



take part, take pride



Please check this is the most up to date edition of the list on:

[www.sutton.gov.uk/ssts](http://www.sutton.gov.uk/ssts) or 020 8770 5000



# Safer Sutton Trader Scheme

**Welcome to Sutton Council's Safer Sutton Trader Scheme.**

**Please note the following points before contacting a trader on this list:**

The traders in this list have demonstrated their commitment to trading in a fair, professional and honest way.

This is not an approved list. The Council does not recommend the traders on the list.

The inclusion of a trader on the list is only an indication that the trader has made a commitment to meet certain standards, and does not mean that the Council in any way guarantees or accepts responsibility for any aspect of the work undertaken by, or agreements that a customer makes with, a particular trader. In every instance the decision must rest with the customer.

Criminal Records Disclosure, it is a requirement of membership of this scheme to have a Criminal Record check carried out.

If you do use a trader from this list, we would welcome your comments. Please complete the customer feedback form and return it to the Business Regulation Service address mentioned below.

As new members join the scheme we will update the list. To see the latest version you can visit the scheme's website at [www.sutton.gov.uk/ssts](http://www.sutton.gov.uk/ssts)

The back page will have a date and edition number.

Do not forget you may need Planning and/or Building Regulations Approval. For further information, please contact:

Environment & Neighbourhoods  
24 Denmark Road  
Carshalton  
Surrey  
SM5 2JG

Phone: 020 8770 6200.

For further information, please contact:

Business Regulation Service  
24 Denmark Road  
Carshalton  
Surrey  
SM5 2JG

Phone: 020 8770 5000

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**Feedback Form**



**Safer Sutton**  
**Trader Scheme**

Sponsored by  
**The London Borough  
of Sutton**

## Auto Locksmiths

### **AES Fire And Security**

53 Station Way Cheam SM3 8SD

Phone: 020 8770 1244

Mobile:

Email: Sales@aessecurity.co.uk

Web: www.Aessecurity.co.uk

## Bathroom Installers

### **J B Collins Ltd**

29 Alma Road Carshalton Surrey SM5 2PQ

Phone: 020 8643 3098

Mobile: 07703 528 965

Email: J.collins17@sky.com

Web:

### **Eddie Parsons Bathroom Specialist Ltd**

14 Almond Avenue Carshalton SM5 2BP

Phone: 020 8647 7944

Mobile: 07799 817 289

Email: Eddie@eddie-parsons.com

Web: www.eddie-parsons.com

### **Thomas Interiors**

10 Cambridge Road Carshalton SM5 3QP

Phone: 020 8643 2767

Mobile: 07778 435 945

Email: Thomasinteriors3@aol.com

Web:

24HR Service: for general maintenance services

### **Splash Plumbing Ltd**

318 Green Wrythe Lane Carshalton SM5 1TS

Phone: 020 8647 9391

Mobile: 07900 494 476

Email: splashplumbingltd@fsmail.net

Web: www.splashplumbingltd.com

24HR Service: For Boiler Breakdowns and Gas and Electric emergencies

## Bedroom Installation

### **Thomas Interiors**

10 Cambridge Road Carshalton SM5 3QP

Phone: 020 8643 2767

Mobile: 07778 435 945

Email: Thomasinteriors3@aol.com

Web:

24HR Service: for general maintenance services

## Building Repairs

### **Trevor Smith Decorating**

57 The Ridgway Sutton SM2 5JX

Phone: 020 8642 1247

Mobile: 07941 550 826

Email: Trevorrussellsmith@hotmail.com

Web:

### **Link General Builders & Decorators**

2 Link Lane Wallington Surrey SM6 9EB

Phone: 020 8669 5015

Mobile: 07769 756 574

Email:

Web:

## **Carpenters**

### **K & J Builders**

253 Gander Green Lane Sutton Surrey SM1 2HD

Phone: 020 8644 1686

Mobile: 07769 685 907

Email:

Web:

### **Thomas Interiors**

10 Cambridge Road Carshalton SM5 3QP

Phone: 020 8643 2767

Mobile: 07778 435 945

Email: Thomasinteriors3@aol.com

Web:

24HR Service: for general maintenance services

### **Parkside Carpentry**

232 London Road Hackbridge SM6 7EA

Phone: 020 8773 2624

Mobile: 07711 663 291

Email: Parksidecarpentry@hotmail.com

Web:

### **J B Collins Ltd**

29 Alma Road Carshalton Surrey SM5 2PQ

Phone: 020 8643 3098

Mobile: 07703 528 965

Email: J.collins17@sky.com

Web:

## **Carpet & Upholstery Cleaners**

### **Sunshine Services**

31 Fairford Gardens Worcester Park KT4 7BH

Phone: 020 8337 2456

Mobile: 07769 771 761

Email: Sunshinemail@btinternet.com

Web:

### **Carshalton Beeches Property Services**

49A Beeches Avenue, Carshalton Beeches, SM5 3LJ

Phone: 020 3524 7969

Mobile: 07989 696391

Email:

Web:

## Central Heating Installers & Gas Engineers

### **Splash Plumbing Ltd**

318 Green Wrythe Lane Carshalton SM5 1TS

Phone: 020 8647 9391

Mobile: 07900 494 476

Email: splashplumbingltd@fsmail.net

Web: www.splashplumbingltd.com

24HR Service: For Boiler Breakdowns and Gas and Electric emergencies

### **C J Construction (Surrey) Ltd**

1 – 3 Wealdstone Road Sutton SM3 9QN

Phone: 020 8395 3021

Mobile:

Email: Office@cjconstructionltd.com

Web: www.cjconstructionltd.com

### **Smith & Byford Ltd**

36 The Broadway Cheam Village Surrey SM3 8BD

Phone: 020 8643 3439

Mobile: 07825 809 248

Email: home.service@smithandbyford.com

Web: www.smithandbyford.com

## Decorators (Interior/Exterior)

### **Gerard Skilling**

5 Rose Hill Park West Sutton SM1 3LA

Phone: 020 8644 4016

Mobile: 07956 550 411

Email: Gerardskilling@hotmail.co.uk

Web: gerardskilling-decorating.co.uk

### **Trevor Smith Decorating**

57 The Ridgway Sutton SM2 5JX

Phone: 020 8642 1247

Mobile: 07941 550 826

Email: Trevorrussellsmith@hotmail.com

Web:

### **J B Collins Ltd**

29 Alma Road Carshalton Surrey SM5 2PQ

Phone: 020 8643 3098

Mobile: 07703 528 965

Email: J.collins17@sky.com

Web:

### **Roach Bros Ltd**

129 Woodcote Road Wallington Surrey SM6 0QD

Phone: 020 8647 1740

Mobile:

Email: enquiries@roachbrothers.co.uk

Web: www.roachbrothers.co.uk

### **D S Jordan & Sons**

28 Godalming Avenue Wallington Surrey SM6 8NW

Phone: 020 8681 7621

Mobile: 07759 681 386

Email: rickyjordan1@hotmail.co.uk

Web:

### **Link General Builders & Decorators**

2 Link Lane Wallington Surrey SM6 9EB

Phone: 020 8669 5015

Mobile: 07769 756 574

Email:

Web:

### **Carshalton Beeches Property Services**

49A Beeches Avenue, Carshalton Beeches, SM5 3LJ

Phone: 020 3524 7969

Mobile: 07989 696391

Email:

Web:

### **Sunshine Services**

31 Fairford Gardens Worcester Park KT4 7BH

Phone: 020 8337 2456

Mobile: 07769 771 761

Email: Sunshinemail@btinternet.com

Web:

### **Disabled Adaptations/Equipment**

#### **AES Fire And Security**

53 Station Way Cheam SM3 8SD

Phone: 020 8770 1244

Mobile:

Email: Sales@aessecurity.co.uk

Web: [www.Aessecurity.co.uk](http://www.Aessecurity.co.uk)

### **Double Glazing Installations**

#### **Alaskan Windows Limited**

17 Elgin Road Sutton SM1 3SN

Phone: 020 8644 8060

Mobile: 07974 255 443

Email: Email@alaskanwindows.co.uk

Web: [www.alaskanwindows.co.uk](http://www.alaskanwindows.co.uk)

### **Double Glazing Repairers**

#### **A Sawyer Glazing**

99 The Causeway Carshalton Surrey SM5 2LZ

Phone: 020 8647 6564

Mobile: 07984 983 805

Email: Andrew.sawyer@virgin.net

Web:

## Driveway Contractors

### **Executive Gardens Ltd**

29 Sandy Lane Cheam SM2 7PQ

Phone:

Mobile: 07944 884 287

Email: [Enquiries@executivegardens.co.uk](mailto:Enquiries@executivegardens.co.uk)

Web: [www.executivegardens.co.uk](http://www.executivegardens.co.uk)

## Electricians

### **MJM Electrical Services Ltd**

35B Woodcote Avenue Wallington SM6 0QU

Phone: 020 8647 7627

Mobile: 07932 055 886

Email: [Mjmelec@yahoo.co.uk](mailto:Mjmelec@yahoo.co.uk)

Web: [www.mjmelectriciancroydon.co.uk](http://www.mjmelectriciancroydon.co.uk)

### **J B Collins Ltd**

29 Alma Road Carshalton Surrey SM5 2PQ

Phone: 020 8643 3098

Mobile: 07703 528 965

Email: [J.collins17@sky.com](mailto:J.collins17@sky.com)

Web:

### **C J Construction (Surrey) Ltd**

1 – 3 Wealdstone Road Sutton SM3 9QN

Phone: 020 8395 3021

Mobile: 07903 940 567

Email: [Office@cjconstructionltd.com](mailto:Office@cjconstructionltd.com)

Web: [www.cjconstructionltd.com](http://www.cjconstructionltd.com)

### **Smith & Byford Ltd**

36 The Broadway Cheam Village Surrey SM3 8BD

Phone: 020 8643 3439

Mobile: 07825 809 248

Email: [home.service@smithandbyford.com](mailto:home.service@smithandbyford.com)

Web: [www.smithandbyford.com](http://www.smithandbyford.com)

## Fencing Contractors

### **Executive Gardens Ltd**

29 Sandy Lane Cheam SM2 7PQ

Phone:

Mobile: 07944 884 287

Email: [Enquiries@executivegardens.co.uk](mailto:Enquiries@executivegardens.co.uk)

Web: [www.executivegardens.co.uk](http://www.executivegardens.co.uk)

## Gas Fitters

### **Splash Plumbing Ltd**

318 Green Wrythe Lane Carshalton SM5 1TS

Phone: 020 8647 9391

Mobile: 07900 494 476

Email: splashplumbingltd@fsmail.net

Web: www.splashplumbingltd.com

24HR Service: For Boiler Breakdowns and Gas and Electric emergencies

### **Smith & Byford Ltd**

36 The Broadway Cheam Village Surrey SM3 8BD

Phone: 020 8643 3439

Mobile: 07825 809 248

Email: home.service@smithandbyford.com

Web: www.smithandbyford.com

## General Builders

### **Roach Bros Ltd**

129 Woodcote Road Wallington Surrey SM6 0QD

Phone: 020 8647 1740

Mobile:

Email: enquiries@roachbrothers.co.uk

Web: www.roachbrothers.co.uk

### **K & J Builders**

253 Gander Green Lane Sutton Surrey SM1 2HD

Phone: 020 8644 1686

Mobile: 07769 685 907

Email:

Web:

### **Parkside Carpentry**

232 London Road Hackbridge SM6 7EA

Phone: 020 8773 2624

Mobile: 07711 663 291

Email: Parksidecarpentry@hotmail.com

Web:

### **C J Construction (Surrey) Ltd**

1 – 3 Wealdstone Road Sutton SM3 9QN

Phone: 020 8395 3021

Mobile: 07903 940 567

Email: Office@cjconstructionltd.com

Web: www.cjconstructionltd.com

## Guttering Contractors

### **J F J Langridge Ltd**

40 Sandy Lane North Wallington Surrey SM6 8JZ

Phone: 020 8647 1788

Mobile:

Email: Langridgelt@tiscali.co.uk

Web:

### **Hellings Brothers Roofing**

41 Hillside Banstead Surrey SM7 1HJ

Phone: 08080 476 634

Mobile: 07803 143 145

Email: Hellingsbrothers@gmail.com

Web:

### **Homefront Roofline Ltd**

9 Downs Side Cheam Surrey SM2 7EH

Phone: 020 8330 1500

Mobile: 07802 475 517

Email: ray.bull@homefrontsurrey.com

Web: www.homefrontsurrey.com

### **Handy Person**

#### **Trevor Smith Decorating**

57 The Ridgway Sutton SM2 5JX

Phone: 020 8642 1247

Mobile: 07941 550 826

Email: Trevorrussellsmith@hotmail.com

Web

### **Heating Installers and Gas Engineers**

#### **J B Collins Ltd**

29 Alma Road Carshalton Surrey SM5 2PQ

Phone: 020 8643 3098

Mobile: 07703 528 965

Email: J.collins17@sky.com

Web:

### **Home Improvements**

#### **Link General Builders & Decorators**

2 Link Lane Wallington Surrey SM6 9EB

Phone: 020 8669 5015

Mobile: 07769 756 574

Email:

Web:

#### **Thomas Interiors**

10 Cambridge Road Carshalton SM5 3QP

Phone: 020 8643 2767

Mobile: 07778 435 945

Email: Thomasinteriors3@aol.com

Web:

24HR Service: for general maintenance services

#### **Parkside Carpentry**

232 London Road Hackbridge SM6 7EA

Phone: 020 8773 2624

Mobile: 07711 663 291

Email: Parksidecarpentry@hotmail.com

Web:

### **Trevor Smith Decorating**

57 The Ridgway Sutton SM2 5JX

Phone: 020 8642 1247

Mobile: 07941 550 826

Email: Trevorrussellsmith@hotmail.com Web:

### **Carshalton Beeches Property Services**

49A Beeches Avenue, Carshalton Beeches, SM5 3LJ

Phone: 020 3524 7969

Mobile: 07989 696391

Email:

Web:

## **Household and Garden Clearance**

### **Executive Gardens Ltd**

29 Sandy Lane Cheam SM2 7PQ

Phone:

Mobile: 07944 884 287

Email: Enquiries@executivegardens.co.uk

Web: www.executivegardens.co.uk

## **Kitchen Fitters**

### **Parkside Carpentry**

232 London Road Hackbridge SM6 7EA

Phone: 020 8773 2624

Mobile: 07711 663 291

Email: Parksidecarpentry@hotmail.com Web:

### **Roach Bros Ltd**

129 Woodcote Road Wallington Surrey SM6 0QD

Phone: 020 8647 1740

Mobile:

Email: enquiries@roachbrothers.co.uk

Web: www.roachbrothers.co.uk

### **J B Collins Ltd**

29 Alma Road Carshalton Surrey SM5 2PQ

Phone: 020 8643 3098

Mobile: 07703 528 965

Email: J.collins17@sky.com

Web:

### **Thomas Interiors**

10 Cambridge Road Carshalton SM5 3QP

Phone: 020 8643 2767

Mobile: 07778 435 945

Email: Thomasinteriors3@aol.com

Web:

24HR Service: for general maintenance services

## **Splash Plumbing Ltd**

318 Green Wrythe Lane Carshalton SM5 1TS

Phone: 020 8647 9391

Mobile: 07900 494 476

Email: splashplumbingltd@fsmail.net

Web: www.splashplumbingltd.com

24HR Service: For Boiler Breakdowns and Gas and Electric emergencies

## **Landscape Gardeners**

### **Executive Gardens Ltd**

29 Sandy Lane Cheam SM2 7PQ

Phone:

Mobile: 07944 884 287

Email: Enquiries@executivegardens.co.uk

Web: www.executivegardens.co.uk

## **Locksmiths**

### **AES Fire And Security**

53 Station Way Cheam SM3 8SD

Phone: 020 8770 1244

Mobile:

Email: Sales@aessecurity.co.uk

Web: www.Aessecurity.co.uk

## **Pest Control**

### **A1 Pest Control Services**

19 Ninehams Close Caterham Surrey CR3 5LQ

Phone: 020 8668 6417

Mobile: 07958 388 978

Email: M.haymes@ntlworld.com

Web: www.a1pestcontrolservices.co.uk

### **Surrey Environmental Services (Pld) Ltd**

56 Greenway Raynes Park London SW20 9BH

Phone: 020 8286 7143

Mobile: 07712 619 127

Email: stevenbostock@msn.com

Web: www.surreyenvironmentalservices.co.uk

### **M R Pest Control (London)**

30 Apeldoorn Drive Sutton

Surrey

SM6 9LG

Phone: 020 8773 2787

Mobile:

Email: accounts@mrpestcontrol.co.uk

Web: www.mrpestcontrol.co.uk

## Plasterers and Renderers

### **Link General Builders & Decorators**

2 Link Lane Wallington Surrey SM6 9EB

Phone: 020 8669 5015

Mobile: 07769 756 574

Email:

Web:

### **Eddie Parsons Bathroom Specialist Ltd**

14 Almond Avenue Carshalton SM5 2BP

Phone: 020 8647 7944

Mobile: 07799 817 289

Email: [Eddie@eddie-parsons.com](mailto:Eddie@eddie-parsons.com)

Web: [www.eddie-parsons.com](http://www.eddie-parsons.com)

### **Cheam Plastering**

16 The Dene Cheam Sutton, Surrey SM2 7EG

Phone: 020 8770 9482

Mobile: 07957 613 796

Email: [Johndwyer@blueyonder.co.uk](mailto:Johndwyer@blueyonder.co.uk)

Web: [www.cheamplastering.co.uk](http://www.cheamplastering.co.uk)

## Plumbers

### **J B Collins Ltd**

29 Alma Road Carshalton Surrey SM5 2PQ

Phone: 020 8643 3098

Mobile: 07703 528 965

Email: [J.collins17@sky.com](mailto:J.collins17@sky.com)

Web:

### **Eddie Parsons Bathroom Specialist Ltd**

14 Almond Avenue Carshalton SM5 2BP

Phone: 020 8647 7944

Mobile: 07799 817 289

Email: [Eddie@eddie-parsons.com](mailto:Eddie@eddie-parsons.com)

Web: [www.eddie-parsons.com](http://www.eddie-parsons.com)

### **Splash Plumbing Ltd**

318 Green Wrythe Lane Carshalton SM5 1TS

Phone: 020 8647 9391

Mobile: 07900 494 476

Email: [splashplumbingltd@fsmail.net](mailto:splashplumbingltd@fsmail.net)

Web: [www.splashplumbingltd.com](http://www.splashplumbingltd.com)

24HR Service: For Boiler Breakdowns and Gas and Electric emergencies

### **Sunshine Services**

31 Fairford Gardens Worcester Park KT4 7BH

Phone: 020 8337 2456

Mobile: 07769 771 761

Email: [Sunshinemail@btinternet.com](mailto:Sunshinemail@btinternet.com)

Web:

## **Smith & Byford Ltd**

36 The Broadway Cheam Village Surrey SM3 8BD

Phone: 020 8643 3439

Mobile: 07825 809 248

Email: [home.service@smithandbyford.com](mailto:home.service@smithandbyford.com)

Web: [www.smithandbyford.com](http://www.smithandbyford.com)

## **Property Maintenance and Development**

### **Roach Bros Ltd**

129 Woodcote Road Wallington Surrey SM6 0QD

Phone: 020 8647 1740

Mobile:

Email: [enquiries@roachbrothers.co.uk](mailto:enquiries@roachbrothers.co.uk)

Web: [www.roachbrothers.co.uk](http://www.roachbrothers.co.uk)

## **Roofers**

### **J F J Langridge Ltd**

40 Sandy Lane North Wallington Surrey SM6 8JZ

Phone: 020 8647 1788

Mobile:

Email: [Langridgelt@tiscali.co.uk](mailto:Langridgelt@tiscali.co.uk)

Web:

### **Hellings Brothers Roofing**

41 Hillside Banstead Surrey SM7 1HJ

Phone: 08080 476 634

Mobile: 07803 143 145

Email: [Hellingsbrothers@gmail.com](mailto:Hellingsbrothers@gmail.com)

Web:

### **Sunshine Services**

31 Fairford Gardens Worcester Park KT4 7BH

Phone: 020 8337 2456

Mobile: 07769 771 761

Email: [Sunshinemail@btinternet.com](mailto:Sunshinemail@btinternet.com)

Web:

### **Link General Builders & Decorators**

2 Link Lane Wallington Surrey SM6 9EB

Phone: 020 8669 5015

Mobile: 07769 756 574

## Security Specialists

### **AES Fire And Security**

53 Station Way Cheam SM3 8SD

Phone: 020 8770 1244

Mobile:

Email: [Sales@aessecurity.co.uk](mailto:Sales@aessecurity.co.uk)

Web: [www.Aessecurity.co.uk](http://www.Aessecurity.co.uk)

### **GenieCloud**

Dalton House 60 Windsor Avenue Wimbledon SW19 2RR

Phone: 020 7871 2799

Mobile: 07539 993 150

Email: [info@geniecloud.co.uk](mailto:info@geniecloud.co.uk)

Web: [www.geniecloud.co.uk](http://www.geniecloud.co.uk)



# Age UK Small Job Service

Age UK Sutton's Gardening and Approved Provider service provides peace of mind for clients by removing the element of uncertainty and doubt that comes with using unknown service providers.

Gardening: our trustworthy and reliable gardeners are direct employees of AgeUK Sutton, and so have been thoroughly referenced and DBS-checked. They are extremely knowledgeable, and able to undertake a variety of gardening tasks including lawn mowing, hedge trimming, leaf raking and clearance, and can also fit key safes. £30 for 1.5 hours regular gardening/£60 for 3 hours one-off gardening.

Approved Providers: this service can undertake larger household tasks. All Approved Providers have been reference checked and DBS-vetted, in addition to maintaining a long-standing relationship with Age UK Sutton. Approved Providers can help with jobs such as electrical work, plumbing work, painting and decorating, carpentry, roofing and guttering, boiler maintenance, large home improvement works. We regret Approved Providers are unable to carry out small, handyman-type household jobs. Approved Providers maintain their own rates.

For more information about these services:

T: 020 8770 4089

E: [centralservicesadmin@ageuksutton.org.uk](mailto:centralservicesadmin@ageuksutton.org.uk)

A: 1 / 2 Lower Square, St. Nicholas Way, Sutton, SM1 1EA

W: [www.ageuk.org.uk/sutton/our-services](http://www.ageuk.org.uk/sutton/our-services)

## Gas Safe Register

Gas safety in Great Britain has changed. CORGI gas registration ended in Great Britain and the Isle of Man and no longer applies to gas safety law. All gas engineers must now be on the Gas Safe Register to carry out gas work lawfully.

For Landlords the requirement for annual maintenance and safety checks on gas appliances has not changed but landlords should make sure that these are carried out by a Gas Safe Registered engineer.

You can find or check a Gas Safe Register engineer 24 hours a day, 7 days a week online at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) or phone 0800 408 5500.

Remember to always check the engineer's Gas Safe Register ID card.

# Our Sutton

Our Sutton is London Borough of Sutton's online adult social care directory. Our Sutton is the primary point of information for service users, family members, carers, staff and all other citizens seeking information they need to make care and support decisions. This site includes information about;

Help at home, Housing options, Staying safe, Things to do, Money matters, Getting around, Working and learning, Health and wellbeing, Carers

Please visit <http://our.sutton.gov.uk>

## Builders In Your Community (BIYC)

BIYC is an on-line information service, which helps guide people to competent builders and trades people in their community.

Customers provide details of their job / project and BIYC's systems quickly identify competent local builders and trades people who meet the requirements.

The service is free to use for customers.

Our objective is to protect the interests of customers, whilst promoting competent builders and trades people. To meet this aim, members:

- Have been vetted, are committed to maintaining their insurance and work to our Code of Conduct, which includes offering a 12 month materials and workmanship guarantee.
- Are filtered to customer's requirements and ranked by recent performance on our Search Results Dashboards.
- Remain accountable for their work with their performance continuously monitored and reported on our website.

BIYC offer a powerful, free to use decision-making tool that saves time, money & stress.

Through the service, BIYC uniquely focus, commit and invest in local communities giving 25% of its profits back.

BIYC's aim is to support and help strengthen those communities where we operate and we are proud to be partnering with LB Sutton and Safer Sutton Traders Scheme.

Tel: 0844 809 4606

Web: [www.biyc.co.uk](http://www.biyc.co.uk)

# Sutton Staying Put

Sutton Staying Put is the Council's accredited in-house Home Improvement Agency which has been established since 1995.

It provides a valuable support service for older, disabled and other vulnerable people within the community by carrying out home repairs, renovation work and, for those with a disability, adaptations around the home to make life a little easier.

To date, it has assisted over 4500 residents who have been able to remain in the comfort and safety of their own homes.

If you require further information please ring 020 8770 5000 or email [stayingput@sutton.gov.uk](mailto:stayingput@sutton.gov.uk)

## Minor Home Repairs Scheme

The Agency currently has a "Minor Home Repairs" scheme to assist disabled or vulnerable people within the Borough with small specialist repairs around the home that larger contractors may not want to do.

### What types of work are covered?

The scheme ONLY covers basic MINOR electrical (exc. full re-wires), plumbing, heating (exc. full central heating) & roofing works which will be carried out by Contractors from the Agency's approved list.

### Eligibility:

If people are disabled or vulnerable and over 50 years of age and in receipt of an income related benefit (e.g. Income Support, Pension Guarantee Credit, Council Tax Benefit) or have limited savings. If you are under 50 years of age, additionally, a member of your household also needs to be in receipt of Disability Living Allowance.

If you require further information please ring 020 8770 5000 or email [ehbst@sutton.gov.uk](mailto:ehbst@sutton.gov.uk)

# List of Useful Organisations

## **Federation of Master Builders**

Gordon Fisher House, 14-15 Great James Street, London, WC1N 3DP

Phone: 020 7242 7583

[www.fmb.org.uk](http://www.fmb.org.uk)

## **Glass and Glazing Federation (GGF)**

44-48 Borough High Street, London, SE1 1XB

Phone: 0870 042 4255

[www.ggf.org.uk](http://www.ggf.org.uk)

## **The Office of Fair Trading (OFT)**

Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX

Consumer helpline 08457 22 44 99

Phone: 020 7211 8000

<http://www.offt.gov.uk/>

## **Gas Safe Register**

PO Box 6804 Basingstoke RG24 4NB

Phone: 0800 408 5500

<http://www.gassaferegister.co.uk/>



**Safer Sutton  
Trader Scheme**

Sponsored by  
The London Borough  
of Sutton

# The Standards

Certain standards are required for a business to be included in the Scheme and these must be demonstrated. The business:

1. Must operate, but not necessarily be based, in Sutton and must have been trading for at least one year.
2. Must ensure its documentation complies with the requirements of the Business Names Act 1985 and the Companies Act 1985.
3. Should be aware of and committed to complying with its legal obligations, particularly under the Trade Descriptions Act 1968, the Supply of Goods and Services Act 1982, and Health and Safety legislation.
4. Must recognise that customer care plays an important part of being included on the list. The way a trader deals with a complaint is just as important as how it is finally resolved. Customer complaints should be dealt with quickly and courteously.
5. Should provide evidence of a complaints procedure. If the complaint cannot be resolved, the customer should be referred to the Business Regulation Service. Extra consideration and understanding should be shown when dealing with particularly vulnerable customers, such as the elderly.
6. Must provide five references relating to previous work in a consumer's home, two of which must be in the London Borough of Sutton.
7. Must provide proof of membership of a recognised Trade Association or Registration Body and be committed to complying with any Code of Practice of that organisation. Alternatively, or in addition, the business must be able to demonstrate relevant experience.
8. Must have staff who have achieved a pass in a recognised training scheme or be able to demonstrate that their experience is equivalent to this. Evidence is required.
9. Will be committed to ensuring compliance with Building Regulations, Water Regulations, Gas Safety Regulations, Wiring Regulations, Health and Safety at Work Act, Clean Air Act, relevant British Standards or European, Asbestos Regulations and all other appropriate regulations and standards.
10. Should ensure that disturbances due to noise, vibrations, dust and smoke arising from demolition and construction works on all building sites, including the public highway, within the London Borough of Sutton, are kept to an acceptable level.
11. Will make known to the customer any call out charge prior to the visit being made.
12. Will provide to the customer a written schedule of works and a written quotation. Any charge for this schedule or quotation shall be made known to the consumer in advance.

13. Will give the customer an invoice or receipt showing full details of work carried out including parts supplied and labour and other costs.
14. Must be adequately insured to cover loss or damage to consumers' property. Evidence is required.
15. Must ensure all staff dealing with gas are on the Gas Safe Register and must be able to demonstrate that they are so registered.
16. Must be registered with a scheme approved by the Department of Communities and Local Government for carrying out electrical work, and must be able to demonstrate that they are so registered.
17. Should be committed to acting in an environmentally responsible manner, using where appropriate, sustainable and energy efficient materials and disposing of waste according to the appropriate legal requirements.
18. Must ensure that no person is discriminated against or refused service on the grounds of age, race, gender, disability, marital status, sexual orientation or religious belief.



# Safer Sutton Trader Scheme

## Feedback Form

If you have recently employed a trader from the Safer Sutton Trader Scheme list to carry out work on your behalf. Please can you help us by answering the following questions?

**Any information given will be treated in confidence.**

Name of trader .....

What type of work was carried out? .....

.....

.....

Were you satisfied with the completed work? YES  NO

If 'no', why were you dissatisfied? .....

.....

.....

Was the work completed on time? YES  NO

If no, what was the reason? Do you think it was a good reason?

.....

.....

Was the price charged the price quoted? YES  NO

If 'no', was there a reason? Do you think it was a good reason?

.....

.....

.....

What was the trader like to deal with?

Excellent     Very Good     Good     Fair     Poor

Were you satisfied with the way the work was organised? YES     NO

Would you recommend the trader to a friend?                      YES     NO

Where did you find out about the trader? .....

.....

.....

Signed:..... Name (block capitals):.....

Address:.....

Date:.....

**If you wish to include any additional comments please continue below.**

**Please return this form to:**

**London Borough of Sutton, Business Regulation Service, 24 Denmark Road, Carshalton, SM5 2JG**