hire of our equipment and registration is needed for motorised aids.** Please contact Shopmobility before your visit to ensure you have the required details. For more information on other services we provide (e.g. long-term wheelchair hire, sales, bus pass applications and renewal) and equipment hire, please telephone us.

Small Tasks Scheme - 01384 267004

We will undertake small DIY jobs, for example, fitting shelves, changing light bulbs, changing curtains, draught-proofing doors, etc, within the household where the occupier is no longer able to do them for themselves or do not have anyone to assist them. Charges apply for this service. We also offer free home energy checks.

Stepping Out Foot Care - 01384 267009

This is a basic foot care service delivered by trained staff and volunteers to undertake nail cutting treatments. Foot care clinics are held throughout the borough. Charges apply for this service.

Forum of Older People - 01384 354508

Have a voice and feel empowered, valued and respected. As a member of the forum you will have the opportunity to express your views to decision-makers locally, regionally and nationally about the services and support available for people in later life. The forum meets every two months and welcomes new members. To find out more or to join contact the Chairman via Age UK Dudley on **01384 354508**.



A cold home can make you ill

In Britain cold spells, even during mild winters are often followed by sudden increases in respiratory illnesses, heart attacks and strokes. It is vital that our homes are kept warm enough.

Our Winter Warmth service offers help to reduce your energy bills and keep you warm and well in your home.

We can:

- Find you the cheapest energy supplier and tariff
- Apply for energy discounts for you
- Advise you on energy benefits and grants
- Support you in dealing with fuel debt and find payment plans
- Help you set your thermostats and control heating efficiently

Free home insulation and new energy efficient boilers are also on offer for qualifying households

Call us for a free home visit on 01384 817086

or email: WinterWarmth@dudley.gov.uk

**Dudley**
Metropolitan Borough Council

**keep warm,
keep well**
Winter warmth support service

NHS

Mobility aids and adaptations

Dudley MBC offers a number of services to help you live well at home for longer. For more information on the right aids and adaptations for you please contact the Access Team on **0300 555 0055**.

Dean Barnbrook

t/a Dean Barnbrook Plumbing
74 Court Crescent
Kingswinford DY6 9RL

Disabled adaptations & facilities, wetrooms, bathroom refurbishments. SureFit™ stopcocks fitted.

Telephone: 01384 344006 or 07790 755807

Changing Rooms (Dudley) Ltd

47A Kent Street
Upper Gornal DY3 1UU

Wet rooms, assisted bathing, bathroom alterations, showers & improvements. 0% VAT in qualifying cases. GAS SAFE Registered.

Telephone: 01902 670426 or 07973 421714

Email: enquiries@changingrooms.org.uk

Website: www.changingrooms.org.uk

Neil Glynn

t/a Ruby Stairlift Services
13 Coleford Close
Wordsley DY8 5BX

Stairlift servicing and repairs. New & reconditioned stairlift sales. Emergency call-outs. Competitive pricing.

Telephone: 01384 294432 or 07815 414622

Email: glynn64@msn.com

Website: www.rubystairlifts.co.uk

Mr A Higgins

t/a B and S Build
37 Lightwoods Road
Pedmore DY9 0TR

Bathrooms, kitchens, internal alterations, carpentry and building work, wall & floor tiling, full house renovations.

Telephone: 01384 623468 or 07813 634807

Email: bandsbuild@gmail.com

Straits Mobility Services Ltd

3 Middlepark Road
Russells Hall
Dudley DY1 2LW

Stairlifts - straight & curved, new & reconditioned, riser chairs, wheelchairs, scooters. Call-outs, servicing & repairs by qualified engineers.

Telephone: 01384 356356 or 07967 110861

Email: straitsmobility@yahoo.co.uk

Website: www.straitsmobility.co.uk

Mat Thompson

t/a Thompsons Building Services Ltd
45 Brick Kiln Lane
Gornal Wood DY3 2XE

Disability home adaptations, bathroom conversions, ramps, grab rails and associated works. Friendly reliable services, references available.

Telephone: 01384 258912 or 07870 164001

Email: thompsonsbs@blueyonder.co.uk

Painting and decorating

Ray Baker

t/a Haden Hill
Decorating Services
44 Haysech
Cradley Heath B64 7JJ

Friendly, experienced painter and decorator. City & Guilds qualified.

Telephone: 0121 550 1438 or 07900 854333

Andy Barnfield

t/a Sandyfields Home
Improvements
45 Sandyfields Road
Sedgley DY3 3LB

Painting & decorating. Patio cleaning. Soffit, guttering & fascia board cleaning. Any general repairs.

Telephone: 01902 884807 or 07852 435060

Email: andrew.barnfield@sky.com

Paul Dandy

11 Merton Close
Oldbury B68 8NG

All internal/external painting, paper hanging, coving, door hanging, frames, skirting, spindles, flooring. Free quotation.

Telephone: 0121 552 6573 or 07736 928506 (text only)

Martin Flavell

7 Edwards Road
Netherton DY2 0LE

All aspects of interior and exterior painting and decorating.

Telephone: 01384 457985 or 07723 093704

Email: martin_flavell@hotmail.com

Tim Franke

t/a KLH Decorative Services
18 Attwood Street
Halesowen B63 3UE

Painting, decorating, wallpaper hanging. Dustless sanding. City & Guilds qualified. Insured and all work guaranteed.

Telephone: 0121 503 0694 or 07912 149230

Email: tim_franke@yahoo.com

Simon Grainger

t/a A & S Painters & Decorators
97 Oak Park Road
Wordsley DY8 5YJ

All aspects of interior and exterior painting and decorating. Plastering work.

Telephone: 01384 623650 or 07890 757543

Geoff Hollis

t/a Geoff's Decorating Services
139 Spies Lane
Halesowen B62 9SS

Painting, decorating, wallpaper hanging. Interior & exterior. Insurance work undertaken. No job too small.

Telephone: 0121 602 1025 or 07931 146374

Email: geoff63116@googlemail.com

Lance Huxley

t/a B N Decorating
16 Chiltern Road
Stourbridge DY8 4UL

Internal and external painting & decorating. Paper hanging, small plaster repairs. No job too small.

Telephone: 01384 348924 or 07713 181049

Email: huxleylance@yahoo.co.uk

Philip McHale

t/a Complete
Decorating Services
45 Brayford Avenue
Brierley Hill DY5 3PW

Complete qualified decorating services. Guaranteed quality work. Specialist in wallpapering. Free quotations and personal service.

Telephone: 01384 891571 or 07980 141609

Email: 68jphll3@gmail.com

Paul Millard

t/a Inter-Décor-Ace
5 Cypress Avenue
Lower Gornal DY3 2JF

All aspects of internal decorating work undertaken. First class customer service. Professional, reliable, affordable.

Telephone: 01902 662053 or 07599 427845

Email: paul_millard@aol.co.uk

Richard Priest

t/a J & R Priest
27 Hockley Lane
Netherton DY2 0JW

Painters & decorators. Family business. Interior and exterior work undertaken. Free quotes. Fully insured. Trading since 1985.

Telephone: 01384 211460 or 07708 181474

Stuart West

t/a West One Decors
35 Ashley Close
Kingswinford DY6 9SX

Interior / exterior painting and decorating. Paperhanging, coving and plastering. Free quotes, fully insured. Qualified with 18+ years experience.

Telephone: 01384 350915 or 07729 632834

Email: westonedecors@yahoo.co.uk

Kevin Weston

t/a Kevin Weston Decorating
12 Himley Lane
Swindon DY3 4PW

All aspects of painting & decorating. 32 years' experience. Member of G.O.M.C. Free quotations. Fully insured.

Telephone: 01384 401859 or 07981 596109

Plastering and tiling

Simon Grainger

t/a A & S Painters & Decorators
97 Oak Park Road
Wordsley DY8 5YJ

Skimming and reboarding.
Patch plastering.

Telephone: 01384 623650 or 07890 757543

Paul Turbutt

t/a Turbo's Plumbing
& Tiling Services
63 Austrey Road
Kingswinford DY6 8SD

Wall and floor tiling, most plumbing jobs and complete bathroom upgrades.

Telephone: 01384 835017 or 07895 556024

Email: paulturbutt@blueyonder.co.uk

Mark Westwood

t/a M.W. Plasterers
66 Jews Lane
Upper Gornal DY3 2AB

Plastering, skimming, dry lining. 25 years' experience.

Telephone: 01902 885060 or 07906 381430

Email: wesmtg@hotmail.co.uk

Plumbing, heating and drainage

PLEASE NOTE: Gas engineers are legally required to be accredited by the **GAS SAFE** register and we check the registration of all gas engineers listed in Fix-A-Home annually. When you employ an engineer to work with gas **ALWAYS** ask to see their accreditation.

AJM Heating & Bathrooms

21 Brackenfield Road
Halesowen B63 1AH

Central heating and boiler specialist. Worcester Bosch accredited installers. 10 year warranty as standard. GAS SAFE registered.

Telephone: 0121 602 1603 or 07909 962108

Email: andy@ajmgas.co.uk

Website: www.ajmgas.co.uk

Dean Barnbrook

t/a Dean Barnbrook Plumbing
74 Court Crescent
Kingswinford DY6 9RL

Disabled facilities, bathroom refurbs. Leaks, taps, radiator changes. Soil pipes supplied and fitted. SureFit™ stopcocks fitted.

Telephone: 01384 344006 or 07790 755807

Wayne Barnsley

t/a WMB Home Improvements
17 Linden Avenue
Halesowen B62 9EL

Bathroom & kitchen refurbishments, tap and washer changes. Outside taps & Surestop emergency stop switches.

Telephone: 0121 422 5372 or 07808 472299

Email: thebarnsleys@blueyonder.co.uk

Roger Fletcher

t/a R Fletcher
Plumbing & Heating
65 Sandyfields Road
Sedgley DY3 3LA

All plumbing services. Central heating & gas installation, service and repair, fires, cookers, boilers. Landlord certification. GAS SAFE registered.

Telephone: 01902 675534 or 07710 085354

Email: rogerfletcher@live.co.uk

S W Foley

t/a Sandwell Drainage Company
6 Balmoral Way
Rowley Regis B65 9LL

Drainage specialist. Most domestic blockages cleared for £80 and no VAT. Established 1983.

Telephone: 0121 559 5771 or 07850 704309

Email: info@sandwelldraining.co.uk

Website: www.sandwelldraining.co.uk

M G Fowkes

The Granary
Lutley Lane
Halesowen B63 1EZ

Family-run heating engineers. Worcester Bosch accredited. 8-year warranty. Free quotes. New systems, servicing, maintenance. GAS SAFE registered.

Telephone: 0121 585 7501 / 01384 894777 or 07778 302359

Email: mike@mgfowkes.co.uk

Website: www.mgfowkes.co.uk

Stuart Harris

t/a Advantage Drains
11a Burmese Way
Rowley Regis B65 8QA

Local trader specialising in drain and sewer cleaning, unblocking service and camera surveys.

Telephone: 01384 623548 or 07749 468472

Email: info@advantagedrains.co.uk

Website: www.advantagedrains.co.uk

Kevin Hesom

t/a B C F Gas Services
122 Clifton Street
Coseley WV14 9HB

All types of domestic gas work undertaken, including LPG. Blocked sinks and drainage. GAS SAFE registered.

Telephone: 01902 885405 or 07984 084146

Email: hesom@btinternet.com

**Neil Hindmarsh
& Brian Pugh**

t/a Complete Building
and Plumbing
26 Cressett Lane
Brierley Hill DY5 3XT

Bathroom and wet room specialists, disabled and elderly adaptations, tiling, drainage, plumbing repairs.

Telephone: 01384 351784 or 07711 092902

Email: neil.cbp@icloud.com

Jay Heating Ltd

161 Barnett Lane
Kingswinford DY6 9QA

Heating, gas and plumbing specialist. Landlord gas safety checks. Fire, cooker, boiler installation and servicing. GAS SAFE registered.

Telephone: 01384 353033 or 07976 189620

Email: enquiries@jayheating.co.uk

Website: www.jayheating.co.uk

Mark Johnson

t/a Mark Johnson
Plumbing & Heating
43 Brookside Way
Wall Heath DY6 9AW

Central heating, plumbing/gas installation, service and repairs. GAS SAFE registered. Established 1991.

Telephone: 01384 279518 or 07885 438963

Email: markthegasman@hotmail.co.uk

Paul & Steve Malpass

t/a S W Malpass & Son
62 Bramble Green
Dudley DY1 3TR

All aspects of house maintenance, wet rooms, kitchens, bathrooms, plumbing, heating, tiling. GAS SAFE registered.

Telephone: 01902 655359

**Paul: 07980 234788 Steve:
07976 942712**

Dan Moor

t/a Dan Moor Plumbing Services
6 Turf Cottages
Wolverhampton WV4 5LA

Free quotes. No job too small. Bathrooms, radiators, dripping taps. General plumbing.

Telephone: 01902 332629 or 07974 250004

Email: dantmoor@yahoo.co.uk

Andrew Ormerod

t/a AM Ormerod
Heating & Plumbing
74 Scotts Green Close
Dudley DY1 2DX

Domestic gas work undertaken. 10 year warranty on boilers. Worcester Bosch accredited. Powerflushing, breakdowns covered GAS SAFE registered.

Telephone: 01384 386944 or 07974 549460

Email: andrewormerod2@hotmail.com

David Parton

t/a DP Plumbing & Heating
36 St Andrews Drive
Tividale B69 1PR

Central heating installations, boiler upgrades. Bathroom installations, wet rooms. Appliances installed/serviced. GAS SAFE registered.

Telephone: 01384 257429 or 07768 118793

Email: xerxes2@talktalk.net

**Simon Pearce
Plumbing & Heating Ltd**

17 Catholic Lane
Sedgley DY3 3UE

Boiler, fire installations & repairs. Radiators, bathrooms, kitchen, soil, waste systems. GAS SAFE registered.

Telephone: 01902 590955 or 07866 371817

Email: siy.pearce@hotmail.co.uk

**Revival Home
Improvements**

59 Wallows Wood
Lower Gornal DY3 3AE

Bathroom & wetroom installations, kitchen refurbishments, general plumbing maintenance, radiators, waste pipes, fascia & guttering.

Telephone: 01902 834073 or 07804 254197

Email: revival.hi@gmail.com

Website: www.revival-hi.co.uk

Neil Smith

t/a Household Plumbing
8 Hay Barn Close
Halesowen B62 9EN

All your plumbing needs solved from a tap washer to a complete bathroom.

Registered plumber CIPHE, Est 1994.

Telephone: 0121 602 6776 or 07968 786449

Email: neilsmith2323@gmail.com

Website: www.household-plumbing.co.uk

Chris Tett

t/a Midgas
2 Green Lane
Kingswinford DY6 7QH

Gas boiler, fires, cookers, water heaters, all hot and cold water supplies. GAS SAFE registered.

Telephone: 01384 404714 or 07875 384956

Email: sales@midgas.co.uk

Website: www.midgas.co.uk

Paul Turbutt

t/a Turbo's
Plumbing & Tiling Services
63 Austrey Road
Kingswinford DY6 8SD

General plumbing, leaks, blockages, radiators, saniflows, combi & replacement electric showers fitted, emergency callouts.

Telephone: 01384 835017 or 07895 556024

Email: paulturbutt@blueyonder.co.uk

Trevor Williams

t/a ATM Home Enhancements
58 Park Road
Woodsetton DY1 4JN

Bathroom and kitchen installations, tiling, radiator replacement.
All aspects of plumbing. No job too small.

Telephone: 01902 653690 or 07863 556437

Email: atmhome@blueyonder.co.uk

Roofing

AJ Roofing Ltd

151 Wolverhampton Road
Sedgley DY3 1QR

Flat roof felting, roof tiling and slating, leadwork, chimney repairs. Guttering, fascias and soffits.

Telephone: 01902 887437 or 07702 546422

Email: ajroofinglimited@gmail.com

Wayne Barnsley

t/a WMB Home Improvements
17 Linden Avenue
Halesowen B62 9EL

Full re-roofing & repairs. Fascias, soffits & guttering. Chimney work and flat roofs. Gutter cleaning.

Telephone: 0121 422 5372 or 07808 472299

Email: thebarnsleys@blueyonder.co.uk

PGJ Services (Stourbridge) Ltd

13 Apley Road
Wollaston DY8 4PA

Specialised gutter cleaning, leaking joints and repairs. Also clean all UPVC, conservatories and conservatory roofs.

Telephone: 01384 830346 or 07976 027131

Email: jonpardoe@hotmail.com

Website: www.pgjservices.co.uk

Roofstyle Limited

18 Alder Coppice
Sedgley
Dudley DY3 3RP

Roof slating and tiling. Flat roofing. Specialist lead work. All types of roofing repairs.

Telephone: 01902 405989 or 07974 657998

Email: lyn@roofstyle.co.uk

Website: www.roofstyle.co.uk

George Southall

t/a GTS Windows
Chaddesley House
Drews Holloway
Halesowen B63 2AG

Porch roofs, canopy roofs. Fascias, soffits and gutters.

Telephone: 01384 566856 or 07788 974063

Email: george.gtswindows@gmail.com

Mark Wooldridge

t/a M & G Plastering, Rendering
& Damp Proofing Services
28 Hinksford Park
Kingswinford DY6 0BG

Specialising in fibre glass roofing and EPDM rubber roofing systems.

Telephone: 01384 825612, 07847 358999 or 07952 941062

Email: m_gservices@yahoo.co.uk

Specialist trades

Electrix Garage Doors

49 Breamore Crescent
Dudley DY1 3DA

Supply and installation of electric garage doors. Free no obligation survey and quote.

Telephone: 01384 232772 or 07830 233420

Email: info@electrixservices.co.uk

Website: www.electrixservices.co.uk

Chris Guest

t/a CJ Guest Transport
77 High Street
Kinver DY7 6ES

House removals, clearance specialists, lofts & garages cleared. Courier service. Registered waste carrier. Fully insured.

Telephone: 01384 877186 or 07788 784383

Email: cjgtransport@btinternet.com

PGJ Services (Stourbridge) Ltd

13 Apley Road
Wollaston DY8 4PA

Specialised gutter cleaning, leaking joints and repairs. Also clean all UPVC, conservatories and conservatory roofs.

Telephone: 01384 830346 or 07976 027131

Email: jonpardoe@hotmail.com

Website: www.pgjservices.co.uk

Mark Westwood

t/a M.W. Plasterers
66 Jews Lane
Upper Gornal DY3 2AB

Specialising in rising damp, woodworm and wood rot. BLOKIL trained. Approved BLOKIL guarantee.

Telephone: 01902 885060 or 07906 381430

Email: wesmtg@hotmail.co.uk

TV services and aerials

Astral Digital TV

101 Kent Road
Halesowen B62 8PB

Aerial installations and repairs, FREESAT installation, Sky TV installation and repairs. FREEVIEW repairs and TV tuning.

Telephone: 0121 423 3088 or 07957 107997

Email: astraldigitaltv@gmail.com

Website: www.aerials-birmingham.com

Reg Morton

t/a Apollo Aerials
10 Tintagel Drive
Dudley DY1 2TT

Aerials and satellite installations. Tuning, aerial extensions, CCTV.

Telephone: 01384 238609 or 07973 358543

Email: regapolloaerials@aol.com

Windows and doors

Castle Blinds & Curtains Limited

Portway House
Stream Road
Kingswinford DY6 9NT

Manufacturers of made-to-measure blinds & awnings.
Old fashioned loyalties, family-run, established 25 years.

Telephone: 01384 273769 or 01384 74873

Email: sales@castleblinds.co.uk

Website: www.castleblinds.co.uk

Halas Manufacturing Ltd

7 Stour Hill
Bower Lane
Quarry Bank DY5 2AU

Installers of PVCu windows, doors, fascia & guttering. Glass unit replacement. Repair service to all above.

Telephone: 01384 413094

Email: halaswood@hotmail.co.uk

Lifestyle Windows (Kingswinford) Ltd

Building 26, Unit 5,
1st Avenue
Kingswinford DY6 7TB

Supply and fit double-glazed windows, doors and conservatories. Cladding, fascia and guttering.

Telephone: 01384 295855 or 07850 408814

Email: david.roberts13@btconnect.com

Website: www.lifestylewindowsskingswinford.com

Ian Palmer

t/a Gold Oak Windows
21 Stanton Avenue
Woodsetton
Dudley DY1 3RR

Supply and fitting of windows, doors, conservatories, roofline, canopies, porches, warm roofs, composite doors.

Telephone: 01902 259706 or 07874 810219

Email: ian.palmer@goldoakwindows.co.uk

Website: www.goldoakwindows.co.uk

Adrian Price

t/a Pricey's Window Cleaning
36 Trinity Street
Brierley Hill DY5 3DN

Repair misted units. Also service and maintain all UPVC i.e. locks, handles, hinges, etc.

Telephone: 01384 381749 or 07967 326366

Email: kawasakisilver@hotmail.com

George Southall

t/a GTS Windows
Chaddesley House
Drews Holloway
Halesowen B63 2AG

Windows, doors, porches, conservatories. Fascia and gutter replacement, misted units, window & door repairs.

Telephone: 01384 566856 or 07788 974063

Email: george.gtswindows@gmail.com

Darren Willis

t/a Plush Garage Doors Limited
138 Mount Pleasant
Kingswinford DY6 9SH

Supply, fit and repair garage doors. Side hinged, up & overs, sectional, roller and electrical operators.

Telephone: 01384 279529 or 07711 178085

Email: www.plushgaragedoors.com

Window & Door Doctor Ltd

Tim Cook
20 Ashdene Gardens
Wordsley DY8 5JQ

Double-glazing repair specialist. Repairs to double-glazed windows, doors and patios.

Telephone: 01384 353984 or 07950 702014

Email: window_doctor@msn.com

Website: www.windowanddoordoctor.co.uk

Complaints procedure

Even in the best run organisations things can sometimes go wrong. We can't prevent the odd problem, but we hope the tradespeople on our list will make sure that things are corrected if something goes wrong.

If you are disappointed or dissatisfied, please inform Dudley Trading Standards on **01384 814695** so that the matter can be considered. Dudley Trading Standards will give you as much help as possible to resolve the dispute, including, as a last resort, advising you to take appropriate legal action in the Small Claims Court.

Satisfaction survey

If you use traders on our list, please take a few moments to fill in the 'Satisfaction Survey' found at **www.dudley.gov.uk/fix-a-home**

Alternatively, you can return the survey to:

Trading Standards
4 Ednam Road
Dudley DY1 1HL

Your comments - good or bad - will help us to ensure future clients benefit.

Additional copies of the 'Satisfaction Survey' can be obtained upon request from Dudley Trading Standards on **01384 814695**.

The Dudley Scams Unit

Do you, or someone you know, receive unsolicited mail, telephone calls and emails?

Sometimes these are the ways that criminal scammers try to contact their victims.

Common scams include prize draw letters, telephone calls trying to sell you things, or 'friends' from the internet who just need a bit of money....

They will often target older people, and people who are lonely and isolated.

Some victims lose many thousands of pounds. Sometimes they lose their life savings.

Sometimes the scammers pretend to be a friend, but they are really just after the victim's money.

In Dudley we have a dedicated team called the Dudley Scams Unit who specialise in protecting people from these awful crimes. We can provide confidential advice, fit free call blockers, and help prevent you being a victim.

Call in confidence on **01384 818871**, 9-5 weekdays.

Satisfaction survey

Please complete and return

Your name:

Your address:

.....

Telephone No.

Name and address of listed trader that you have used

.....

.....

When did you use this trader? (date)

What work did they carry out for you?

Were you charged the agreed price? YES NO

Comments:

.....

Did they give you an itemised receipt? YES NO

Was the agreed date/time kept to: YES NO

Comments:

.....

Was the work carried out to your satisfaction? YES NO

Comments:

.....

Were they polite and helpful? YES NO

Comments:

.....



Was your property left clean and tidy after the work?

YES NO

Comments:

.....

If any problems were found when they had finished, were they corrected within a reasonable time?

YES NO

Comments:

.....

Would you recommend them to your friends?

YES NO

Comments:

.....

Would you employ them again?

YES NO

Comments:

.....

Overall, how would you rate this trader?

Very poor Poor Average Good Excellent

Has the Fix-A-Home scheme given you greater confidence in choosing traders to undertake work in your home?

Strongly disagree Disagree Agree Strongly agree

Overall, what is your view of the scheme?

Not useful Could be improved Useful Very useful

Any other comments that you have about the scheme:

.....

.....

Signed: Date:

**Thank you for taking the time to complete this survey.
Please return to Trading Standards, 4 Ednam Road, Dudley DY1 1HL**

Know your rights

- **ALWAYS** ensure you are given pre-contract information detailing the work to be done, by whom, and your cancellation rights if these apply, in writing
- **NEVER** allow a trader to force you to sign away your cancellation rights - it is illegal
- **NEVER** allow a trader to start work there and then. Give yourself time to think about whether you really want / need the work to be carried out
- **NEVER** pay for work in full before it is completed
A legitimate trader will never ask for anything more than a small deposit
- **ALWAYS** ask for a receipt detailing the work done
If a trader refuses to do this, **DO NOT** pay them and call **Trading Standards**
- Call the Bogus Caller Hotline to report rogue traders or anyone you are unsure about - **01384 812045**

Trading Standards Division

If you want further advice about:

- Shopping problems
- Faulty goods and services
- Rogue traders
- Doorstep selling
- Scams
- Product safety

Contact details:

Citizens Advice Consumer Service

Telephone: **03454 040506**

e-mail: via website

Website: **www.citizensadvice.org.uk/consumer/**

Most traders in Fix-A-Home remain on the register for many years. However, if you are referring to this booklet after the date on the cover, please call Trading Standards on **01384 814695** to check that the trader you are dealing with is still a member.



Enjoy the benefits of getting older with services you can trust

For more information telephone Age UK Dudley on **01384 354508**

3 Dudley Court North

The Waterfront

Level Street

Brierley Hill DY5 1XP

Website: **www.ageukdudley.org.uk**

e-mail: **mail@ageukdudley.org.uk**

Registered Charity no. 1084182

**The primary purpose of Age UK Dudley is to enable people
in the Dudley borough to make more of later life**