



TrustMark helps you find reliable, trustworthy tradesmen to make improvements and repairs inside and outside the home.

TrustMark is a not for profit organisation, supported by Government, the building industry, retailers and consumer protection groups.

What makes selecting TrustMark tradesmen so worthwhile?

- A firm's technical skills have been **independently checked** through regular **on-site inspections**, as well as checks on their **trading record** and **financial status**
- Firms have signed up to a **code of practice** that includes **insurance**, good **health and safety** practices and **customer care**
- The approved scheme operator has checked and will continue to monitor the firm's **quality of work**, **trading practices** and **customer satisfaction**
- Firms are able to offer an **Insurance Backed Warranty**
- **Deposit Protection Insurance** is available for consumers in the event a firm should cease trading
- Firms will be able to tell you about any **building regulations** you must comply with and may also be able to provide appropriate certificates
- If you have a problem or disagreement with the firm, there will be a clear and **user-friendly complaints procedure** to help resolve the issue
- The scheme is fully supported by **Government**, **the building industry** and **consumer protection groups**.

All of these checks will give you - **Peace of Mind**

By using the TrustMark website: www.trustmark.org.uk householders can search the database of approved firms, which presently has over 20,000 licensed trades resulting in an average of 500,000 tradesmen's details displayed every month by the general public.

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