



The Checktrade Standard

Our Members'
Commitments

Homeowner Version

Checktrade

We're proud to say our Checkatrade members are a cut above the rest.

Before we give them our seal of approval, every single one must pass up to 12 rigorous checks and commit to upholding **The Checkatrade Standard**. This booklet sets out the commitments our members must make in order to become and remain Checkatrade members.



The Checkatrade Standard

Six commitments are at the foundation of the Checkatrade Standard. Members agree to:

-  Deliver a **high quality of workmanship**.
-  Maintain high standards of **personal conduct**.
-  **Work safely**, ethically, and within their skill set.
-  **Communicate clearly** and honestly.
-  Agree **costs and contract terms** upfront.
-  Encourage and welcome **customer reviews**.



These commitments apply to everyone within the business - whether a director, owner, employee, or sub-contractor. **Everyone must play a role in upholding our high standards**, and failure to comply with these six commitments could lead to suspension or termination of membership.

Our standards: What these mean



Quality workmanship

- Ensure each job meets the pre-agreed specification, and is carried out to a high standard in accordance industry norms and expectations
- Use materials which will last in line with customers' expectations
- Only use materials which meet requirements, which are fit for purpose and compliant with UK legislation.



Personal conduct

- Be polite and courteous, maintaining high standards of personal conduct
- Respect customers' homes and belongings
- Be considerate of customers' privacy, asking permission before sharing information or photos of them or their home
- Always comply with rules regarding Data Protection and never undertake door-to-door sales
- Never intimidate, confront or threaten homeowners or the general public.

Working safely

- Arrange visits in advance and with agreement from the customer
- Work only within your professional ability and skill set
- Keep customers' homes safe while each job is being carried out
- Comply with the latest health and safety regulations
- Work in a way that doesn't damage the environment
- Pay and treat employees and contractors fairly and in line with the law.

Communication

- Communicate with customers in a timely, professional and comprehensive manner
- Provide honest and realistic guidance on start dates, job length and cost
- Tell customers if you can't make an appointment, giving as much notice as possible.





Quotes, payments and contracts

- Be up front about the cost of jobs before they take place, including any call-out charges
- Agree costs in writing, and if they change seek agreement in writing before the work takes place or during the work if necessary
- Invoices should contain payment terms, which should be agreed before work takes place
- Final payment should not be taken until the job is complete and should not be demanded in cash
- Terms and conditions should be provided in accordance with the Consumers Rights Act 2015, including a 14-day cooling off period where applicable.



Customer reviews

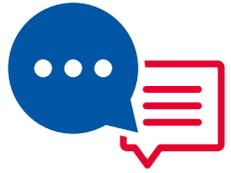
- Ask every customer for a review when the job is complete
- Always follow our guidelines on obtaining reviews
- Never falsify reviews or allow others to falsify reviews
- Never pressure a customer to leave a review
- Be willing to take part in the Checkatrade resolution process, including fixing any issues.



Did you know:

Checkatrade check every review our members receive. Customers will be asked to verify their review by SMS or phone call, and we monitor all reviews with analytics technology to identify and detect fake reviews. Falsifying feedback is strictly forbidden and will lead to termination of membership.

Checkatrade's checks



Checkatrade is famous for its 12 rigorous checks, which trades must pass before they can gain our seal of approval.

Identification

Photo ID check.

Proof of address

Evidence of trading address.

Qualifications

Proof of regulated accreditations.

Open-source check

Check for adverse media.

Personal CCJ check

Check for personal county court judgements.

Business CCJ check

Check for business county court judgements.

Company history

Proof of good trading history.

Financial checks

Bankruptcy and insolvency check.

Duplicate check

Check for previously declined, suspended or expelled trades.

PLI

Valid public liability insurance check.

Director search

Check for previous directorships or disqualifications.

Customer experience check

Check of reviews on third party websites.



Did you know:

We complete ongoing vetting and monitoring to ensure members continuously comply with our standards. Members must provide ongoing proof of qualifications and must commit to informing us of any changes to their business – such as change of ownership, legal status or address.

Resolving issues



We recognise occasionally things can go wrong. When that happens, Checkatrade's experienced team of customer service experts will work directly with members to make things right.

1. Simply leave the member a review with the details of the complaint.
2. We'll notify the member about your complaint before we set it live, giving the member an opportunity to make things right.
3. If your issue isn't resolved after seven days then we'll publish your complaint on the member's profile.

Your reviews are important to us and ensure we only keep the highest quality members on board at Checkatrade.

Checkatrade's guarantee

We're so confident in the quality of our member's work that we'll guarantee it for 12 months, up to the value of £1,000 – so you can rest easy that if something goes wrong then we'll help make it right. To make sure a job is guaranteed, simply book the member through Checkatrade and leave a review when your job is done. This allows us to register your job, which we can't do if you contact the member elsewhere. Further eligibility criteria and T&Cs apply: [checkatrade.com/guaranteed-terms](https://www.checkatrade.com/guaranteed-terms)

Alternative Dispute Resolution

For serious complaints, we have an Alternative Dispute Resolution Scheme that is operated by an independent third party. For Checkatrade's full Complaints Policy please visit our website: [checkatrade.com/resolving-issues](https://www.checkatrade.com/resolving-issues)

Physical safeguarding

It can be daunting to let someone into your home, particularly if you live alone.

Checkatrade's checks on members are thorough and include an open source check for criminal activity. However there are further measures you can also take to stay safe when letting someone into your home.

- **Ask for ID:** We encourage you to ask in advance who will be visiting your home, and to ask the trade who turns up for Photo ID.
- **Buddy up:** Tell a friend or neighbour you're having work done and ask them to check in with you at a set time.
- **Control the keys:** We'd never recommend giving a member your house key or leaving them home alone.

Checkatrade has zero tolerance of trades found to be physically or verbally intimidating customers. We recommend you report any experience like this to the police, and you can also tell us direct by emailing reviews@checkatrade.com.



When people across the UK need a tradesperson, Checkatrade is their first stop. Every member has to pass 12 checks to join and then Checkatrade checks their reviews to make sure they're written by real people, about real jobs. There are 5.6 million reviews on Checkatrade.com, so wherever people are, they can see – and trust – what their neighbourhood thinks of a tradesperson's work.

Checkatrade was set up in 1998 by one man who wanted to help his neighbours. Owned by Homeserve Plc, Checkatrade now helps millions of neighbours all over the UK – and flies the flag for tradespeople who take pride in their work.

For more details visit

[Checkatrade.com](https://www.checkatrade.com)

Checkatrade