

Word of Mouth

Wolverhampton “Listed” Trader Scheme

April 2019 to March 2020

Issue 7



Building and Carpentry * Cleaning Services
Conservatories & Orangeries * Damp Proofing
Domestic Appliance Installation & Repairs * Electrical
Garage Doors * Gardening & Tree Services
General Household Jobs * Home Security & Locksmiths
Mobility Aids & Services * Painting & Decorating
Plastering & Tiling * Plumbing, Heating & Drainage
Roofing * TV Services & Aerials
Window Fitting & Repair

This list of contractors and service providers is compiled by Age UK Wolverhampton and Wolverhampton Trading Standards from unsolicited recommendations provided by previously satisfied customers. We have endeavoured to include only reliable trades people who will do a professional job at a fair price. The price charged is in no way subsidised or discounted to users of this list.

IMPORTANT DISCLAIMER:

Neither Wolverhampton Trading Standards nor Age UK Wolverhampton can be held accountable for any dispute resulting from the use of a listed trader. The partnership CANNOT accept any liability for, or underwrite the quality of any work done by listed traders. The provision of this list to you does not imply recommendation or approval from Age UK Wolverhampton or Wolverhampton Trading Standards.

We trust you will receive a good service from the traders listed and we welcome and actively encourage your comments as these are very important, not only to us but also to all future users of the Word of Mouth booklet.

When using traders from this list therefore it is MOST IMPORTANT that you complete the enclosed **SATISFACTION SURVEY**, with your comments - GOOD or BAD. Two copies are included in this brochure and additional copies can be obtained from Age UK Wolverhampton.

It is also available online at www.ageukwolves.org.uk/wordofmouth

Please return the completed Satisfaction Survey to:

Age UK Wolverhampton,
93/94 Darlington Street,
Wolverhampton WV1 4EX

Should you be disappointed or dissatisfied with any work carried out by traders in this booklet, please inform **Age UK Wolverhampton** on **01902 572060** so the matter can be considered.

Please Note: Most traders in Word of Mouth remain on the register for many years. However, if you are referring to this booklet after the date on the cover, check that the trader you are dealing with is still a member by calling **Age UK Wolverhampton** on **01902 572060**, or e-mailing wordofmouth@ageukwolves.org.uk

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Advice when choosing a trader

- **ALWAYS** shop around and get at least three written quotes that list all of the work to be carried out **and** the price to be charged.
- **NEVER** pay for all of the work in advance.
- **ALWAYS** get a written receipt for any money paid and ensure you have the trader's full business details.
- **IF** you contract in your home for goods and/or services over £42.00 (subject to certain exemptions), you must be given details of your right to cancel the contract.
- **TRADERS** contained within this booklet have agreed to a code of practice and should provide you with all the necessary information.
- **TO REPORT** rogue traders or anyone you are unsure about, OR for any further consumer advice contact :
Citizens Advice Consumer Service
Tel: **03454 04 05 06** or **www.adviceguide.org.uk**
- **WE** reserve the right to exclude or remove traders from this list. Occasionally traders are added/removed and it is important to ensure your copy is current before contacting a trader. Lists are freely available from **AGE UK WOLVERHAMPTON**. Please check website or telephone **01902 572 060**.
- **DISCLOSURE and BARRING CHECKS** are not routinely carried out as part of the 'vetting' process by Age UK Wolverhampton or the City of Wolverhampton Council Trading Standards Team. Please enquire of the individual trader should you require this.
- **FLY TIPPING IS A CRIME**
Anyone who engages the services of a trader to remove waste from their home should request:
 - * A receipt for the type of waste
 - * Details of where the waste will be disposed of
 - * Details of the Waste Carrier's LicenceFurther guidance is available at **www.wolverhampton.gov.uk/flytipping**
- **ASBESTOS REMOVAL**
Discuss this with your builder and seek further information at **www.wolverhampton.gov.uk/asbestos** or phone Wolverhampton City Council's Contractors on **01902 554220** or email **asbestos@wolverhamptonhomes.org.uk**

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

Where a Word of Mouth listed trader recommends - for whatever reason - an alternative trader not listed in the Word of Mouth booklet, the partnership cannot be held accountable for work carried out.

TAKE A STAND AGAINST SCAMS

Consumers **LOSE** approximately
£9 BILLION to scams each year!

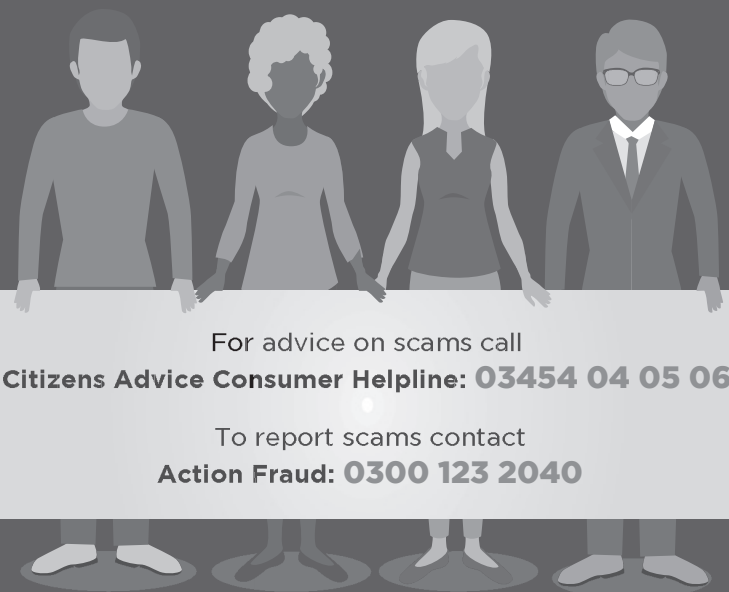
Don't add to this staggering figure. **TAKE A STAND!**

Top 10 tips to take your stand against scams

- 1 **Say NO.** To unwanted, uninvited callers.
- 2 **Be wise to rogue traders.** Too good to be true offers, probably are.
- 3 **Don't feel pressured to make a decision.** Say "No", or say you need advice first.
- 4 **Be wise to postal scams.** No legal company will ask for money to claim a prize.
- 5 **Keep personal details safe.** They could be used fraudulently in the wrong hands.
- 6 **Research the credentials of the company.** Be certain they're not bogus.
- 7 **Be online savvy.** Check who you're communicating with online.
- 8 **Talk to someone you trust.** If you're suspicious.
- 9 **Report a scam.** Help expose the criminals.
- 10 **Know you are not alone.** Anyone can be a victim, report it and get the right support.

SUPPORTED BY

CITY OF
WOLVERHAMPTON
COUNCIL



For advice on scams call
Citizens Advice Consumer Helpline: **03454 04 05 06**

To report scams contact
Action Fraud: **0300 123 2040**

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- **SATISFACTION SURVEY** (we welcome your comments regarding the services received from traders listed)
- **TIPS ON SCAMS**

AGE UK WOLVERHAMPTON SERVICES

<p>Age UK Wolverhampton</p> <p>Handyperson Service Hupton House 93/94 Darlington Street Wolverhampton WV1 4EX</p>	<p>Telephone : 01902 572 060 mail@ageukwolves.org.uk www.ageukwolves.org.uk</p> <p>We can help with:</p> <ul style="list-style-type: none">• Fitting a key safe• Moving and assembling furniture• General D.I.Y. tasks e.g. curtain rails, hanging mirrors and pictures, small carpentry jobs and decorating• Small plastering jobs• Simple plumbing jobs• Fitting of security equipment e.g. locks, spy-holes, chains• General light gardening and lawn-cutting <p><i>We cannot help with more complicated plumbing or with repairing/installing gas and electric appliances.</i></p> <p>There is a charge for this service</p>
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AGE UK WOLVERHAMPTON

For more information on Age UK Wolverhampton services visit -
Hupton House, 93/94 Darlington Street, Wolverhampton WV1 4EX

Telephone : 01902 572060

Email : mail@ageukwolves.org.uk

Web : www.ageukwolves.org.uk

Registered Charity No. 1051232

BUILDING / CARPENTRY

<p>County Windows</p> <p>40 Gough Street Willenhall WV13 1HD</p>	<p>Telephone : 01902 410145 Mobile : 07961 065195 07931 904049 <u>jo.county@hotmail.co.uk</u></p> <p>All types of carpentry work undertaken. Internal / external door fitting. Curtain rails fitted.</p>
<p>Damp Proofing Solutions</p> <p>Tudor Lodge Post Office Road Seisdon Wolverhampton WV5 7HA</p>	<p>Telephone No. 01902 324727 Mobile : 07976 943655 <u>info@dampproofingsolutions.co.uk</u> <u>www.dampproofingsolutions.co.uk</u></p> <p>Rising damp, Condensation, Woodworm, Rot, Rendering, re-plastering. Free Quotations. All work guaranteed.</p>
<p>Matthew Davies</p> <p>MJD Home Improvements 42 Long Furrow Dovecotes Wolverhampton WV8 1UR</p>	<p>Telephone : 01902 560761 Mobile : 07984 529122 <u>mattraedavies@gmail.com</u></p> <p>Family run business specialising in all home maintenance. Carpentry, electrical, building, landscaping. No job too small. All work guaranteed</p>
<p>Paul Rogers</p> <p>t/a Paul Rogers Carpentry & Building Maintenance 4 Brenton Road, Penn Wolverhampton WV4 5PB</p>	<p>Telephone : 01902 620237 Mobile : 07925 329001 <u>dodge1175@yahoo.co.uk</u></p> <p>All carpentry, building, roofing, plastering and decorating works undertaken, in trade since 1991, NO CALL OUT CHARGE. No job too small, just ring for a quote.</p>
<p>Simmons Maintenance Services</p> <p>74 Silverton Way Lyndale Park Wednesfield Wolverhampton WV11 3LA</p>	<p>Telephone : 01902 607485 Mobile : 07957 566341 <u>msimmons.1@btinternet.com</u></p> <p>Extensions, kitchens, bathrooms. All carpentry work. UPVC, fascias, soffits and guttering. Plastering.</p>

CLEANING SERVICES

<p>Gavin Oakley</p> <p>Komo Services (West Midlands) Ltd. 17 Tipton Road Sedgley Dudley DY3 1HB</p>	<p>Telephone : 01902 885112 Mobile : 07932 651294 <u>komoservices@hotmail.co.uk</u></p> <p>Patios pressure cleaned. UPVC Fascias and Guttering cleaned / replaced.</p>
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Notes

"Efficient, punctual, would not hesitate to recommend him"

CONSERVATORIES & ORANGERIES

<p>D.W. Windows Ltd 8 Meadow Lane Coseley WV14 9NQ</p> <p>7 Brick Street Sedgley DY3 1NT</p> <p>762 Stafford Road Fordhouses Wolverhampton WV10 6NR</p>	<p>Telephone : 0800 9990909 01902 661779 <u>headoffice@dwwindows.co.uk</u> <u>www.dwwindows.co.uk</u></p> <p>Telephone : 01902 662511 <u>info@dwwindows.co.uk</u></p> <p>Telephone : 01902 599949</p> <p>Conservatories, Orangeries and Solid Tiled Conservatory roofs Free design / Free quote service Lowest prices. Family business</p>
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<p>Carl Hayward</p> <p>Castle Windows (Midlands) Ltd. Unit 1, Fryers Close Walsall WS3 2XQ</p>	<p>Telephone : 01922 623444 Freephone : 0800 0355581 <u>castlewindowsmidlandsltd@hotmail.com</u></p> <p>Conservatories, Orangeries. Tiled Canopy roofs. Free CAD design available. No deposits taken. All work Insurance backed. 10 year Guarantee.</p>
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DAMP PROOFING

<p>Damp Proofing Solutions</p> <p>Tudor Lodge Post Office Road Seisdon Wolverhampton WV5 7HA</p>	<p>Telephone No. 01902 324727 Mobile : 07976 943655 <u>info@dampproofingsolutions.co.uk</u> <u>www.dampproofingsolutions.co.uk</u></p> <p>Rising damp, Condensation, Woodworm, Rot, Rendering, re-plastering. Free Quotations. All work guaranteed.</p>
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"Fair price, polite and helpful. Excellent work"

DOMESTIC APPLIANCE INSTALLATION and REPAIRS

<p>Castlecroft Domestic Services Ltd</p> <p>‘Conifers’ 10a Malthouse Lane Tettenhall Wolverhampton WV6 9PB</p>	<p>Telephone : 01902 659888 <u>castlecroftdomestic@gmail.com</u> <u>www.castlecrofts.co.uk</u></p> <p>Repairs, installs, sales, electric cookers, hobs, washing machines, tumble dryers and fridge freezers.</p>
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<p>Patrick Edgell</p> <p>South Staffs Gas 13 Merridale Crescent Wolverhampton WV3 9QY</p>	<p>Telephone : 0800 0266696 Mobile : 07711 048123 <u>southstaffsgas@gmail.com</u></p> <p>Central Heating servicing & repairs. British Gas Trained. All gas cookers and fires supplied, fitted, serviced & repaired. Specialising in gas appliances from last 50 years. Safety Inspections. Gas Safe Registered. 24 hour Emergency call-out.</p>
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<p>Ian Walker Domestic</p> <p>142 Victoria Road Wednesfield Wolverhampton WV11 1RL</p>	<p>Telephone : 01902 836668 Mobile : 07921 337171 <u>ianwalkerdomestics@gmail.com</u> <u>www.ianwalkerdomestics.co.uk</u></p> <p>Repairs to washers, dryers, electric ovens. Free call out / estimate. Work guaranteed for 12 months.</p>
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<p style="text-align: center;">Notes</p>

ELECTRICAL

<p>J T Jarvis & Son Ltd</p> <p>Unit 23 Planetary Business Centre Planetary Road, Willenhall Wolverhampton WV13 3SW</p> <p>Telephone : 01902 426334 Mobile : 07824 556298 jtjarvis_son@hotmail.co.uk www.jtjarvisltd.co.uk</p>	<p>Family run Electrical Contractors and Retailers for over 65 years.</p> <p>ECA & NICEIC registered. Re-wires, security lighting & alarms, showers, electrical maintenance, fuse board changes. Repairs to storage heaters and most electrical appliances.</p> <p>A wide range of electrical goods, lighting and all types of LEDs, lamps and tubes stocked.</p> <p>Ordering service available for spare parts. FREE NO OBLIGATION QUOTATIONS.</p>
<p>JP Electrical Services</p> <p>John Pomroy Unit 2 Wombrook Business Park Planks Lane Wombourne WV5 8EB</p>	<p>Telephone : 01902 892249 Mobile : 07702 914894 jpelectricalservices@btconnect.com www.jpelectricalservices.com</p> <p>Electrical installations, breakdowns, rewires, additional circuits, security alarms, electrical installation condition reports.</p>
<p>Steven Kilgallon</p> <p>t/a A Star Electrical Ltd 97 Woodthorne Road South Tettenhall Wolverhampton WV6 8XL</p>	<p>Telephone : 01902 751167 Mobile : 07989 375774 s.j.kilgallon@btinternet.com</p> <p>Fuse box replacement. Security lighting. Outside sockets. CCTV cameras. Complete rewiring. Electric showers. Immersion heaters. NICEIC Registered.</p>
<p>J W Electrical</p> <p>47 Fareham Crescent Merry Hill Wolverhampton WV4 4YN</p>	<p>Telephone : 01902 763229 Mobile : 07900 560302 Jase47@hotmail.co.uk</p> <p>Electrical installation and maintenance. Intruder security alarm systems.</p>

"Very polite, worked well and left the place tidy."

ELECTRICAL

SNS Electrical Limited Simon Smith 16 Oval Drive Fordhouses Wolverhampton WV10 6AX	Telephone : 0800 5053276 Mobile : 07832 299590 <u>ssselec@yahoo.co.uk</u> <u>www.snselectricaltd.co.uk</u> Electrical installations, Electrical fault finding, Rewires, additional circuits.
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It is strongly recommend that you use a registered electrician to do any electrical work in or around your home. If you use a registered electrician, you can expect to have safe electrical installation work done, as the work should meet the UK national standard, BS 7671 (Requirements for Electrical Installations).

GARDENING

Allan Higgs t/a A B H Garden Services 5 Hardon Road Parkfield Wolverhampton WV4 6HD	Telephone : 01902 686865 <u>allan.Higgs59@gmail.com</u> A small family business providing a complete garden service, but no tree work. Free quotes.
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Bowmat Fencing Ltd 21 Mount Road Penn Wolverhampton WV4 5SP	Telephone : 01902 337212 Mobile : 07831 299243 <u>bowmatfencing@hotmail.com</u> <u>www.bowmat-fencing.co.uk</u> Suppliers and erectors of all types of fencing and gates. Slabbing, turfing, general garden work. Free quotations. No job too small.
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*"Very reasonable price, prompt, efficient, pleasant & helpful.
Rang when on his way. Very satisfied."*

GARDENING

<p>Gavin Oakley</p> <p>Komo Services (West Midlands) Ltd. 17 Tipton Road Sedgley Dudley DY3 1HB</p>	<p>Telephone : 01902 885112 Mobile : 07932 651294 komoservices@hotmail.co.uk</p> <p>Tree surgery - felled or reduced. Stump grinding, Hedge trimming. Jungles cleared, Rubbish removed. Landscaping and fencing. Slabbing and Paving, Shed bases laid. Logs for sale.</p>
<p>Shaun McKnight</p> <p>Shaun's Garden & Ground Maintenance Services 40 Russell's Hall Road Dudley DY1 2NN</p>	<p>Telephone : 01384 863017 Mobile : 07722 756370 mcknight_shaun@yahoo.co.uk</p> <p>All types of garden maintenance: lawn cutting, hedges trimmed, tree pruning, weeding, jet washing, conservatory roofs cleaned, fence painting. Free Quotes, no job too small. 12 years in the trade. P/L insurance. Operating in Wolverhampton, Wednesfield, Bilston, Sedgley & Dudley.</p>
<p>Stephen Farmer</p> <p>SJF Garden Maintenance 9 Rudyard Close Moseley Green Fordhouses Wolverhampton WV10 8TG</p>	<p>Telephone : 01902 654485 Mobile : 07939 659138</p> <p>All types of gardening work undertaken. Pruning, tree lopping, mowing. Paths and fencing, etc. Jet washing. Reasonable rates, fully insured. References available.</p>
<p>Steve Millman</p> <p>Codsall Tree Services Ltd. 4 Flemmyng Close Codsall Nr. Wolverhampton WV8 2AD</p>	<p>Telephone : 01902 846306 Mobile : 07976 828564 codsalltree@aol.com</p> <p>Pruning, Felling, Hedges Tree Planting and Stump Grinding Tree Surveys and Tree Reports Fully insured to £5 million. Fully Qualified Free Estimates - *Logs For Sale*</p>

GARAGE DOORS

Plush Garage Doors Ltd. 138 Mount Pleasant KINGSWINFORD DY6 9SH	Telephone : 01384 279529 Mobile : 07711 178085 <u>www.plushgaragedoors.co.uk</u> Supply, fit and repair all styles and makes of garage doors.
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GENERAL HOUSEHOLD JOBS

J. H. Property Maintenance John Hough 28 Southbourne Road Wolverhampton WV10 6ET	Telephone : 01902 789203 Mobile : 07956 888463 <u>jhough1960@gmail.com</u> All repair and fitting requirements, including carpentry, bathrooms and kitchens, tiling and external repairs
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Gavin Oakley Komo Services (West Midlands) Ltd. 17 Tipton Road Sedgley Dudley DY3 1HB	Telephone : 01902 885112 Mobile : 07932 651294 <u>komoservices@hotmail.co.uk</u> All aspects of property maintenance, no job too small. Plumbing, Drains unblocked. Interior / Exterior decorating. Saniflo Toilets installed anywhere in your home, i.e. Garage / under stairs, etc. Free advice, whatever the problem.
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PLEASE NOTE: Most traders in Word of Mouth remain on the register for many years. However, if you are referring to this booklet after the date on the cover, please call Age UK Wolverhampton on 01902 572060 to check that the trader you are dealing with is still a member.

WORD OF MOUTH – SATISFACTION SURVEY

PLEASE COMPLETE AND RETURN

Your Name					
Your address					
Telephone No.					
Email address					
Name and address of listed trader that you have used:					
What date did you see this trader?					
What work did they carry out for you?					
Was the agreed date/time kept to? Any Comments:	(✓)	Yes		No	
Did you receive a written quote?	(✓)	Yes		No	
Were you charged the agreed price?	(✓)	Yes		No	
Did you receive an itemised receipt?	(✓)	Yes		No	
Was the work carried out to your satisfaction? Any comments:	(✓)	Yes		No	
Was the trader polite and helpful? Any Comments:	(✓)	Yes		No	
Have you used this trader before?	(✓)	Yes		No	



WORD OF MOUTH – SATISFACTION SURVEY

Was your property left clean and tidy?	(✓)	Yes		No	
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If there were any problems when the work was finished were they dealt with in a reasonable time?	(✓)	YES		NO		N/A	
Any Comments?							

Would you use this trader again?	(✓)	Yes		No	
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OVERALL RATING FOR THIS TRADER (✓)	Excellent	Good	Satisfactory	Poor

Any final comments about the Word of Mouth Brochure or your experience?

If there are any trades that you feel should be listed in the brochure please outline these below.

If you have used a trader who is not in the brochure and you feel should be listed and the reasons why, please give details below.

Signature:		Date:	
Please Print name			

Thank you for taking the time to complete this survey.

Please return to:

Age UK Wolverhampton (Word of Mouth) 93-94 Darlington Street Wolverhampton WV1 4EX

Or email wordofmouth@ageukwolves.org.uk

Additional copies of this form can be obtained from our offices or downloaded from our website www.ageukwolves.org.uk You can also complete this form online on our website.



HOME SECURITY and LOCKSMITHS

County Windows 40 Gough Street Willenhall WV13 1HD	Telephone : 01902 410145 Mobile : 07961 065195 07931 904049 <u>jo.county@hotmail.co.uk</u> All types of locks opened or repaired. Replacement window and door handles. Mortice locks fitted.
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Quick Picks Locksmiths Redmarley 17 Keepers Lane Codsall Wolverhampton WV8 2DP	Telephone : 01902 840734 Mobile : 07976 930666 <u>redmarley@f2s.com</u> <u>www.quickpickslocksmiths.com</u> All types of locks, opened, repaired or replaced. UPVC lock specialist.
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John Robert West t/a Homeseecure Property Services 15 Mountford Way Shifnal TF11 9QG	Telephone : 01952 462350 Mobile : 07793 751073 <u>j-west61@hotmail.co.uk</u> 24 hour locksmith. Lock repairs, replacements, upgrades. Security advice. No call out fee. 10% Discount for OAPs. Covering Wolverhampton and surrounding areas.
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Notes

"Pleasant with friendly and efficient service."

KITCHEN / BATHROOM / BEDROOM INSTALLATIONS

<p>Astrix Interiors Ltd.</p> <p>Max Wearing Unit 23 Planetary Business Centre Planetary Road Willenhall WV13 3SW</p>	<p>Telephone : 01902 546745 Mobile : 07956 997419 maxjw360@hotmail.com www.astrixinteriors.co.uk</p> <p>Family run, kitchen, bathroom, wetroom and heating specialist. We offer 3D design, supply & installation. Over 30 yrs experience. Gas Safe Reg. Visit Showroom or call for free no obligation quote.</p>
<p>Changing Rooms (Dudley) Ltd.</p> <p>Dean Perks / Andy Horton 47a, Kent Street Upper Gornal Dudley DY3 1UU</p>	<p>Telephone : 01902 670426 Mobile : 07854 368675 enquiries@changingrooms.org.uk www.changingrooms.org.uk</p> <p>Bathroom conversions, easy access and assisted bathing. Home improvements / alterations. 0% VAT in qualifying cases. Gas Safe registered.</p>
<p>Interiors by Robert Stokes</p> <p>Rob Stokes 79 Dewsbury Drive Penn Wolverhampton WV4 5RQ</p>	<p>Mobile : 0781 367 5526 robertstokes@interiorsbyrobertstokes.com www.interiorsbyrobertstokes.com</p> <p>Supply and fitting of sliding mirrored wardrobes, bedroom furniture and kitchens. Over 40 years' experience. A professional and reliable service.</p>

Notes

KITCHEN / BATHROOM / BEDROOM INSTALLATIONS

<p>Adrian James</p> <p>t/a James & Huntley Ltd. (Family business Est. 1969) Woden Road Wolverhampton WV10 0AU</p>	<p>Telephone : 01902 451352 Mobile : 07764 261549 jamesandhuntley@gmail.com www.jamesandhuntley.co.uk</p> <p>Manufacturers and installers of kitchen and bedroom furniture. Refurbs also available. Free survey and written quotes.</p>
<p>Simmons Maintenance Services</p> <p>74 Silverton Way Lyndale Park Wednesfield Wolverhampton WV11 3LA</p>	<p>Telephone : 01902 607485 Mobile : 07957 566341 msimmons.1@btinternet.com</p> <p>Supply and install kitchens, bedrooms & bathrooms. Refurbs also available. Disabled bathroom adaptations supplied and fitted. Tiling. Free survey and written quotes.</p>
<p>Adrian Nichols Anthony Matthews Fitted Interiors Ltd.</p> <p>t/a Willenhall Bathrooms & Kitchens 6-7 Walsall Street Willenhall WV13 2ES</p>	<p>Telephone : 01902 606400 Mobile : 07977 136938 info@fitted-interiors.co.uk www.fitted-interiors.co.uk</p> <p>Suppliers and fitters of custom-made bathrooms and kitchens. Specialists in mobility and special needs facilities.</p>

"All work carried out and completed to my satisfaction."

MOBILITY AIDS and SERVICES

IMPORTANT – PLEASE NOTE

- There is an increasing number of rogue traders offering to supply mobility equipment. They will often call by telephone, claiming to be affiliated with ‘Social Services’ and try to make an appointment to visit you. If you deal with one of these bogus sellers you may be overcharged for equipment which is not suitable for your needs.
- Before considering doing any adaptations to your property or purchasing any disability equipment, it is advisable to try before you buy.

For further information telephone Age UK Wolverhampton’s free, confidential and independent advice service on 01902 572060.

Value Added Tax (VAT) exemption

- Equipment for the sole use of people with disabilities is usually zero-rated. Suppliers will just ask you to sign a VAT exemption form to confirm that you do have a disability.

Changing Rooms (Dudley) Ltd. Dean Perks / Andy Horton 47a, Kent Street Upper Gornal Dudley DY3 1UU	Telephone : 01902 670426 Mobile : 07854 368675 <u>enquiries@changingrooms.org.uk</u> <u>www.changingrooms.org.uk</u> Wet rooms, assisted bathing, bathroom alterations, showers and improvements. Gas Safe registered. 0% VAT in qualifying cases
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Adrian Nichols Anthony Matthews Fitted Interiors Ltd. t/a Willenhall Bathrooms & Kitchens 6-7 Walsall Street Willenhall WV13 2ES	Telephone : 01902 606400 Mobile : 07977 136938 <u>info@fitted-interiors.co.uk</u> <u>www.fitted-interiors.co.uk</u> Suppliers and fitters of custom-made bathrooms and kitchens. Specialists in mobility and special needs facilities.
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“Excellent worker, very tidy, very satisfied.”

PAINTING / DECORATING

<p>Ben Couchman</p> <p>t/a Ben Couchman Painting & Decorating 14 Tenbury Gardens Penn Wolverhampton WV4 4JD</p>	<p>Telephone : 01902 338227 / 597149 Mobile : 07722 504159 <u>benn23b@gmail.com</u></p> <p>All aspects of painting and decorating, no job too small. 20 years experience. Free quotations and advice Clean and tidy service guaranteed.</p>
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<p>John Hart</p> <p>t/a Hart Services 86 Oxley Moor Road Oxley Wolverhampton WV10 6TX</p>	<p>Telephone : 01902 783126 Mobile : 07759 259156 / 07443 475504 <u>jh.get.it.done@btinternet.com</u></p> <p>All home maintenance. Been in trade since 2004 (experience longer). Free quotes.</p>
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<p>John Hawkins Decorating Ltd</p> <p>8 Chepstow Road Fordhouses Wolverhampton WV10 6PR</p>	<p>Telephone : 01902 397676 Mobile : 07715 344988 <u>johnhawkins2@sky.com</u></p> <p>All aspects of painting and decorating. Over 43 years of experience. Free Quotes.</p>
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<p>Emma Hayward</p> <p>Emma's Decorating Services 177 Goldthorn Hill Penn Wolverhampton WV2 4QB</p>	<p>Telephone : 01902 332997 Mobile : 07971 788131 <u>carl-hayward@hotmail.co.uk</u></p> <p>Lady Decorator. All aspects of interior decorating. Support given to older people with removing and replacing furniture and furnishings. Free Quotes.</p>
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PLEASE NOTE: Most traders in Word of Mouth remain on the register for many years. However, if you are referring to this booklet after the date on the cover, please call Age UK Wolverhampton on 01902 572060 to check that the trader you are dealing with is still a member.

PAINTING / DECORATING

Gregory Littleford 18 Rockland Gardens Portobello Willenhall WV13 3HP	Telephone : 01902 606256 Mobile : 07929 271283 <u>littleford@blueyonder.co.uk</u> Internal / external painting, paperhanging, coving. City & Guilds advanced level. 31 years experience. Free quotations.
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Kevin Weston Decorating 12 Himley Lane Swindon Dudley DY3 4PW	Telephone: 01384 401859 Mobile: 07981 596109 All aspects of painting / decorating. 32 years experience. Advanced City & Guilds, GOMC.
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db Interiors John Eaves Cannon House 30 Cannon Road Wombourne Wolverhampton WV5 9HR	Telephone: 01902 661199 Mobile: 07889 764042 <u>dbinteriors@designboard.co.uk</u> Very experienced internal and external decorator. Painting, wallpapering and minor repairs. Punctual, polite, clean/tidy and reliable.
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Notes

PLASTERING and TILING

Crave Plastering & Tiling 18 Gorsty Hayes Codsall Wolverhampton WV8 1PY	Telephone : 01902 840470 Mobile : 07986 342552 mickcrave@gmail.com All aspects of plastering - no job too small. Insurance work covered. All wall and floor tiling and bathroom refits.
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John Hart t/a Hart Services 86 Oxley Moor Road Oxley Wolverhampton WV10 6TX	Telephone: 01902 783126 Mobile: 07759 259156 / 07443 475504 jh.get.it.done@btinternet.com Complete bathroom and kitchen installations. Been in trade since 2004 (experience longer). Free quotes.
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NATIONAL TRADING STANDARDS
Scams Team

Friends Against Scams is a National Trading Standards Scams Team initiative

Consumers lose £5-10 billion to scams each year!

Friends Against Scams aims to protect and prevent people from becoming victims of scams by empowering communities to...

Take a Stand Against Scams!

#FriendsAgainstScams www.friendsagainstscams.org.uk

"Excellent work. Helpful and considerate - would recommend."

PLUMBING, HEATING and DRAINAGE

<p>Patrick Edgell</p> <p>South Staffs Gas 13 Merridale Crescent Wolverhampton WV3 9QY</p>	<p>Telephone : 0800 0266696 Mobile : 07711 048123 <u>southstaffsgas@gmail.com</u> Central Heating servicing & repairs. British Gas Trained. All gas cookers and fires supplied, fitted, serviced & repaired. Specialising in gas appliances from last 50 years. Safety Inspections. Gas Safe Registered. 24 hour Emergency call-out.</p>
<p>R. Jenks Plumbing & Heating</p> <p>Bradley House Ounsdale Crescent Wombourne Wolverhampton WV5 9HU</p>	<p>Telephone : 01902 897453 Mobile : 07778 190186</p> <p>Installations, repairs, servicing. Bathrooms, wetrooms, central heating, boilers, tanks, taps, showers etc. Gas safe / Fairtrades registered.</p>
<p>Brian Jones Heating & Plumbing</p> <p>Holly Cottage 58a Hollybush Lane Penn Wolverhampton WV4 4JJ</p>	<p>Telephone : 01902 340059 Mobile : 07711 195665 <u>brianjonesheatingandplumbing@outlook.com</u></p> <p>Family run business. Established 45 years. Free quotations. Gas Safe Registered 11973. Vaillant Accredited. Boiler and Gas Fire servicing and repairs. Landlord Safety Certificates. Installers of central heating boilers, gas fires and gas cookers. Bathroom installations. All plumbing work, leaks & repairs. No job too small.</p>
<p>M.J. Monk Plumbing & Drainage</p> <p>Matthew Monk 119 Coleman Avenue Wolverhampton WV11 3RU</p>	<p>Tel : 01902 602312 Mobile : 07773 222552 <u>matthewmonk1980@gmail.com</u> <u>www.mjmonkdrainage.co.uk</u></p> <p>All types of plumbing and drainage work undertaken: blocked drains/toilets, CCTV Surveys for drains, drain installation, tap repair, pipe fitting, water leak detection. General plumbing and bathroom installations. 15 years' experience. No job too small.</p>

PLUMBING, HEATING and DRAINAGE

Dan Moor Dan Moor Plumbing Services 6 Turf Cottages Penn Common Wolverhampton WV4 5LA	Tel : 01902 332629 Mobile : 07974 250004 dantmoor@yahoo.co.uk Free quotes. No job too small. Bathrooms, radiators, dripping taps. General plumbing.
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Plumb, Gas & Heat Ltd. 11 Elizabeth Avenue Goldthorn Hill Wolverhampton WV4 5BE	Telephone : 01384 936248 Mobile : 07739 589331 tonymall@live.com www.plumbgasandheat.co.uk Specialist in boiler fault finding and repair, servicing, powerflush, gas fires, full central heating installations. Worcester-Bosch combi boilers fitted. Extended warranty (between 8-10 years).
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Simbuild Heating & Plumbing 27 Cranford Road Finchfield Wolverhampton WV3 8EP	Telephone : 01902 566841 Mobile : 07870 601095 info@simbuild.co.uk www.simbuild.co.uk All aspects of plumbing, heating and gas work undertaken. Gas Safe registered. Boiler servicing, repair and installation. Central heating. Power flushing specialists. Worcester-Bosch Accredited. Up to 10 years warranty. Radiators, pipework, taps fitted and repaired.
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PLEASE NOTE : By law, all gas engineers must be on the 'Gas Safe Register' to work safely and legally on gas appliances.
ALWAYS ask to see their current accreditation.

PLUMBING, HEATING and DRAINAGE

T. S. Gas & Electric Ltd. The Pressworks 36-38 Berry Street Wolverhampton WV1 1HA	Telephone : 01902 500275 sales@tsgasandelectric.co.uk www.tsgasandelectric.co.uk Gas boiler and central heating installations. Accredited installers for Worcester-Bosch and Vaillant. Up to 10 years manufacturers parts and labour guarantee on gas boiler installations. Which? Trusted Trader.
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**Anyone can be scammed. Any time. Any age.
Help to protect yourself and others.
Play your PART, Act on SCAMS**

If you receive a promotional flyer, a letter, phone call, a text or an email out of the blue, **DON'T** Respond, Report it & **TELL** a friend, neighbour or relative.

Report scams or suspected scams to Action Fraud at **0300 123 2040** or visit **www.actionfraud.police.uk**

For advice and assistance call Citizens Advice consumer helpline on **03454 04 05 06** who can pass on details to Trading Standards.

www.friendsagainstscams.org.uk

We are #scamaware, #ScamSavvy

**CITY OF
WOLVERHAMPTON
COUNCIL**

"Very professional work. Would recommend."

WORD OF MOUTH – SATISFACTION SURVEY

PLEASE COMPLETE AND RETURN

Your Name					
Your address					
Telephone No.					
Email address					
Name and address of listed trader that you have used:					
What date did you see this trader?					
What work did they carry out for you?					
Was the agreed date/time kept to? Any Comments:	(✓)	Yes		No	
Did you receive a written quote?	(✓)	Yes		No	
Were you charged the agreed price?	(✓)	Yes		No	
Did you receive an itemised receipt?	(✓)	Yes		No	
Was the work carried out to your satisfaction? Any comments:	(✓)	Yes		No	
Was the trader polite and helpful? Any Comments:	(✓)	Yes		No	
Have you used this trader before?	(✓)	Yes		No	



WORD OF MOUTH – SATISFACTION SURVEY

Was your property left clean and tidy?	(✓)	Yes		No	
If there were any problems when the work was finished were they dealt with in a reasonable time?	(✓)	YES		NO	N/A
Any Comments?					
Would you use this trader again?	(✓)	Yes		No	
OVERALL RATING FOR THIS TRADER (✓)	Excellent	Good	Satisfactory	Poor	
Any final comments about the Word of Mouth Brochure or your experience?					
If there are any trades that you feel should be listed in the brochure please outline these below.					
If you have used a trader who is not in the brochure and you feel should be listed and the reasons why, please give details below.					
Signature:				Date:	
Please Print name					

Thank you for taking the time to complete this survey.

Please return to:

Age UK Wolverhampton (Word of Mouth) 93-94 Darlington Street Wolverhampton WV1 4EX

Or email wordofmouth@ageukwolves.org.uk

Additional copies of this form can be obtained from our offices or downloaded from our website www.ageukwolves.org.uk You can also complete this form online on our website.



ROOFING

<p>A.J. Roofing Ltd</p> <p>151 Wolverhampton Road Sedgley Dudley DY3 1QR</p>	<p>Telephone : 01902 887437 Mobile : 07702 546422 ajroofinglimited@gmail.com</p> <p>Felting, flat roofing, tiling, chimney repairs, slating, UPVC guttering, fascia and lead work.</p>
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<p>Crowned Roofing & Building</p> <p>40 Birches Barn Avenue Wolverhampton WV3 7BT</p>	<p>Telephone : 01902 621818 Mobile : 07976 106342 jimmymcginn@hotmail.co.uk</p> <p>Firestone rubber roofing, dry verges, dry ridges (no more pointing). Fascia, soffits & gutters (all colours). All roof repairs, all maintenance free. Scaffold service. Free quotes & advice.</p>
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<p>Jeff Edwards Roofing Specialist</p> <p>t/a Edwards Roofing 12 Redhouse Road Tettenhall Wolverhampton WV6 8ST</p>	<p>Telephone : 01902 743831 Mobile : 07976 823178 jefhurry@aol.com</p> <p>Specialist in all aspects of roofing including new and traditional lead work. Repairs / renewals to fascias / guttering. Chimney repointing and verges rebedded. P/L insured.</p>
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<p>Michael Rock</p> <p>t/a Wolverhampton Roofing 59 Tynninghame Avenue Tettenhall Wolverhampton WV6 9PP</p>	<p>Telephone : 01902 765517 Mobile : 07973 889650 michaelrock3@blueyonder.co.uk michael@wolverhampton-roofing.co.uk www.wolverhampton-roofing.co.uk</p> <p>Tiled & flat roofing, ridge tiles rebedded, lead work, fascias & guttering, slate roofs, verges rebedded.</p>
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TREE CARE

<p>Paul Abel</p> <p>AHL Tree Services 24 Southfield Grove Wolverhampton WV3 8DP</p>	<p>Telephone : 01902 766304 Mobile : 07545 330633 paul@ahltreeservices.co.uk www.ahltreeservices.co.uk</p> <p>Trees Felled, Reduced and Pruned. Conifers and hedges trimmed. Stump Grinding.</p>
<p>Steve Millman</p> <p>Codsall Tree Services Ltd. 4 Flemmyng Close Codsall Nr. Wolverhampton WV8 2AD</p>	<p>Telephone : 01902 846306 Mobile : 07976 828564 codsalltree@aol.com</p> <p>Pruning, Felling, Hedges Tree Planting and Stump Grinding Tree Surveys and Tree Reports Fully insured to £5 million. Fully Qualified Free Estimates - *Logs For Sale*</p>
<p>SJF Tree Care</p> <p>Stephen Farmer 9 Rudyard Close Moseley Green Fordhouses Wolverhampton WV10 8TG</p>	<p>Telephone : 01902 654485 Mobile : 07939 659138</p> <p>Tree felling and pruning. Conifers and hedges pruned. Stump grinding. Fully insured.</p>
<p>Roger P Wooldridge</p> <p>Sandyfields Tree Services Lower Aston Farm Claverley Wolverhampton WV5 7DZ</p>	<p>Telephone : 01746 710472 Mobile : 07768 392009 roger@sandyfields.co.uk www.sandyfieldstreeservices.co.uk</p> <p>Tree felling / Pruning. Trimming and shaping conifers. Hedge trimming. Trees planted.</p>

*"Courteous and helpful,
a reliable service, please keep it up"*

T.V. SERVICES and AERIALS

<p>Ben Pilgrim</p> <p>t/a Clear Vision Aerials 29 Lawnswood Avenue Claregate Wolverhampton WV6 9HP</p>	<p>Telephone : 01902 752036 Mobile : 07948 888434 <u>cv.aerials@gmail.com</u> <u>www.clearvisionaerials.com</u></p> <p>We supply and fit: CCTV systems, Digital / Freeview / HD / FM / DAB Aerials Freesat / Sky dishes and equipment. All work fully guaranteed. Insurance quotes. Discounts for Pensioners.</p>
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<p>Brian Wadsworth</p> <p>t/a Saturn Aerials 46 White Oak Drive Finchfield Wolverhampton WV3 9AW</p>	<p>Telephone : 01902 764530</p> <p>Established 1975. Aerials and satellite installations. Aerial repairs. Dish repairs. Extra TV points. TV tuning service.</p>
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<p style="text-align: center;">Notes</p>

WINDOW FITTING and REPAIR

<p>County Windows</p> <p>40 Gough Street Willenhall WV13 1HD</p>	<p>Telephone : 01902 410145 Mobile : 07961 065195 07931 904049 <u>jo.county@hotmail.co.uk</u></p> <p>UPVC windows, doors and patios. Double glazing. Lock repairs / replacements. Roofing repairs. Soffits, fascias and guttering.</p>
<p>D.W. Windows Ltd 8 Meadow Lane Coseley WV14 9NQ</p> <p>7 Brick Street Sedgley DY3 1NT</p> <p>762 Stafford Road Fordhouses Wolverhampton WV10 6NR</p>	<p>Telephone : 0800 9990909 01902 661779 <u>headoffice@dwwindows.co.uk</u> <u>www.dwwindows.co.uk</u></p> <p>Telephone : 01902 662511 <u>info@dwwindows.co.uk</u></p> <p>Telephone : 01902 599949</p> <p>Replacement windows, doors, porches, conservatories, fascias and guttering. Free quotes, 10 year insurance backed guarantee. 25 years' experience. Family business.</p>
<p>Martin Frost</p> <p>Codsall Windows & Doors Ltd. (Est. 1985) 102 Wood Road Codsall Wolverhampton WV8 1DW</p>	<p>Telephone : 01902 844381 Mobile : 07956 518884 <u>mfrost2@btinternet.com</u> <u>www.pertonwindows.co.uk</u></p> <p>All UPVC windows, doors, porches, canopies, patios. 15 year guarantee. All repairs to misty, foggy glass, all door & window repairs. Soffits, fascias & gutters repaired & replaced. 40 years experience in this Industry, Lifetime guarantee on all workmanship. FENSA Registered.</p>

"Polite and helpful. Have already recommended him."

WINDOW FITTING and REPAIR

<p>Carl Hayward</p> <p>Castle Windows (Midlands) Ltd. Unit 1 Fryers Close Walsall WS3 2XQ</p>	<p>Telephone : 01922 623444 Freephone : 0800 0355581 castlewindowsmidlandsltd@hotmail.com</p> <p>Suppliers and installers of all UPVC products, including Windows, Doors, Porches, Conservatories, Fascias and Guttering, Composite Doors. See the designs of the windows and doors on your property on your television before you order. All work Insurance backed. 10 year Guarantee.</p>
<p>Gavin Oakley</p> <p>Komo Services (West Midlands) Ltd. 17 Tipton Road Sedgley Dudley DY3 1HB</p>	<p>Telephone : 01902 885112 Mobile : 07932 651294 komoservices@hotmail.co.uk</p> <p>UPVC Windows and Doors supplied and installed. Composite doors. Single or full house replacement. Misted units replaced. Door and window repairs. UPVC Fascia and Guttering cleaned / replaced.</p>
<p>John Robert West</p> <p>t/a Homesecure Property Services 15 Mountford Way Shifnal TF11 9QG</p>	<p>Telephone : 01952 462350 Mobile : 07793 751073 j-west61@hotmail.co.uk</p> <p>All door and window repairs. Garage doors. All glazing and locks. Supply and fit composite doors, patios and porches. Misted glazing replaced. UPVC Specialist. 10% Discount for OAPs. Covering Wolverhampton and surrounding areas.</p>

"Very professional work - would recommend."

CITY OF
WOLVERHAMPTON
C O U N C I L

WOLVERHAMPTON TRADING STANDARDS SERVICE

The Trading Standards Service offers information, advice and assistance to Wolverhampton residents who have problems with goods and services purchased from retailers and contractors. Typical examples include clothing, cars, credit, double glazing, home improvements, and internet shopping.

Trading Standards also enforces a wide range of consumer protection legislation in areas such as bogus callers, cancellation rights, misleading prices, product safety, rogue traders, scams, under age sales, unfair terms and weights & measures.

For advice and assistance contact **Citizens Advice Consumer Services**
on Telephone : **03454 04 05 06**
www.citizensadvice.org.uk/consumer/

To report Scams contact **Action Fraud** **www.actionfraud.police.uk**
on Telephone : **0300 123 2040**



AGE UK WOLVERHAMPTON

For more information on Age UK Wolverhampton services visit -
Hupton House, 93/94 Darlington Street, Wolverhampton WV1 4EX

Telephone : 01902 572060

Email : mail@ageukwolves.org.uk

Web : www.ageukwolves.org.uk

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