



BEING IN AGE UK Boston & South Holland Business Directory

What are the benefits?

- As a member of Age UK Boston & South Holland Business Directory your details will be held on a database and passed on to customers requesting such services.
- You will be able to promote yourself as being on Age UK Boston & South Holland Business Directory and benefit from the positive publicity that this can bring.
- Your information details will be on display in our office and the directory will be promoted and on our website.
- Please note that whilst we are confident of the benefits of being in Age UK Boston & South Holland Business Directory, we can not guarantee that you will derive any increase in your business. Neither can we guarantee or make any promises about the number of relevant customer service requirements we will refer to you.
- As a member of Age UK Boston & South Holland Business Directory and subject to your full compliance with this contract and the service provider terms and conditions, we shall permit you to use the supplied Age UK Boston & South Holland logo at the bottom of your letterhead, quotations, invoices and business cards. You may also describe yourself in the course of trade as being a member of " Age UK Boston & South Holland Business Directory " for the duration of this contract.
- You will be presented with a certificate for being a member of the directory register upon completion of your 3 months probationary period.

What does it cost?

- There will be a fee to apply to become a member of Age UK Boston & South Holland Business Directory which covers our administrative, staffing and promotional costs, followed by an annual charge. Please speak to Amanda Wilson regarding fees.
- We do not charge a fee per customer/customer's contact details referred to your service.
- The agreed fee is to be sent with your completed application form, however, if your application is rejected this fee will be returned. We will then send you an annual invoice. Our invoices are payable within 14 days.
- All sums payable are inclusive of VAT, but excludes any other taxes and duties for which you shall be additionally liable.
- We shall be entitled to vary our standard charges from time to time by giving you one month's notice.

Dealings with Customers

- Your status as a member of Age UK Boston & South Holland Business Directory is conditional at all times on your commitment to and compliance with the Age UK Boston & South Holland Customer Charter and our Code of Practice.
- We work to facilitate communication between customers and service providers. We do not act as anyone's agent and your contract will always be solely between you and your customer.

- So far as permitted by law, we shall not be liable for any loss or damage of any kind which you may incur as the result of any referral via Age UK Boston & South Holland.

Customer Feedback

- You appreciate, accept and agree that Age UK Boston & South Holland customers can see the ratings given to you by your previous Age UK Boston & South Holland customers. We stress to customers that positive feedback is just as important as negative feedback and we ask that they give every member of Age UK Boston & South Holland Business Directory fair and reasonable feedback.
- We do not check customer feedback for accuracy or censor any comments and cannot be held responsible for what Age UK Boston & South Holland customers say about you.

Trader Feedback

- Traders will be asked to provide Age UK Boston & South Holland with feedback at least twice annually.

Use of Age UK Boston & South Holland's Name and Logo

- As a member of Age UK Boston & South Holland Business Directory and subject to your full compliance with this contract and the service provider terms and conditions, we shall permit you to use the supplied Age UK Boston & South Holland logo at the bottom of your letterhead, quotations, invoices and business cards. You may also describe yourself in the course of trade as being an "Age UK Boston & South Holland Business Directory member" for the duration of this contract.
- The size of the Age UK Boston & South Holland logo must not be any larger than that provided in any circumstances and must always appear smaller than your own name and logos. You agree to comply with any directions that we give you from time to time in relation to this. You may not adapt the Age UK Boston & South Holland logo in any way other than its size without our prior written permission.
- You agree to cease all use of the Age UK Boston & South Holland logo and to cease holding yourself out in any way as being a member of Age UK Boston & South Holland Business Directory if this contract is terminated for any reason.
- Any goodwill which is generated in the Age UK Boston & South Holland logo, our name or other trade marks by virtue of your use of them shall be owned solely by us. You agree to do all such things and to sign any documents required by us to confirm and perfect our ownership and rights in our trade marks and the goodwill attached to them.

Complaints

- If we receive a complaint about you or your goods or services, we are under an obligation to our customers to take it seriously. We shall decide on the individual facts and in our sole discretion whether or not to investigate the complaint. In either case we shall not be obliged to inform you about it or pass any details to you.
- If we decide to investigate the complaint, we will require you to co-operate with us fully. If the complaint calls into question your compliance with the Age UK Boston & South Holland Customer Charter, Code of practice or any other serious matter, we shall be entitled to immediately suspend your approved provider status. You accept that this is necessary in order to protect the integrity of Age UK Boston & South Holland and does not mean that we have accepted that the complaint is justified.
- If you wish to make representations to us in the case of any complaint, we will do our best to give this proper consideration.

- Lincolnshire Trading Standards can offer advice/support to the trader regarding any legal situations that may arise. Rejected applications

If your application to become a member of Age UK Boston & South Holland Business Directory is rejected, we will tell you what the problems were and you will be given three [3] months in which to make the necessary improvements or changes to your services. If you have not remedied the problems within that time, you will not be able to apply again for the next twelve {12} months.

Termination

Without prejudice to our other rights and remedies, we may by notice to you terminate your status as a member of Age UK Boston & South Holland Business Directory with immediate effect following the occurrence of one or more of the following events:

- If you have committed any breach of any term of this contract and/or the trade provider terms and conditions and (if the breach is capable of remedy) you have failed to remedy such breach within fourteen [14] days of receipt of written notice specifying the breach and requiring remedy; or
- If you fail to pay any sum due to us within fourteen [14] days of receipt of an invoice; or
- If you are declared bankrupt, your business becomes insolvent or are otherwise unable to pay your debts as they fall due, or you otherwise cease trading.
- Termination shall not affect any accrued right or liability arising hereunder and shall be without prejudice to any other rights or remedies of either of us.

How to become an Age UK Boston & South Holland Business Directory

1. Complete the application form and submit it for consideration.
2. Please also read and acknowledge your commitment to comply with the Age UK Boston & South Holland Customer Charter and Code of Practice.
3. We will start the Screening Procedure and may need to contact you for further information.
4. We will let you know whether or not you have passed the Screening Procedure and if your application has been accepted.

Code of Practice

All registered traders are expected to have full regard and sensitivity to the needs, concerns and circumstances of customers and shall comply with the letter and spirit of the Code in so far as it applies.

By signing the application form traders are agreeing to this Code of Practice and that they will work to it as a condition of inclusion on the register.

All registered traders shall:

- At all times comply with current Health and Safety and all other legal requirements that apply to the work, including undertaking and meeting legal obligations in dealing with consumers statutory rights
- At all times have public liability insurance, and where appropriate employee liability insurance
- Work in a competent and responsible manner undertaking work according to their ability
- Take responsibility for any work carried out by subcontractors
- Visit clients only by appointment and keep them informed of any delays or changes
- Not Cold Call on clients
- Provide clients with clear information about the services offered, guarantees, cost, methods of payment and time-scales before any work is started; in particular where an estimate only can be given, the reason for this and the implications of this should be made clear to the client
- Provide clients with a clear invoice showing breakdown of costs.
- Not ask clients to make full payment in advance, but for large jobs they may be asked to pay for materials when they are delivered to the site. (Once paid for, materials will be owned by the client.)
- Quote a price to include VAT (if applicable)
- Maintain strict confidentiality about clients and their circumstances
- Operate equal opportunities and complaints policies
- Inform the register co-ordinator when on holiday or unable to take on more referrals due to work volume or illness.
- Contact the register co-ordinator when a complaint against them cannot be resolved.
- A trader who fails to comply with this Code and/or attracts significant complaints will be removed from the list.

Application Form

Business Name _____	
Contact Name _____	
Business Address _____	
_____	Post Code _____
Tel: _____	Fax: _____
Mobile: _____	Email: _____

Date Business Established: _____	
Are you VAT registered? Yes / No	
If yes please state VAT Registration number:	
Amount of your Public Liability Insurance?	£ _____
Amount of your Employer's Liability Insurance?	£ _____

Please list/describe your services (Brochures can be attached to this Form)

Company Status (i.e. Sole Trader, partnership, Ltd Company) _____

Trade Organisations

Are you a member of an organisation for this trade(s)? Yes / No

Membership details:

Please enclose copies of membership certificates or equivalent with your application.

Charges & Guarantees

The Age UK Boston & South Holland Business Directory actively discourages charges for call-out and estimates or quotations for older people

Do you charge for call-out or estimates/quotations? Yes / No

If yes, please state how much £

Do you guarantee your work? Yes / No

Is the guarantee insurance backed? Yes / No

If yes, please state by whom

Customers References

Please supply at least 2 customer references. Referees must live locally and should not be members of your family or friends. They should have had worked carried out by you within the last 6 months. Please obtain permission from your referees before submitting their details.

Name:	Name:
Address:	Address:
Telephone No:	Telephone No:

Disclosure and Barring Service

We are finding an increasing number of clients are requesting traders with DBS clearance. We are aware that many traders already have one, because of the increased scope this brings to their business with contracts from the Council, hospital, schools etc. Enclosed are the details of a local business who can process your application.

Declaration of Criminal Records

A condition of your registration with the Business Directory is that you, and employees who will work with the Directory, are asked to declare any criminal convictions. This is entirely for the protection of older people. Disclosure of convictions will not necessarily exclude registration but failure to disclose may lead to your removal from our Directory. All information given to us will be treated in total confidence and with fairness.

Do you, or any of your employees who will work with the Business Directory, have any criminal convictions? **Yes / No**

If "yes" please give details below:

Please use the space below for any additional information you may want to provide in support of your application:

Completion

I certify to my knowledge that the information that I have given in this application form is accurate and complete. I understand that withholding or giving false information may result in rejection or withdrawal from the Preferred Trade Provider Register.

I have enclosed the following documents:

- copy of public liability insurance certificate
- copy employer's liability insurance
- copies of trade organisation membership certificates
- copy of work guarantee insurance
- a copy of financial accounts for the last completed year (*these can be returned on request*)
- details of any criminal convictions for yourself and/or employees listed
- A cheque for £150 made payable to Age UK Boston & South Holland which will be returned if application is unsuccessful

I acknowledge receipt of the Code of Practice for Traders and agree to comply with the terms it sets out.

Signature:

Date: