

FEEL CONFIDENT WITH A DERBYSHIRE TRUSTED TRADER

Finding a company that you can trust to do some work for you can be a bit daunting – how can you be sure that you won't get ripped off? What if things go wrong? How do you choose between lots of different companies? These sorts of dilemmas were a driving force behind the setting up by Derbyshire County Council of the Trusted Trader scheme to help local people find traders and businesses that do a good job at a fair price and provide good customer service.

That was back in 2008 and the popular scheme has gone from strength to strength. These days there are nearly 17,000 searches each month on the Trusted Trader website, www.derbyshire.gov.uk/tt by people looking for reliable companies to use. Another ringing endorsement for the scheme was a recent survey, which gathered feedback from more than 16,000 people who had used a Trusted Trader and an impressive 94% said they were very satisfied with the service they received.

So people can have lots of confidence when employing one of the 1,200 traders who are part of the scheme. In the very unlikely event of someone having a problem with one of the traders then help is at hand. Derbyshire County Council trading standards officers can get involved in any queries involving Trusted Traders and seek to resolve them

The scheme particularly helps to protect older and vulnerable adults by making it easier for them to use Trusted Traders rather than rogue traders who typically cold-call and use high pressure sales techniques. A recent development has been the inclusion of Financial Advisors who specialise in providing financial advice for people in later life and can help with matters like care fees, pensions and investments.

Find out more about all aspects of Trusted Trader at www.derbyshire.gov.uk/tt or call 01629 536148. Enquiries are also welcome from businesses interested in signing up to the scheme – membership brings lots of benefits and costs only £70 - £100 per year.