

Word of Mouth

Wolverhampton “Listed” Trader Scheme

Issue 10 (published February 2023)



Building and Carpentry * Cleaning Services
Conservatories & Orangeries * Damp Proofing
Domestic Appliance Installation & Repairs * Electrical
Garage Doors * Gardening & Tree Services
General Household Jobs * Home Security & Locksmiths
Mobility Aids & Services * Painting & Decorating
Plumbing, Heating & Drainage * Roofing
TV Services & Aerials * Window Fitting & Repair

Advice when choosing a trader

- **ALWAYS** shop around and get at least three written quotes that list all of the work to be carried out **and** the price to be charged.
- **NEVER** pay for all of the work in advance.
- **ALWAYS** get a written receipt for any money paid and ensure you have the trader's full business details.
- **IF** you contract in your home for goods and/or services over £42.00 (subject to certain exemptions), you must be given details of your right to cancel the contract.
- **TRADERS** contained within this booklet have agreed to a code of practice and should provide you with all the necessary information.
- **TO REPORT** rogue traders or anyone you are unsure about, OR for any further consumer advice contact :
Citizens Advice Consumer Service
Tel: **0808 223 1133** or **www.adviceguide.org.uk**
- **WE** reserve the right to exclude or remove traders from this list. Occasionally traders are added/removed and it is important to ensure your copy is current before contacting a trader. Lists are freely available from **AGE UK WOLVERHAMPTON**. Please check website or telephone **01902 572 060**.
- **DISCLOSURE and BARRING CHECKS** are not routinely carried out as part of the 'vetting' process by Age UK Wolverhampton or the City of Wolverhampton Council Trading Standards Team. Please enquire of the individual trader should you require this.
- **FLY TIPPING IS A CRIME**
Anyone who engages the services of a trader to remove waste from their home should request:
 - * A receipt for the type of waste
 - * Details of where the waste will be disposed of
 - * Details of the Waste Carrier's LicenceFurther guidance is available at:
www.wolverhampton.gov.uk/environment-and-climate/fly-tipping
- **ASBESTOS REMOVAL**
Discuss this with your builder and seek further information at **www.wolverhampton.gov.uk/waste-and-recycling/asbestos-collection** or phone Wolverhampton City Council's Contractors on **01902 554220** or email **asbestos@wolverhamptonhomes.org.uk**

IMPORTANT DISCLAIMER: Neither Wolverhampton Trading Standards nor Age UK Wolverhampton can be held accountable for any dispute resulting from the use of a listed trader. Neither can the partnership accept any liability for, or underwrite the quality of work done by listed traders.

Where a Word of Mouth listed trader recommends - for whatever reason - an alternative trader not listed in the Word of Mouth booklet, the partnership cannot be held accountable for work carried out.

ALPHABETICAL LIST OF TRADERS

A B H Garden Services	Allan Higgs	8
A.J. Roofing Ltd	Michael Creavan	21
Age UK Wolverhampton		1,2,3,9
Astrix Interiors Ltd.	Max Wearing	12
Ben Couchman Painting & Decorating	Ben Couchman	15
Bowmat Fencing Ltd.	Peter Quin	8
Brian Jones Heating & Plumbing	Brian Jones	18
Castle Windows Ltd	Carl Hayward	24
Changing Rooms (Dudley) Ltd.	Dean Perks	12, 14
Clear Vision Aerials	Ben Pilgrim	22
Codsall Tree Services	Steve Millman	22
Codsall Windows & Doors Ltd.	Martin Frost	23
County Windows	Window Fitting and Repair	10, 23
Crowned Roofing & Building	Jimmy McGinn	21
Damp Proofing Solutions	Adam Gatenby	5
D.W. Windows Ltd	Window Fitting and Repair	5, 23
Edwards Roofing	Jeff Edwards	21
Emma's Decorating Services	Emma Hayward	15
Gregory Littleford	Painting and Decorating	16
Hart Services - Home Maintenance	John Hart	15
Homesecure Property Services	John Robert West	10, 24

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ALSO INCLUDED IN THIS BOOKLET:

- **SATISFACTION SURVEY** (we welcome your comments regarding the services received from traders listed)
- **HOW YOU CAN HELP US**
- **TIPS ON SCAMS**

AGE UK WOLVERHAMPTON SERVICES

Friendship Clubs - *People over 50 who are looking for an opportunity to socialise.*

Tesco Coffee Shop - Monday - 11am to 12.30pm.

Compton Care Cafe - Monday, Tuesday and Thursday - 11am to 12.30pm

Moon under Water - Wednesday - 11am to 12.30pm.

Veteran Clubs - *Older veterans enjoying refreshments, banter and good company.*

Wednesfield Conservative Veteran Group - every Monday 11am - 1pm

Electric Club Veteran Group - every Tuesday 1pm - 3pm

The Lunt Veteran Group - every Wednesday 1pm - 3pm

IMPROVE YOUR HEALTH AND HAVE A GOOD TIME!

Tai Chi Lessons

Every Tuesday 10.00 – 11.00 a.m.

All Saints Church, All Saints Road, Wolverhampton, WV2 1EL

Daytime Dance Clubs

Every 2nd Wednesday of the month

The Conservative Club, 98 Neachells Lane, Wednesfield WV11 3PR

Every 3rd Thursday of the month

Penn Bowling Club, 10 Manor Road, Wolverhampton WV4 5PY

Times and dates correct at time of publication. Please contact us or visit the website to check if still correct, and to find out about new times and activities.

Newsletter

Please sign up to our newsletter to receive further information from Age UK Wolverhampton.

www.ageuk.org.uk/wolverhampton/our-services/newsletter

For more information on Age UK Wolverhampton services and activities visit - www.ageuk.org.uk/wolverhampton

Telephone: 01902 572060

Email: mail@ageukwolverhampton.co.uk

BUILDING / CARPENTRY

Paul Rogers t/a Paul Rogers Carpentry & Building Maintenance 4 Brenton Road Penn Wolverhampton WV4 5PB	Mobile: 07925 329001 <u>dodge1175@yahoo.co.uk</u> All carpentry, building, roofing, plastering and decorating works undertaken, in trade since 1991. No job too small, just ring for a quote.
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Matthew Davies MJD Home Improvements 42 Long Furrow Dovecotes Wolverhampton WV8 1UR	Telephone: 01902 560761 Mobile: 07984 529122 <u>mattraedavies@gmail.com</u> Family run business specialising in all home maintenance. Carpentry, electrical, building, landscaping. No job too small. All work guaranteed
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CLEANING SERVICES

Gavin Oakley S and G Oakley Farm t/a Komo Services Oak Farm Sandford Claverley WV5 7AE	Telephone: 01746 710171 Mobile: 07932 651294 <u>komoservices@hotmail.co.uk</u> Patios pressure cleaned. UPVC Fascias and Guttering cleaned / replaced.
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PLEASE NOTE: Most traders in Word of Mouth remain on the register for many years. However, if you are referring to this booklet after the date on the cover, please call Age UK Wolverhampton on 01902 572060 to check that the trader you are dealing with is still a member.

DOMESTIC APPLIANCE INSTALLATION and REPAIRS

Patrick Edgell South Staffs Gas 13 Merridale Crescent Wolverhampton WV3 9QY	Telephone: 0800 0266696 Mobile: 07711 048123 <u>southstaffsgas@gmail.com</u> Central Heating servicing & repairs. British Gas Trained. All gas cookers and fires supplied, fitted, serviced & repaired. Specialising in gas appliances from last 50 years. Safety Inspections. Gas Safe Registered. 24 hour Emergency call-out.
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"Excellent standard of work, carried out with minimal disruption"



**NATIONAL
TRADING
STANDARDS**

Scams Team

Friends Against Scams is a National Trading Standards Scam Team Initiative

**Consumers lose
£5-10 Billion to
scams each year!**

Friends Against Scams aims to
protect and prevent people from
becoming victims of scams by
empowering communities to...

Take a Stand Against Scams!

#FriendsAgainstScams

www.friendsagainstscams.org.uk

GARAGE DOORS

Plush Garage Doors Ltd. 138 Mount Pleasant KINGSWINFORD DY6 9SH	Telephone: 01384 279529 Mobile: 07711 178085 www.plushgaragedoors.co.uk Supply, fit and repair all styles and makes of garage doors.
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GARDENING

Allan Higgs t/a A B H Garden Services 5 Hardon Road Parkfield Wolverhampton WV4 6HD	Telephone: 01902 686865 allan.higgs.59@gmail.com A small family business providing a complete garden service, but no tree work. Free quotes.
Bowmat Fencing Ltd 21 Mount Road Penn Wolverhampton WV4 5SP	Telephone: 01902 337212 Mobile: 07831 299243 bowmatfencing@hotmail.com www.bowmat-fencing.co.uk Suppliers and erectors of all types of fencing and gates. Slabbing, turfing, general garden work. Free quotations. No job too small.
Gavin Oakley S and G Oakley Farm t/a Komo Services Oak Farm Sandford Claverley WV5 7AE	Telephone: 01746 710171 Mobile: 07932 651294 komoservices@hotmail.co.uk Tree surgery - felled or reduced. Stump grinding, Hedge trimming. Jungles cleared, Rubbish removed. Fence panels replaced. Logs for sale.

HOME SECURITY and LOCKSMITHS

County Windows 40 Gough Street Willenhall WV13 1HD	Telephone: 01902 410145 Mobile: 07961 065195 07931 904049 <u>jo.county@hotmail.co.uk</u> All types of locks opened or repaired. Replacement window and door handles. Mortice locks fitted.
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John Robert West t/a Homesecure Property Services 15 Mountford Way Shifnal TF11 9QG	Telephone: 01952 462350 Mobile: 07793 751073 <u>j-west61@hotmail.co.uk</u> 24 hour locksmith. Lock repairs, replacements, upgrades. Security advice. No call out fee. 10% Discount for OAPs. Covering Wolverhampton and surrounding areas.
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<p style="text-align: center;">Notes</p>

"Very polite and helpful, fair price, clean and tidy, excellent Scheme"

KITCHEN / BATHROOM / BEDROOM INSTALLATIONS

Astrix Interiors Ltd. Max Wearing Unit 23 Planetary Business Centre Planetary Road Willenhall WV13 3SW	Telephone: 01902 546745 Mobile: 07956 997419 maxjw360@hotmail.com www.astrixinteriors.co.uk Family run, kitchen, bathroom, wetroom and heating specialist. We offer 3D design, supply & installation. Over 30yrs experience. Gas Safe Reg. Visit Showroom or call for free no obligation quote.
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Changing Rooms (Dudley) Ltd. Dean Perks / Andy Horton 47a, Kent Street Upper Gornal Dudley DY3 1UU	Telephone: 01902 670426 Mobile: 07854 368675 enquiries@changingrooms.org.uk www.changingrooms.org.uk Bathroom conversions, easy access and assisted bathing. Home improvements / alterations. 0% VAT in qualifying cases. Gas Safe registered.
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Notes

"Your scheme made me confident, thanks to your publication"

WORD OF MOUTH – SATISFACTION SURVEY

PLEASE COMPLETE AND RETURN

NOTE: You do not have to give us your personal details, but it would help us to know the area of the city in which you live. If you choose to complete your personal details, we will only use them to contact you. If you have asked us to do so or if we are following up a complaint that you have made.

Your Name (if you wish to give it)				
Your address (if you wish to give it)				
Telephone No.				
Email address				
Name and address of listed trader that you have used:				
What date did you see this trader				
What work did they carry out for you?				
Was the agreed date/time kept to?	(✓)	Yes	No	
Any Comments:				
Did you receive a written quote?	(✓)	Yes	No	
Were you charged the agreed price?	(✓)	Yes	No	
Did you receive an itemised receipt?	(✓)	Yes	No	
Was the work carried out to your satisfaction?	(✓)	Yes	No	
Any comments:				
Was the trader polite and helpful?	(✓)	Yes	No	
Any Comments:				



MOBILITY AIDS and SERVICES

IMPORTANT – PLEASE NOTE

- There is an increasing number of rogue traders offering to supply mobility equipment. They will often call by telephone, claiming to be affiliated with 'Social Services' and try to make an appointment to visit you. If you deal with one of these bogus sellers you may be overcharged for equipment which is not suitable for your needs.
- Before considering doing any adaptations to your property or purchasing any disability equipment, it is advisable to try before you buy.

For further information telephone Age UK Wolverhampton's free, confidential and independent advice service on 01902 572060.

Value Added Tax (VAT) exemption

- Equipment for the sole use of people with disabilities is usually zero-rated. Suppliers will just ask you to sign a VAT exemption form to confirm that you do have a disability.

Changing Rooms (Dudley) Ltd. Dean Perks / Andy Horton 47a, Kent Street Upper Gornal Dudley DY3 1UU	Telephone: 01902 670426 Mobile: 07854 368675 <u>enquiries@changingrooms.org.uk</u> <u>www.changingrooms.org.uk</u> Wet rooms, assisted bathing, bathroom alterations, showers and improvements. Gas Safe registered. 0% VAT in qualifying cases
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Notes

PAINTING / DECORATING

Gregory Littleford 18 Rockland Gardens Portobello Willenhall WV13 3HP	Telephone: 01902 606256 Mobile: 07929 271283 <u>littleford@blueyonder.co.uk</u> Internal / external painting, paperhanging, coving. City & Guilds advanced level. 34 years' experience. Free quotations.
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Kevin Weston Decorating 40 Jenks Road Wombourne Wolverhampton WV5 0BL	Telephone: 01902 894559 Mobile: 07981 596109 All aspects of painting / decorating. 36 years experience. Advanced City & Guilds. Member of the Guild of Master Craftsmen.
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Notes

"Careful attention to detail with work, excellent"

PLUMBING, HEATING and DRAINAGE

<p>Brian Jones Heating & Plumbing</p> <p>Holly Cottage 58a Hollybush Lane Penn Wolverhampton WV4 4JJ</p>	<p>Telephone: 01902 340059 Mobile: 07711 195665 brianjonesheatingandplumbing@outlook.com</p> <p>Family run business. Established 48 years. Free quotations. Gas Safe Registered 11973. Vaillant Accredited. Boiler and Gas Fire servicing and repairs. Landlord Safety Certificates.</p> <p>Installers of central heating boilers, gas fires and gas cookers. All plumbing work, leaks & repairs. No job too small.</p>
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<p>M.J. Monk Plumbing & Drainage</p> <p>Matthew Monk 4 Lich Avenue Wolverhampton WV11 3DQ</p>	<p>Telephone: 01902 602312 Mobile: 07773 222552 matthewmonk1980@gmail.com www.mjmonkdrainage.co.uk</p> <p>All types of plumbing and drainage work undertaken: blocked drains/toilets, CCTV Surveys for drains, drain installation, tap repair, pipe fitting, water leak detection. General plumbing and bathroom installations. 25 years' experience. No job too small.</p>
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<p>Patrick Edgell</p> <p>South Staffs Gas 13 Merridale Crescent Wolverhampton WV3 9QY</p>	<p>Telephone: 0800 0266696 Mobile: 07711 048123 southstaffsgas@gmail.com</p> <p>Central Heating servicing & repairs. British Gas Trained. All gas cookers and fires supplied, fitted, serviced & repaired. Specialising in gas appliances from last 50 years. Safety Inspections. Gas Safe Registered. 24 hour Emergency call-out.</p>
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"Excellent, we're very pleased, looks great and they were polite"

PLUMBING, HEATING and DRAINAGE

T. S. Gas & Electric Ltd. The Pressworks 36-38 Berry Street Wolverhampton WV1 1HA	Telephone: 01902 500275 sales@t-s-gas.co.uk www.t-s-gas.co.uk Gas boiler and central heating installations. Accredited installers for Worcester-Bosch and Vaillant. Up to 12 years manufacturers parts and labour guarantee on gas boiler installations. Which? Trusted Trader.
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*"First class tradesman, very trustworthy and would
recommend him"*

**Anyone can be scammed. Any time. Any age.
Help to protect yourself and others.
PLAY YOUR PART, ACT ON SCAMS**

If you receive a promotional flyer, a letter, phone call, a text or an email out of the blue, **DON'T RESPOND, REPORT IT & TELL A FRIEND, NEIGHBOUR OR RELATIVE.**

Report scams or suspected scams to **Action Fraud** at **0300 1232040** or visit **www.actionfraud.police.uk**

For advice and assistance call **Citizens Advice** consumer service on **0808 2231133** who provide free confidential and impartial advice on consumer issues or visit **www.adviceguide.org.uk**

www.friendsagainstscams.org.uk
We are #scamaware, #ScamSavvy

CITY of
WOLVERHAMPTON
COUNCIL

WCC 2207 06/2022

WORD OF MOUTH – SATISFACTION SURVEY

PLEASE COMPLETE AND RETURN

NOTE: You do not have to give us your personal details, but it would help us to know the area of the city in which you live. If you choose to complete your personal details, we will only use them to contact you. If you have asked us to do so or if we are following up a complaint that you have made.

Your Name (if you wish to give it)				
Your address (if you wish to give it)				
Telephone No.				
Email address				
Name and address of listed trader that you have used:				
What date did you see this trader				
What work did they carry out for you?				
Was the agreed date/time kept to? Any Comments:	(✓)	Yes	No	
Did you receive a written quote?	(✓)	Yes	No	
Were you charged the agreed price?	(✓)	Yes	No	
Did you receive an itemised receipt?	(✓)	Yes	No	
Was the work carried out to your satisfaction? Any comments:	(✓)	Yes	No	
Was the trader polite and helpful? Any Comments:	(✓)	Yes	No	



TREE CARE

Steve Millman Codsall Tree Services Ltd. 4 Flemmynge Close Codsall Nr. Wolverhampton WV8 2AD	Telephone: 01902 846306 Mobile: 07976 828564 codsalltree@aol.com Pruning, Felling, Hedges Tree Planting and Stump Grinding Tree Surveys and Tree Reports Fully insured to £10 million. Fully Qualified Free Estimates - *Helpful Advice*
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SJF Tree Care 9 Rudyard Close Moseley Green Fordhouses Wolverhampton WV10 8TG	Telephone: 01902 654485 Mobile: 07939 659138 Tree felling and pruning. Conifers and hedges pruned. Stump grinding. Fully insured.
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T.V. SERVICES and AERIALS

Ben Pilgrim t/a Clear Vision Aerials 29 Lawnswood Avenue Claregate Wolverhampton WV6 9HP	Telephone: 01902 752036 Mobile: 07948 888434 cv.aerials@gmail.com www.clearvisionaerials.com We supply and fit: CCTV systems, Digital / Freeview / HD / FM / DAB Aerials Freesat / Sky dishes and equipment. All work fully guaranteed. Insurance quotes. Discounts for Pensioners.
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Brian Wadsworth t/a Saturn Aerials 46 White Oak Drive Finchfield Wolverhampton WV3 9AW	Telephone: 01902 764530 Established 1975. Aerials and satellite installations. Aerial repairs. Dish repairs. Extra TV points. TV tuning service.
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WINDOW FITTING and REPAIR

<p>Carl Hayward</p> <p>Castle Windows (Midlands) Ltd. Unit 1 Fryers Close Walsall WS3 2XQ</p>	<p>Telephone: 01922 623444 Freephone: 0800 0355581 <u>castlewindowsmidlandsltd@hotmail.com</u></p> <p>Suppliers and installers of all UPVC products, including Windows, Doors, Porches, Conservatories, Fascias and Guttering, Composite Doors. See the designs of the windows and doors on your property on your television before you order. All work Insurance backed. 10 year Guarantee.</p>
<p>Gavin Oakley</p> <p>S and G Oakley Farm t/a Komo Services Oak Farm Sandford Claverley WV5 7AE</p>	<p>Telephone: 01746 710171 Mobile: 07932 651294 <u>komoservices@hotmail.co.uk</u></p> <p>UPVC Windows and Doors supplied and installed. Composite doors. Single or full house replacement. Misted units replaced. Door and window repairs. UPVC Fascia and Guttering cleaned / replaced.</p>
<p>John Robert West</p> <p>t/a Homesecure Property Services 15 Mountford Way Shifnal TF11 9QG</p>	<p>Telephone: 01952 462350 Mobile: 07793 751073 <u>j-west61@hotmail.co.uk</u></p> <p>All door and window repairs. Garage doors. All glazing and locks. Supply and fit composite doors, patios and porches. Misted glazing replaced. UPVC Specialist. 10% Discount for OAPs. Covering Wolverhampton and surrounding areas.</p>

*"Completely satisfied, tidied up after his work too -
Very pleasant and explained all that was wrong and the
solution"*