



**SOUTH-EAST
TIMBER & DAMP LTD.**

How to Choose a Reputable Contractor

As an established and respected operator in this field, we want all consumers to use a company that can provide an efficient and professional service, whether that is us or one of our competitors.

In an ideal world, **all** contractors would be trustworthy and reliable. Sadly, we all know that some businesses are less than trustworthy: providing a service that is not up to scratch and which lets the whole industry down.

We know this from our own experience as we are often called out to inspect work that has failed in some way and the company in question has 'disappeared' refuses to return or has ceased trading.

To employ a reputable company you can trust, please follow our simple checklist:

- 1. Is the firm a member of our industries regulated trade association?** The trade body for our specialist works is [The Property Care Association – PCA](#), **WE WOULD STRONGLY RECOMMEND THAT YOU USE A PCA MEMBER FOR ANY REMEDIAL WORKS**. The PCA are there to support YOU if it goes wrong.
- 2. Is the company regulated?** Check whether the company is Kent County Council's **Trading Standards Approved**, members of the government's [Trustmark scheme](#) or a **Which?** trusted trader. These establishments all vet and regulate their members; therefore membership is an indication of stability and trustworthiness.
- 3. What LOGOS are displayed?** Companies regularly display WORTHLESS logos – they are logos of a chemical company product or emblems of ghost associations that sell the use of their logo for a fixed fee – however, it means nothing! Ensure the logos on the website actually demonstrate competency and are relative to the works. Below are our membership accreditations.





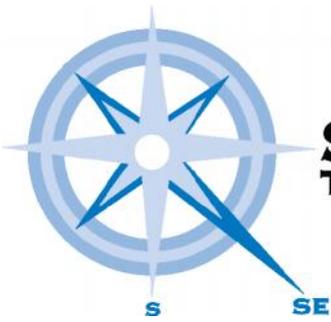
- 4. Does your contractor have a good online reputation?** Websites such as www.checkatrade.com require certain standards from their listed contractors and also record feedback from customers, making it easy for you to check how the firm has performed for previous clients.
- 5. Is the firm a Limited Company and showing their Company Registration Number?** Check for yourself via the free service provided by Companies House, which can be accessed via this link: <http://wck2.companieshouse.gov.uk>

You will be surprised how many companies are still trading online and over the phone who, when you check, have actually dissolved or are in liquidation according to Companies House!

- 6. Does the company ONLY have 0800 or MOBILE contact numbers?** If the answer is yes then you may need to be cautious – 0800 and mobile numbers are not locked to a specific location so although they may offer you a free call they can also be an indication of a firm without a fixed base or office.
- 7. Has the company's name changed?** Some firms may use one name then pop up a few years later with a different, but similar one, i.e. Kenny's Damp Limited changes to Kenny's Damp (Kent) Limited. This scenario should set alarm bells ringing as generally it means the company has gone out of business and then set up again under a different name.

Try "Googling" the company to see what comes up! Or see what comes up when you type the main part of their name, such as "Kenny's Damp feedback"

By doing your homework and researching the market using these simple steps it is possible to find a contractor who will not only get the job done but get the job done but a better chance that they are around for the foreseeable future if needed again.



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**Once you have chosen your contractor,
ask these questions before you proceed:**

Is the Surveyor qualified?

Ensure that the person inspecting your property is qualified as a Remedial Treatments Surveyor ([CSRT](#)). Only this qualification shows you that the Surveyor has undergone rigorous training.

If you require advice regarding below ground waterproofing/tanking then ensure the Surveyor is a Structural Waterproofing Surveyor ([CSSW](#)) as this qualification indicates exceptional knowledge in this specialist area.

Are guarantees offered for the specialist works?

Does the company provide a guarantee for the specialist work?

For how long is it valid? If you wish, ask to see a sample copy of the guarantee. Read it over and ensure you are happy with the content.

Can the firm offer you an insurance policy?

Are you given the option to take out an insurance policy for an additional fee to cover the lifetime of the guarantee to cover the works if the company goes out of business? The best product on the market is [GPI Limited](#)

Remember a guarantee is worthless if the company has gone out of business – only PCA members can offer a GPI insurance policy that is valid even if they go out of business.

**Ensure you have considered all of the above before you make
your choice as to who should carry out a survey or works
on your behalf.**



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Who Are We?

South East Timber and Damp Limited are a leading specialist company in mid-Kent, serving all of Kent including Tunbridge Wells, Sevenoaks, Tenterden, Maidstone, South East London and surrounding areas.

Meet Dean & Annabelle Webster Owners of South East Timber & Damp Limited



If you wish to find out more about our services, please visit us online at:

www.timberanddamp.co.uk

Alternatively, drop us an email: enquiries@timberanddamp.co.uk

Want to chat in person? Call us on:

Sevenoaks 01732 884535

Tenterden 01580 447890

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please feel free to share it with your friends and family**