

Word of Mouth

Wolverhampton “Listed” Trader Scheme

Issue 10 (published February 2023)



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
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 it is therefore VERY MUCH APPRECIATED if you can 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.ageuk.org.uk/wolverhampton/our-services/word-of-mouth/

Please return the completed Satisfaction Survey to:

Age UK Wolverhampton,
The Workspace,
All Saints Road,
Wolverhampton
WV2 1EL

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.

*Data Protection - All personal information will be held in accordance with our Data Protection Policy (Service User Privacy Notice) If you wish to receive a copy of our Service User Privacy Notice Please contact us on **01902 572060**, email **mail@ageukwolverhampton.co.uk** or write to us at the address above.

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 **mail@ageukwolverhampton.co.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: **0808 223 1133** 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/environment-and-climate/fly-tipping
- **ASBESTOS REMOVAL**
Discuss this with your builder and seek further information at **www.wolverhampton.gov.uk/waste-and-recycling/asbestos-collection** or phone Wolverhampton City Council's Contractors on **01902 554220** or email **asbestos@wolverhamptonhomes.org.uk**

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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.

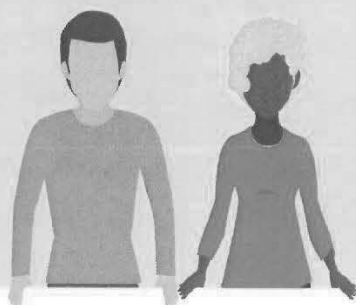


Take A Stand Against Doorstep Scams

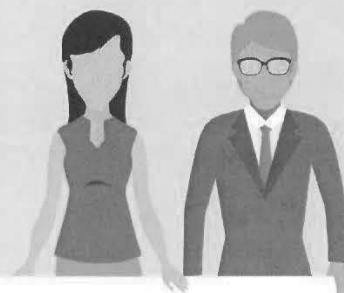
Protect Yourself From Doorstep Crime.
If You're Not Sure Don't Open The Door.

Top 5 Tips To Take A Stand Against Doorstep Scams

1. Use a door chain to check who's calling.
2. Don't trade on the door step.
3. Ask a trusted friend or family member for advice on reputable traders.
4. Display a "No Cold Calling" sticker outside your door.
5. Always report any suspicious activity.



Remember if you're not
sure, get advice and
always report a Scam



www.friendsagainstscams.org.uk

For advice on scams call
Citizens Advice Consumer Helpline:

0808 223 1133

To report scams contact

Action Fraud: 0300 123 2040

**NATIONAL
TRADING
STANDARDS**

Scams Team

ALPHABETICAL LIST OF TRADERS

A B H Garden Services	Allan Higgs	8
A.J. Roofing Ltd	Michael Creavan	21
Age UK Wolverhampton		1,2,3,9
Astrix Interiors Ltd.	Max Wearing	12
Ben Couchman Painting & Decorating	Ben Couchman	15
Bowmat Fencing Ltd.	Peter Quin	8
Brian Jones Heating & Plumbing	Brian Jones	18
Castle Windows Ltd	Carl Hayward	24
Changing Rooms (Dudley) Ltd.	Dean Perks	12, 14
Clear Vision Aerials	Ben Pilgrim	22
Codsall Tree Services	Steve Millman	22
Codsall Windows & Doors Ltd.	Martin Frost	23
County Windows	Window Fitting and Repair	10, 23
Crowned Roofing & Building	Jimmy McGinn	21
Damp Proofing Solutions	Adam Gatenby	5
D.W. Windows Ltd	Window Fitting and Repair	5, 23
Edwards Roofing	Jeff Edwards	21
Emma's Decorating Services	Emma Hayward	15
Gregory Littleford	Painting and Decorating	16
Hart Services - Home Maintenance	John Hart	15
Homesecure Property Services	John Robert West	10, 24

ALPHABETICAL LIST OF TRADERS

James & Huntley Ltd.	Adrian James	13
J.T. Jarvis & Son Ltd	Electrical	7
J.W. Electrical	Jason Wilkinson	7
Kevin Weston Decorating	Painting and Decorating	16
Komo Services	Gavin Oakley	4,8,9,24
MJD Home Improvements	Matthew Davies	4
M.J. Monk Plumbing & Drainage	Matthew Monk	18
Paul Rogers	Carpentry & Building Maintenance	4
Plumb, Gas & Heat Ltd.	Tony Mall	19
Plush Garage Doors Ltd.	Darren Willis	8
R. Jenks Plumbing & Heating	Rob Jenks	19
Saturn Aerials	Brian Wadsworth	22
Simbuild Heating & Plumbing	Simon Fitzpatrick	19
Simmons Maintenance Services	Michael Simmons	13
SJF Garden Maintenance	Stephen Farmer	9
SJF Tree Care	Stephen Farmer	22
SNS Electrical Limited	Simon Smith	7
South Staffs Gas	Patrick Edgell	6,18
T. S. Gas & Electric Ltd.	Central Heating Installation	20
Willenhall Bathrooms & Kitchens	Adrian Nicholls, Anthony Matthews	13
Wolverhampton Roofing	Michael Rock	21

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ALSO INCLUDED IN THIS BOOKLET:

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



Handyperson Service

Do you need help with household repairs?

Our experienced and friendly handyperson can help with many jobs around your home or garden.

What kind of jobs do we do?



Minor Electrical Works



Key-safes – Supply and Fitting



Small carpentry jobs



Painting and Decorating



Minor Plumbing Works



Moving and Assembling furniture



Small plastering jobs



Garden clearances



Hedge cutting

Call or Text 07764 926253 to arrange an appointment with an experienced handyperson for a free quote.

AGE UK WOLVERHAMPTON SERVICES

Friendship Clubs - *People over 50 who are looking for an opportunity to socialise.*

Tesco Coffee Shop - Monday - 11am to 12.30pm.

Compton Care Cafe - Monday, Tuesday and Thursday - 11am to 12.30pm

Moon under Water - Wednesday - 11am to 12.30pm.

Veteran Clubs - *Older veterans enjoying refreshments, banter and good company.*

Wednesfield Conservative Veteran Group - every Monday 11am - 1pm

Electric Club Veteran Group - every Tuesday 1pm - 3pm

The Lunt Veteran Group - every Wednesday 1pm - 3pm

IMPROVE YOUR HEALTH AND HAVE A GOOD TIME!

Tai Chi Lessons

Every Tuesday 10.00 – 11.00 a.m.

All Saints Church, All Saints Road, Wolverhampton, WV2 1EL

Daytime Dance Clubs

Every 2nd Wednesday of the month

The Conservative Club, 98 Neachells Lane, Wednesfield WV11 3PR

Every 3rd Thursday of the month

Penn Bowling Club, 10 Manor Road, Wolverhampton WV4 5PY

Times and dates correct at time of publication. Please contact us or visit the website to check if still correct, and to find out about new times and activities.

Newsletter

Please sign up to our newsletter to receive further information from Age UK Wolverhampton.

www.ageuk.org.uk/wolverhampton/our-services/newsletter

For more information on Age UK Wolverhampton services and activities visit - www.ageuk.org.uk/wolverhampton

Telephone: 01902 572060

Email: mail@ageukwolverhampton.co.uk

The Comfort Doll Family

Comfort Dolls are provided free to dementia patients by Age UK Wolverhampton. They can have a major therapeutic effect for patients, alleviating some of their suffering, and are greatly appreciated by patients, their families and carers.

Our comfort dolls are made entirely by volunteers, and distributed by our staff and volunteers working with New Cross Hospital and in other dementia care settings.



Donate today



We rely on public support and goodwill to enable us to continue to provide Comfort Dolls for people who need them, as well as supporting the rest of the work that Age UK Wolverhampton does to help older people living in Wolverhampton, as they face the challenges of ageing.

If you feel that you would like to help, there are many ways in which you can do so including:

- making a one-off or regular donation,
- a gift in your will,
- Amazon Smile (which costs you nothing!), and many other ways.

www.ageuk.org.uk/wolverhampton

Age UK Wolverhampton, The Workspace, All Saints Action Centre, All Saints Rd,
Wolverhampton WV2 1EL
Instagram: [the.comfort.doll.family](https://www.instagram.com/the.comfort.doll.family)

BUILDING / CARPENTRY

Paul Rogers t/a Paul Rogers Carpentry & Building Maintenance 4 Brenton Road Penn Wolverhampton WV4 5PB	Mobile: 07925 329001 <u>dodge1175@yahoo.co.uk</u> All carpentry, building, roofing, plastering and decorating works undertaken, in trade since 1991. No job too small, just ring for a quote.
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Matthew Davies MJD Home Improvements 42 Long Furrow Dovecotes Wolverhampton WV8 1UR	Telephone: 01902 560761 Mobile: 07984 529122 <u>mattraedavies@gmail.com</u> Family run business specialising in all home maintenance. Carpentry, electrical, building, landscaping. No job too small. All work guaranteed
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CLEANING SERVICES

Gavin Oakley S and G Oakley Farm t/a Komo Services Oak Farm Sandford Claverley WV5 7AE	Telephone: 01746 710171 Mobile: 07932 651294 <u>komoservices@hotmail.co.uk</u> Patios pressure cleaned. UPVC Fascias and Guttering cleaned / replaced.
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CONSERVATORIES & ORANGERIES

D.W. Windows Ltd 8 Meadow Lane Coseley WV14 9NQ 7 Brick Street Sedgley DY3 1NT 762 Stafford Road Fordhouses Wolverhampton WV10 6NR	Telephone : 0800 9990909 01902 661779 <u>headoffice@dwwindows.co.uk</u> <u>www.dwwindows.co.uk</u> Telephone: 01902 662511 <u>info@dwwindows.co.uk</u> Telephone: 01902 599949 Conservatories, Orangeries and Solid Tiled Conservatory roofs Free design / Free quote service Lowest prices. Family business
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DAMP PROOFING

Damp Proofing Solutions Tudor Lodge Post Office Road Seisdon Wolverhampton WV5 7HA	Telephone: 0800 093 9473 <u>info@dampproofingsolutions.co.uk</u> <u>www.dampproofingsolutions.co.uk</u> We are a long-established family run business with over 50 years of experience in tackling all preservation and damp proofing related issues, including; Rising damp, Condensation, Penetrating damp, Wet / dry rot, Woodworm. Approved by The Property Care Association
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"Completed job to our satisfaction, price reasonable, all rubbish cleared"

DOMESTIC APPLIANCE INSTALLATION and REPAIRS

Patrick Edgell South Staffs Gas 13 Merridale Crescent Wolverhampton WV3 9QY	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.
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"Excellent standard of work, carried out with minimal disruption"



**NATIONAL
TRADING
STANDARDS**

Scams Team

Friends Against Scams is a National Trading Standards Scam 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

ELECTRICAL

It is strongly recommended 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).

J T Jarvis & Son Ltd Unit 23 Planetary Business Centre Planetary Road, Willenhall Wolverhampton WV13 3SW Telephone: 01902 426334 Mobile: 07824 556298 <u>jtjarvis_son@hotmail.co.uk</u> <u>www.jtjarvisltd.co.uk</u>	Family run Electrical Contractors and Retailers for over 70 years. ECA & NICEIC registered. Re-wires, security lighting & alarms, showers, electrical maintenance, fuse board changes. Repairs to storage heaters and most electrical appliances. A wide range of electrical goods, lighting and all types of LEDs, lamps and tubes stocked. Ordering service available for spare parts. FREE NO OBLIGATION QUOTATIONS.
J W Electrical 47 Fareham Crescent Merry Hill Wolverhampton WV4 4YN	Telephone: 01902 763229 Mobile: 07900 560302 <u>Jase47@hotmail.co.uk</u> Electrical installation and maintenance. Intruder security alarm systems.
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.

"Very reasonable, good communication, pleasant and polite"

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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GARDENING

Allan Higgs t/a A B H Garden Services 5 Hardon Road Parkfield Wolverhampton WV4 6HD	Telephone: 01902 686865 <u>allan.higgs.59@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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Gavin Oakley S and G Oakley Farm t/a Komo Services Oak Farm Sandford Claverley WV5 7AE	Telephone: 01746 710171 Mobile: 07932 651294 <u>komoservices@hotmail.co.uk</u> Tree surgery - felled or reduced. Stump grinding, Hedge trimming. Jungles cleared, Rubbish removed. Fence panels replaced. Logs for sale.
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GARDENING

Stephen Farmer SJF Garden Maintenance 9 Rudyard Close Moseley Green Fordhouses Wolverhampton WV10 8TG	Telephone: 01902 654485 Mobile: 07939 659138 All types of gardening work undertaken. Pruning, tree lopping, mowing. Paths and fencing, etc. Jet washing. Reasonable rates. Fully insured. References available.
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GENERAL HOUSEHOLD MAINTENANCE

Age UK Wolverhampton Handyperson Service The Workspace All Saints Road Wolverhampton WV2 1EL	Telephone: 01902 572 060 Mobile: 07764 926253 mail@ageukwolverhampton.co.uk www.ageukwolves.org.uk We can help with: <ul style="list-style-type: none"> ▪ Changing light bulbs, fuses & plugs ▪ Supply and/or fit KeySafes ▪ Small carpentry jobs ▪ Household repairs and decorating ▪ Unblocking sinks and replacing toilet seats ▪ Moving and assembling furniture ▪ Small plastering jobs ▪ Garden clearances ▪ Hedge cutting <p><i>We also offer: Free Home Energy checks, including fitting draught proofing and energy saving devices.</i></p>
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Gavin Oakley S and G Oakley Farm t/a Komo Services Oak Farm Sandford Claverley WV5 7AE	Telephone: 01746 710171 Mobile: 07932 651294 komoservices@hotmail.co.uk All aspects of property maintenance, no job too small. Plumbing, Drains unblocked. Saniflo Toilets installed anywhere in your home, i.e. Garage / under stairs, etc. Free advice, whatever the problem.
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HOME SECURITYand 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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John Robert West t/a Homesecure 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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<p style="text-align: center;">Notes</p>

"Very polite and helpful, fair price, clean and tidy, excellent Scheme"

HOW YOU CAN HELP US



Age UK Wolverhampton is committed to being there for older people who need us. If you decide to leave a gift in your will to us, you will be supporting us to make life better for older people in Wolverhampton.

Every single gift is vital to Age UK Wolverhampton and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

How to Leave a Legacy

To remember us in your will, tell your Solicitor or Will Writer:

Age UK Wolverhampton

The Workspace, All Saints Road, Wolverhampton. WV2 1EL

Registered Charity Number 1051232

It does not matter if you are making a new one, or updating a will you already have, your solicitor or Will Writer will make all the necessary arrangements for your wishes.

Remember, if you do not specify Age UK Wolverhampton for your gift, we are unlikely to receive it. To be sure we benefit from your generosity, please include our Charity number: 1051232

What kind of gift can I leave Age UK Wolverhampton?

You can leave a specific sum of money or an item such as jewellery or a piece of art. Or you can leave a share in, or all of, what's left of the value of your estate after family and friends have been taken care of. The advantage of leaving a share (also known as residuary gift) is that it remains the same over time, and you won't need to change your will to keep up with inflation.

If you are interested in leaving a gift in your will and want more information, please feel free to contact us on 01902 572060 and we will be happy to talk to you further.

KITCHEN / BATHROOM / BEDROOM INSTALLATIONS

Astrix Interiors Ltd. Max Wearing Unit 23 Planetary Business Centre Planetary Road Willenhall WV13 3SW	Telephone: 01902 546745 Mobile: 07956 997419 maxjw360@hotmail.com www.astrixinteriors.co.uk Family run, kitchen, bathroom, wetroom and heating specialist. We offer 3D design, supply & installation. Over 30yrs experience. Gas Safe Reg. Visit Showroom or call for free no obligation quote.
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Changing Rooms (Dudley) Ltd. Dean Perks / Andy Horton 47a, Kent Street Upper Gornal Dudley DY3 1UU	Telephone: 01902 670426 Mobile: 07854 368675 enquiries@changingrooms.org.uk www.changingrooms.org.uk Bathroom conversions, easy access and assisted bathing. Home improvements / alterations. 0% VAT in qualifying cases. Gas Safe registered.
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Notes

"Your scheme made me confident, thanks to your publication"

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 <u>jamesandhuntley@gmail.com</u> <u>www.jamesandhuntley.co.uk</u></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 <u>msimmons.1@btinternet.com</u></p> <p>30 years' experience in all aspects of the building trade. Carpentry, plumbing, tiling, brickwork all general building work. Kitchens and bathrooms specialist. Disabled bathroom adaptations supplied and fitted. Friendly and reliable service. 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 <u>info@fitted-interiors.co.uk</u> <u>www.fitted-interiors.co.uk</u></p> <p>Suppliers and fitters of custom-made bathrooms and kitchens. Specialists in mobility and special needs facilities.</p>

"We chose them because they were in your book and would be working with my very elderly mother - they were very polite to her and listened to her"

WORD OF MOUTH – SATISFACTION SURVEY

PLEASE COMPLETE AND RETURN

NOTE: You do not have to give us your personal details, but it would help us to know the area of the city in which you live. If you choose to complete your personal details, we will only use them to contact you.

If you have asked us to do so or if we are following up a complaint that you have made.

Your Name (if you wish to give it)					
Your address (if you wish to give it)					
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	



WORD OF MOUTH – SATISFACTION SURVEY

Have you used this trader before? (✓)		Yes		No	
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	
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					
<p>Thank you for taking the time to complete this survey.</p> <p>Please return to: Age UK Wolverhampton (Word of Mouth) The Workspace, All Saints Road, Wolverhampton WV2 1EL or email wordofmouth@ageukwolverhampton.co.uk</p> <p>Additional copies of this form can be obtained from our offices or downloaded from our website www.ageuk.org.uk/wolverhampton/our-services/word-of-mouth</p> <p>If you have chosen to provide personal details when submitting this form, you agree that we will process your data in line with our privacy policy. If you wish to receive a copy of our Service User Privacy Notice please contact us on 01902 572060 or email mail@ageukwolverhampton.co.uk</p> <p>Positive comments you give, may appear as anonymous “quotes” in our publication each year.</p>					

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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Notes

PAINTING / DECORATING

Ben Couchman t/a Ben Couchman Painting & Decorating 14 Tenbury Gardens Penn Wolverhampton WV4 4JD	Telephone: 01902 338227 / 597149 Mobile : 07722 504159 <u>benn23b@gmail.com</u> All aspects of painting and decorating, no job too small. 20 years experience. Free quotations and advice Clean and tidy service guaranteed.
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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 <u>jh.get.it.done@btinternet.com</u> All home maintenance. Been in trade since 2004 (experience longer). Free quotes.
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Emma Hayward Emma's Decorating Services 177 Goldthorn Hill Penn Wolverhampton WV2 4QB	Telephone: 01902 332997 Mobile : 07971 788131 <u>carl-hayward@hotmail.co.uk</u> Lady Decorator. All aspects of interior decorating. Support given to older people with removing and replacing furniture and furnishings. Free Quotes.
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"Excellent work. No mess. Polite. Someone we could trust"

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. 34 years' experience. Free quotations.
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Kevin Weston Decorating 40 Jenks Road Wombourne Wolverhampton WV5 0BL	Telephone: 01902 894559 Mobile: 07981 596109 All aspects of painting / decorating. 36 years experience. Advanced City & Guilds. Member of the Guild of Master Craftsmen.
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<p style="text-align: center;">Notes</p>

"Careful attention to detail with work, excellent"

TAKE A STAND AGAINST

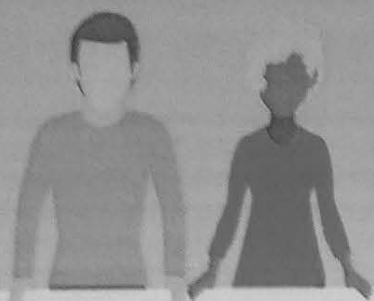
TELEPHONE SCAMS

Scammers often use the telephone as a method to gain personal details and con people out of their life savings. Avoid being one of them, protect yourself.

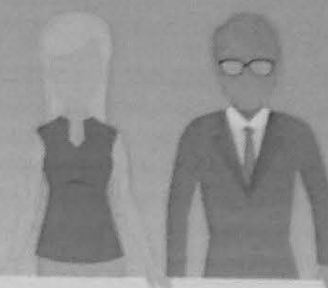


Top 5 Tips To Take A Stand Against Telephone Scams

1. Never give out personal or bank details over the telephone.
2. Don't feel pressured to making a decision over the telephone.
3. If the caller is vague about giving out their company information, hang up.
4. Don't open texts or answer calls from unrecognisable numbers.
5. Consider a call blocking device to filter out unwanted calls.



Remember if you're not
sure, get advice and
always report a scam

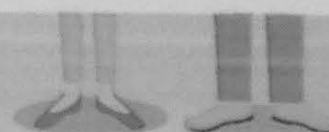
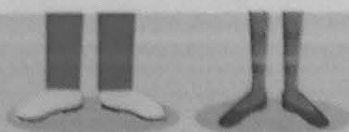


www.friendsagainstscams.org.uk

For advice on scams call
Citizens Advice Consumer Helpline: 0808 223 1133

To report scams contact
Action Fraud: 0300 123 2040

**NATIONAL
TRADING
STANDARDS**
Scams Team



PLUMBING, HEATING and DRAINAGE

<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 48 years. Free quotations. Gas Safe Registered 11973. Vaillant Accredited. Boiler and Gas Fire servicing and repairs. Landlord Safety Certificates.</p> <p>Installers of central heating boilers, gas fires and gas cookers. All plumbing work, leaks & repairs. No job too small.</p>
<p>M.J. Monk Plumbing & Drainage</p> <p>Matthew Monk 4 Lich Avenue Wolverhampton WV11 3DQ</p>	<p>Telephone: 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. 25 years' experience. No job too small.</p>
<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>

"Excellent, we're very pleased, looks great and they were polite"

PLUMBING, HEATING and DRAINAGE

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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R. Jenks Plumbing & Heating Bradley House Ounsdale Crescent Wombourne Wolverhampton WV5 9HU	Telephone: 01902 897453 Mobile: 07778 190186 Installations, repairs, servicing. Bathrooms, wetrooms, central heating, boilers, tanks, taps, showers etc. Gas safe / Fairtrades registered.
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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 12 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 <u>sales@t-s-gas.co.uk</u> <u>www.t-s-gas.co.uk</u> Gas boiler and central heating installations. Accredited installers for Worcester-Bosch and Vaillant. Up to 12 years manufacturers parts and labour guarantee on gas boiler installations. Which? Trusted Trader.
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"First class tradesman, very trustworthy and would recommend him"

**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 1232040** or visit **www.actionfraud.police.uk**

For advice and assistance call **Citizens Advice** consumer service on **0808 2231133** who provide free confidential and impartial advice on consumer issues or visit **www.adviceguide.org.uk**

www.friendsagainstscams.org.uk
We are **#scamaware**, **#ScamSavvy**

**CITY OF
WOLVERHAMPTON
COUNCIL**

WCC 2207 06/2022

ROOFING

<p>Crowned Roofing & Building</p> <p>40 Birches Barn Avenue Wolverhampton WV3 7BT</p>	<p>Telephone: 01902 621818 Mobile: 07976 106342 <u>jimmymcginn@hotmail.co.uk</u></p> <p>Conservatory light tiled roofing, 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>
<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 <u>jefhurry@aol.com</u></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>
<p>Michael Rock</p> <p>t/a Wolverhampton Roofing 59 Tynninghame Avenue Tettenhall Wolverhampton WV6 9PP</p>	<p>Telephone: 01902 765517 Mobile: 07973 889650 <u>michaelrock3@blueyonder.co.uk</u> <u>michael@wolverhampton-roofing.co.uk</u> <u>www.wolverhampton-roofing.co.uk</u></p> <p>Tiled & flat roofing, ridge tiles rebedded, lead work, fascias & guttering, slate roofs, verges rebedded.</p>

"Reliable & trustworthy. Excellent, would recommend"

WORD OF MOUTH – SATISFACTION SURVEY

PLEASE COMPLETE AND RETURN

NOTE: You do not have to give us your personal details, but it would help us to know the area of the city in which you live. If you choose to complete your personal details, we will only use them to contact you.

If you have asked us to do so or if we are following up a complaint that you have made.

Your Name (if you wish to give it)					
Your address (if you wish to give it)					
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	



WORD OF MOUTH – SATISFACTION SURVEY

Have you used this trader before?	(✓)	Yes		No	
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	
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					
<p>Thank you for taking the time to complete this survey.</p> <p>Please return to: Age UK Wolverhampton (Word of Mouth) The Workspace, All Saints Road, Wolverhampton WV2 1EL or email wordofmouth@ageukwolverhampton.co.uk</p> <p>Additional copies of this form can be obtained from our offices or downloaded from our website www.ageuk.org.uk/wolverhampton/our-services/word-of-mouth</p> <p>If you have chosen to provide personal details when submitting this form, you agree that we will process your data in line with our privacy policy. If you wish to receive a copy of our Service User Privacy Notice please contact us on 01902 572060 or email mail@ageukwolverhampton.co.uk</p> <p>Positive comments you give, may appear as anonymous “quotes” in our publication each year.</p>					

TREE CARE

Steve Millman Codsall Tree Services Ltd. 4 Flemmyng Close Codsall Nr. Wolverhampton WV8 2AD	Telephone: 01902 846306 Mobile: 07976 828564 codsalltree@aol.com Pruning, Felling, Hedges Tree Planting and Stump Grinding Tree Surveys and Tree Reports Fully insured to £10 million. Fully Qualified Free Estimates - *Helpful Advice*
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SJF Tree Care 9 Rudyard Close Moseley Green Fordhouses Wolverhampton WV10 8TG	Telephone: 01902 654485 Mobile: 07939 659138 Tree felling and pruning. Conifers and hedges pruned. Stump grinding. Fully insured.
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T.V. SERVICES and AERIALS

Ben Pilgrim t/a Clear Vision Aerials 29 Lawnswood Avenue Claregate Wolverhampton WV6 9HP	Telephone: 01902 752036 Mobile: 07948 888434 cv.aerials@gmail.com www.clearvisionaerials.com 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.
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Brian Wadsworth t/a Saturn Aerials 46 White Oak Drive Finchfield Wolverhampton WV3 9AW	Telephone: 01902 764530 Established 1975. Aerials and satellite installations. Aerial repairs. Dish repairs. Extra TV points. TV tuning service.
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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</p> <p>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>

"Efficient and very helpful, a job very well done at a good price"

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 <u>castlewindowsmidlandsltd@hotmail.com</u></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>S and G Oakley Farm t/a Komo Services Oak Farm Sandford Claverley WV5 7AE</p>	<p>Telephone: 01746 710171 Mobile: 07932 651294 <u>komoservices@hotmail.co.uk</u></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 <u>j-west61@hotmail.co.uk</u></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>

*"Completely satisfied, tidied up after his work too -
Very pleasant and explained all that was wrong and the
solution"*

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, underage sales, unfair terms and weights & measures.

For advice and assistance contact **Citizens Advice Consumer Services** Telephone : **0808 223 1133**

or visit: www.citizensadvice.org.uk/consumer

To report Scams contact **Action Fraud**

Telephone : **0300 123 2040** or visit: www.actionfraud.police.uk



For more information on Age UK Wolverhampton services visit -
www.ageuk.org.uk/wolverhampton

AGE UK WOLVERHAMPTON

The Workspace, All Saints Road, Wolverhampton WV2 1EL

Telephone: 01902 572060

Email: mail@ageukwolverhampton.co.uk

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