

- ✓ Service rating
- ✓ Impartial customer references
- ✓ Background checked
- ✓ Good customer service
- ✓ Fair and honest trade

## Contact

For more information about the Trader Register please contact: **0845 600 6400** and ask for the Trader Register Scheme or log onto [www.traderregister.org.uk](http://www.traderregister.org.uk)

Or contact us at Trader Register c/o Northumberland Trading Standards Service, Loansdean, Morpeth NE61 2AP

## Enhanced Membership

Some members of the scheme have Enhanced Membership. To gain Enhanced Membership traders must carry out criminal records checks on their employees and work towards helping to keep people safe in their own homes. They will also know who to contact if they think a vulnerable adult is at risk or is being harmed.

## Limitations to the scheme

The scheme is an introductory service and Northumberland and North Tyneside Trading Standards Service do not act as agent for the trader nor have they any contractual liability. We are unable to guarantee the financial standing of members or their health and safety procedures. While we cannot guarantee the service provided or that their work will never give rise to a complaint, we can assure consumers that any difficulties or disputes will be dealt with fairly in accordance with the dispute resolution procedure.

## Trading Standards

Helping reputable businesses and protecting consumers



## Are you looking for a Tradesperson?



Partner agencies:



**Northumberland**  
Northumberland County Council

Northumberland **NHS**  
Care Trust



North Tyneside Council

# Northumberland & North Tyneside Trader Register

The Northumberland and North Tyneside Trader Register has been set up by Trading Standards in order to help residents find local home improvement tradespeople with the reassurance that the traders have committed to providing a high level of customer service and compliance with consumer protection legislation.



## Benefits to you, the customer

**The scheme is monitored by Trading Standards and demonstrates the trader's commitment to comply with consumer protection laws, provide a high level of customer service and abide by a Code of Practice.**

Should problems arise, as they occasionally do, members have pledged to work with Trading Standards to attempt to reach a resolution.

Traders applying for the scheme are subject to a number of checks including checks on County Court Judgements, insurance documentation, and complaints history from a national Trading Standards database. Trading Standards will also request references from previous customers.

The Trader Register also provides a star rating for member traders where consumers can rate their performance. Consumers therefore are receiving actual feedback of other customer's service experience.

While we cannot 'approve' our member traders, the members of the scheme have undergone a screening process and have committed to compliance with our Code of Practice, therefore using a member of the scheme may provide increased reassurance when looking for a home improvement trader.

Some traders who work with vulnerable consumers have opted to provide criminal records checks on their staff. They will work towards helping to keep people safe in their own homes and will know who to contact if they think a vulnerable adult is at risk or is being harmed.

### What else can you do when employing a trader?

- ✓ Seek several quotes from members of the Trader Register in order that you can compare prices
- ✓ Agree on all details and prices of the job in advance. Trader Register members must provide written paperwork detailing the job to be carried out
- ✓ Ask for a completion and start date
- ✓ Raise any problems or concerns with the traders as soon as you can

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