

Word of Mouth

Wolverhampton “Listed” Trader Scheme

Issue 11 - May 2024



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



Handyperson Service

Do you need help with household repairs?

Our experienced and friendly handyperson can help with many jobs around your home or garden.

What kind of jobs do we do?



Minor Electrical Works



Key-Safes – Supply and Fitting



Small Carpentry Jobs



Painting and Decorating



Minor Plumbing Works



Moving and Assembling Furniture



Small Plastering Jobs



Garden Clearances



Hedge Cutting

Call or Text 07764 926253 to arrange an appointment with our experienced handyperson for a free quote.

Advice when choosing a trader

- **ALWAYS** confirm you are using the **Word of Mouth** brochure when contacting a trader. Traders contained within this booklet have agreed to a code of practice and should provide you with all the necessary information.
- **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.
- **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. It is important to ensure your copy is current before contacting a trader. Please check our 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
- **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.

This list of contractors and service providers is compiled by Age UK Wolverhampton and Wolverhampton Trading Standards from unsolicited recommendations provided by previously satisfied customers. We have endeavoured to include only reliable tradespeople who will do a professional job at a fair price. The price charged is in no way subsidised or discounted to users of this list.

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. The partnership CANNOT accept any liability for, or underwrite the quality of any work done by listed traders. The provision of this list to you does not imply recommendation or approval from Age UK Wolverhampton or Wolverhampton Trading Standards.

We trust you will receive a good service from the traders listed and we welcome and actively encourage your comments as these are very important, not only to us but also to all future users of the Word of Mouth booklet.

When using traders from this list it is therefore VERY MUCH APPRECIATED if you can complete the enclosed **SATISFACTION SURVEY***, with your comments - GOOD or BAD. Two copies are included in this brochure and additional copies can be obtained from Age UK Wolverhampton.

It is also available online at:

www.ageuk.org.uk/wolverhampton/our-services/word-of-mouth/

Please return the completed Satisfaction Survey to:
Age UK Wolverhampton,
The Workspace,
All Saints Road,
Wolverhampton
WV2 1EL

Should you be disappointed or dissatisfied with any work carried out by traders in this booklet, please inform **Age UK Wolverhampton** on **01902 572060** so the matter can be considered.

*Data Protection - All personal information will be held in accordance with our Data Protection Policy (Service User Privacy Notice) If you wish to receive a copy of our Service User Privacy Notice Please contact us on **01902 572060**, email **mail@ageukwolverhampton.co.uk** or write to us at the address above.

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, check that the trader you are dealing with is still a member by calling **Age UK Wolverhampton** on **01902 572060**, or e-mailing **mail@ageukwolverhampton.co.uk**

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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 - Marston Road - Monday - 11am to 12.30pm

Compton Care Café - St Georges Parade - Monday, Tuesday, Thursday - 11am to 12.30pm

Moon under Water - Lichfield Street - Wednesday - 11am to 12.30pm

Penguin Café - Lichfield Road - Thursday 10am - 11.30am

Tai Chi Classes* - Helping to improve mobility and wellbeing

The Institute - Wood Road, Tettenhall WV6 8NF - Monday and Wednesday

All Saints Church - All Saints Road, WV2 1EL - Wednesday

Have a Heart - 9 Salisbury Street, WV3 0BG - Monday

The Hub - Ashmore Park, Griffiths Drive, WV11 2LH - Monday

Daytime Discos* – Get together and have a good time

Bilston Conservative Club - 43 Mount Pleasant, Bilston WV14 7LS

(Last Thursday of the month)

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

(3rd Thursday of the month)

Royal British Legion - Ward Grove, Lansfield. WV4 6PW

(2nd Thursday of the month)

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

(2nd Wednesday of the Month)

The Red Lion - 252 Bilston Road, WV2 2HU

(3rd Wednesday of the month)

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

Newsletter – Keep up to date with what's happening in your area

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

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

AGE UK WOLVERHAMPTON SERVICES

Information and Advice

Our team of dedicated staff and volunteers provide free, confidential, and independent information and advice on a wide range of subjects, including welfare and benefits.

Information & Advice is a telephone service open:

- Monday to Thursday
- 9.30am to 2.30pm
- Telephone: 01902 572060

Meet and Greet

You can meet us at 12.30 pm, before our discos, there's no need to book and no obligation to stay at the disco.

Help available includes:

- Accessing information and advice
- Help with Letters
- Age UK Wolverhampton volunteering opportunities
- Finding out about local activities
- Using your mobile phone

Or maybe **you would just like to talk to someone**

AUKW Home Help

Our team can provide all the support and assistance you need, tailoring the package of care to support you and your loved one.

We can help with:

- Domestic tasks, including cleaning, laundry, shopping and meal preparation
- Personal care including washing, toileting and medication prompting
- Respite care to give carers a break.
- Getting out and about to appointments, cafes and places of your choice

For more information on Age UK Wolverhampton services and activities

visit: www.ageuk.org.uk/wolverhampton

Telephone: **01902 572060**

Email: mail@ageukwolverhampton.co.uk

The Comfort Doll Family

Comfort Dolls are provided free to dementia patients by Age UK Wolverhampton. They can have a major therapeutic effect for patients, alleviating some of their suffering, and are greatly appreciated by patients, their families and carers.

Our comfort dolls are made entirely by volunteers, and distributed by our staff and volunteers working with New Cross Hospital and in other dementia care settings.



Donate today

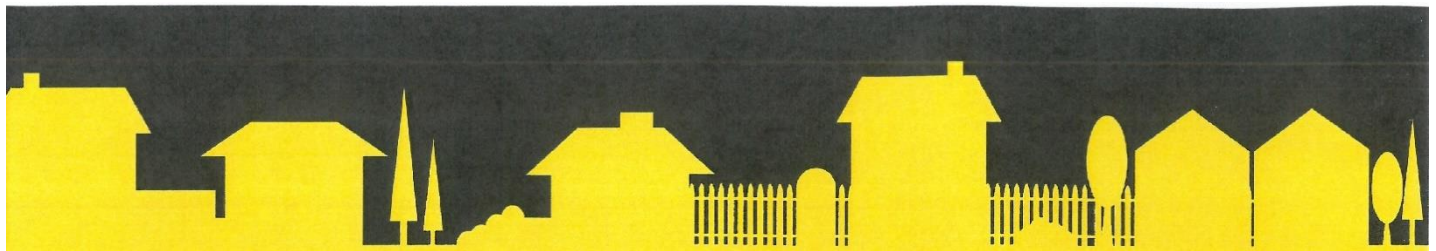


We rely on public support and goodwill to enable us to continue to provide Comfort Dolls for people who need them, as well as supporting the rest of the work that Age UK Wolverhampton does to help older people living in Wolverhampton, as they face the challenges of ageing.

If you feel that you would like to help, there are many ways in which you can do so including:

- making a one-off or regular donation,
- a gift in your will,
- Amazon Smile (which costs you nothing!), and many other ways.

www.ageuk.org.uk/wolverhampton
Age UK Wolverhampton, The Workspace, All Saints Action Centre, All Saints Rd,
Wolverhampton WV2 1EL
Instagram: [the.comfort.doll.family](https://www.instagram.com/the.comfort.doll.family)



Take A Stand Against Doorstep Scams

Protect Yourself From Doorstep Crime.
If You're Not Sure Don't Open The Door.

Top 5 Tips To Take A Stand Against Doorstep Scams

1. Use a door chain to check who's calling.
2. Don't trade on the door step.
3. Ask a trusted friend or family member for advice on reputable traders.
4. Display a "No Cold Calling" sticker outside your door.
5. Always report any suspicious activity.



Remember if you're not sure, get advice and always report a Scam



www.friendsagainstscams.org.uk

For advice on scams call
Citizens Advice Consumer Helpline:

0808 223 1133

To report scams contact

Action Fraud: 0300 123 2040

**NATIONAL
TRADING
STANDARDS**

Scams Team

ALPHABETICAL LIST OF TRADERS

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Ben Couchman Painting & Decorating	Ben Couchman	16
Bowmat Fencing Ltd.	Peter Quin	10
Brian Jones Heating & Plumbing	Brian Jones	17
Castle Windows Ltd	Carl Hayward	23
Changing Rooms (Dudley) Ltd.	Dean Perks	14, 15
Codsall Tree Services	Steve Millman	21
Codsall Windows & Doors Ltd.	Martin Frost	22
County Windows	Window Fitting and Repair	22
Crowned Roofing & Building	Jimmy McGinn	20
D.W. Windows Ltd	Window, Door and Conservatory Installer	8, 22
Edwards Roofing	Jeff Edwards	20
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ALPHABETICAL LIST OF TRADERS

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RC Cleaning Service	Richard Cotterill	8
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SNS Electrical Limited	Simon Smith	10
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T. S. Gas & Electric Ltd.	Central Heating Installation	19
Willenhall Bathrooms & Kitchens	Adrian Nicholls, Anthony Matthews	14
Wolverhampton Roofing	Michael Rock	20

BUILDING and CARPENTRY

<p>Paul Rogers</p> <p>t/a Paul Rogers Carpentry & Building Maintenance 4 Brenton Road Penn Wolverhampton WV4 5PB</p>	<p>Mobile: 07925 329001 <u>dodge1175@yahoo.co.uk</u></p> <p>All carpentry, building, roofing, plastering and decorating works undertaken, in trade since 1991. No job too small, just ring for a quote.</p>
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CLEANING SERVICES

<p>Age UK Wolverhampton Home Help Service</p> <p>The Workspace All Saints Road Wolverhampton WV2 1EL</p>	<p>Telephone: 01902 572060 <u>mail@ageukwolverhampton.co.uk</u> <u>www.ageuk.org.uk/wolverhampton</u></p> <p>Our team can provide all the support and assistance you need, tailoring the package of care to support you and your loved one.</p> <p>We can help with:</p> <ul style="list-style-type: none">● Domestic tasks, including light cleaning, laundry, shopping and some meal preparation.● Getting out and about to appointments, cafes, and places of your choice.● Support with bill paying and correspondence, shopping and organising your home.● Companionship to offer company, friendship and the support to enable you to do the things you enjoy.
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"We are 100% pleased, they exceeded our expectations"

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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> Patos pressure cleaned. UPVC Fascias and Guttering cleaned / replaced.
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RC Cleaning Services 190 Westacre Cresent Finchfield Wolverhampton WV3 9AZ	Mobile: 07792 359262 <u>rccleaning100@gmail.com</u> Cleaning Services we offer: <ul style="list-style-type: none">● Roof cleaning and moss removal● Gutter cleaning/gutter unblocking● PVC plastic cleaning● Conservatory roofs● Driveways and patios
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CONSERVATORIES and ORANGERIES

D.W. Windows Ltd 8 Meadow Lane Coseley WV14 9NQ	Telephone: 0800 9990909 01902 661779 <u>headoffice@dwwindows.co.uk</u> <u>sales@dwwindows.co.uk</u> <u>www.dwwindows.co.uk</u> Conservatories, Orangeries and Solid Tiled Conservatory roofs. Free design. Free quote service. Great prices. Family business. 18 Years' trading. Rated Excellent on Trustpilot.
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"Always look first in the WOM brochure for work needing doing. Get a new one every year"

DOMESTIC APPLIANCE INSTALLATION & REPAIRS

<p>Patrick Edgell</p> <p>South Staffs Gas 13 Merridale Crescent Wolverhampton WV3 9QY</p> <p>“Over 40 years’ experience”</p>	<p>Telephone: 0800 0266696 Mobile: 07711 048123 <u>southstaffsgas@gmail.com</u></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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ELECTRICAL

It is strongly recommended that you use a registered electrician to do any electrical work in or around your home. If you use a registered electrician, you can expect to have safe electrical installation work done, as the work should meet the UK national standard, BS 7671 (Requirements for Electrical Installations).

<p>J.T. Jarvis & Son Ltd</p> <p>Unit 23 Planetary Business Centre Planetary Road, Willenhall Wolverhampton WV13 3SW</p> <p>Telephone: 01902 426334 Mobile: 07824 556298 <u>jtjarvis_son@hotmail.co.uk</u> <u>www.jtjarvisltd.co.uk</u></p>	<p>Family run Electrical Contractors and Retailers for over 70 years. ECA & NICEIC registered for over 50 years. Electrical repairs, re-wires, lighting, fuse board changes, repairs to storage heaters & most appliances. We stock a wide range of electrical goods: Light fittings, lamps, tubes, etc. “Large enough to cope, Small enough to care”. FREE NO-OBLIGATION QUOTES.</p>
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<p>J.W Electrical</p> <p>47 Fareham Crescent Merry Hill Wolverhampton WV4 4YN</p>	<p>Telephone: 01902 763229 Mobile: 07900 560302 <u>Jase47@hotmail.co.uk</u></p> <p>Electrical installation and maintenance. Intruder security alarm systems.</p>
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ELECTRICAL

SNS Electrical Limited Simon Smith 16 Oval Drive Fordhouses Wolverhampton WV10 6AX	Telephone: 0800 5053276 Mobile: 07832 299590 <u>ssselec@yahoo.co.uk</u> <u>www.snselectricaltd.co.uk</u> Electrical installations, Electrical fault finding, Rewires, additional circuits.
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GARAGE DOORS

Plush Garage Doors Ltd. 138 Mount Pleasant KINGSWINFORD DY6 9SH	Telephone: 01384 279529 Mobile: 07711 178085 <u>www.plushgaragedoors.co.uk</u> 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 <u>allan.higgs.59@gmail.com</u> A small family business providing a complete garden service, but no tree work. Free quotes.
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Bowmat Fencing Ltd 21 Mount Road Penn Wolverhampton WV4 5SP	Telephone: 01902 337212 Mobile: 07831 299243 <u>bowmatfencing@hotmail.com</u> <u>www.bowmat-fencing.co.uk</u> Suppliers and erectors of all types of fencing and gates. Slabbing, turfing, general garden work. Free quotations. No job too small.
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GARDENING

<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>Tree surgery - felled or reduced. Stump grinding, Hedge trimming. Jungles cleared, Rubbish removed. Fence panels replaced. Logs for sale.</p>
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<p>Stephen Farmer</p> <p>SJF Garden Maintenance 9 Rudyard Close Moseley Green Fordhouses Wolverhampton WV10 8TG</p>	<p>Telephone: 01902 654485 Mobile: 07939 659138</p> <p>All types of Garden work undertaken. Garden clearance specialist, Tree work, Hedges, Fencing, Mowing and Land Clearance. Fully insured.</p>
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**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

GENERAL HOUSEHOLD MAINTENANCE

<p>Age UK Wolverhampton Handyperson Service</p> <p>The Workspace All Saints Road Wolverhampton WV2 1EL</p>	<p>Telephone: 01902 572 060 Mobile: 07764 926253 <u>mail@ageukwolverhampton.co.uk</u> <u>www.ageuk.org.uk/wolverhampton</u></p> <p>We can help with:</p> <ul style="list-style-type: none">▪ Changing light bulbs, fuses & plugs▪ Supply and/or fit KeySafes▪ Small carpentry jobs▪ Household repairs and decorating▪ Unblocking sinks and replacing toilet seats▪ Moving and assembling furniture▪ Small plastering jobs▪ Garden clearances▪ Hedge cutting <p><i>We also offer Free Home Energy checks, including supplying and fitting draught-proofing and free energy-saving equipment and devices.</i></p>
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<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>All aspects of property maintenance, no job too small. Plumbing, Drains unblocked. Saniflo Toilets installed anywhere in your home, i.e. Garage / under stairs, etc. Free advice, whatever the problem.</p>
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HOME SECURITY and LOCKSMITHS

<p>John Robert West</p> <p>t/a Homeseure 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>24 hour locksmith. Lock repairs, replacements, upgrades. Security advice. No call out fee. 10% Discount for OAPs. Covering Wolverhampton and surrounding areas.</p>
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HOW YOU CAN HELP US



Age UK Wolverhampton is committed to being there for older people who need us. If you decide to leave a gift in your will to us, you will be supporting us to make life better for older people in Wolverhampton.

Every single gift is vital to Age UK Wolverhampton and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

How to Leave a Legacy

To remember us in your will, tell your Solicitor or Will Writer:

Age UK Wolverhampton

The Workspace, All Saints Road, Wolverhampton. WV2 1EL

Registered Charity Number 1051232

It does not matter if you are making a new one, or updating a will you already have, your solicitor or Will Writer will make all the necessary arrangements for your wishes.

Remember, if you do not specify Age UK Wolverhampton for your gift, we won't receive it. To be sure we benefit from your generosity, please include our Charity number: 1051232.

What kind of gift can I leave Age UK Wolverhampton?

You can leave a specific sum of money or an item such as jewellery or a piece of art. Or you can leave a share in, or all of, what's left of the value of your estate after family and friends have been taken care of. The advantage of leaving a share (also known as a residuary gift) is that it remains the same over time, and you won't need to change your will to keep up with inflation.

If you are interested in leaving a gift in your will and want more information, please feel free to contact us on 01902 572060 and we will be happy to talk to you further. We have also agreed on a discount with Guardian Wills where you can receive professional advice. Appointments are available at our offices at All Saints.

KITCHEN / BATHROOM / BEDROOM INSTALLATIONS

<p>Astrix Interiors Ltd.</p> <p>Max Wearing Unit 23 Planetary Business Centre Planetary Road Willenhall WV13 3SW</p>	<p>Telephone: 01902 546745 Mobile: 07956 997419 <u>maxjw360@hotmail.com</u> <u>www.astrixinteriors.co.uk</u></p> <p>Family run, kitchen, bathroom, wetroom and heating specialist. We offer 3D design, supply & installation. Over 30yrs experience. Gas Safe Reg. Visit the Showroom or call for a free no-obligation quote.</p>
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<p>Changing Rooms (Dudley) Ltd.</p> <p>Dean Perks / Andy Horton 47a, Kent Street Upper Gornal Dudley DY3 1UU</p>	<p>Telephone: 01902 670426 Mobile: 07854 368675 <u>enquiries@changingrooms.org.uk</u> <u>www.changingrooms.org.uk</u></p> <p>Bathroom conversions, easy access and assisted bathing. Home improvements / alterations. 0% VAT in qualifying cases. Gas Safe registered.</p>
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<p>Adrian James</p> <p>t/a James & Huntley Ltd. (Family business Est. 1969) Woden Road Wolverhampton WV10 0AU</p>	<p>Telephone: 01902 451352 Mobile: 07764 261549 <u>jamesandhuntley@gmail.com</u> <u>www.jamesandhuntley.co.uk</u></p> <p>Manufacturers and installers of kitchen and bedroom furniture. Refurbs also available. Free survey and written quotes.</p>
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<p>Adrian Nichols Anthony Matthews Fitted Interiors Ltd.</p> <p>t/a Willenhall Bathrooms & Kitchens 6-7 Walsall Street Willenhall WV13 2ES</p>	<p>Telephone: 01902 606400 Mobile: 07977 136938 <u>info@fitted-interiors.co.uk</u> <u>www.fitted-interiors.co.uk</u></p> <p>Suppliers and fitters of custom-made bathrooms and kitchens. Specialists in mobility and special needs facilities.</p>
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KITCHEN / BATHROOM / BEDROOM INSTALLATIONS

Simmons Maintenance Services 74 Silverton Way Lyndale Park Wednesfield Wolverhampton WV11 3LA	Telephone: 01902 607485 Mobile: 07957 566341 <u>msimmons.1@btinternet.com</u> Kitchens and bathrooms specialist. Disabled bathroom adaptations supplied and fitted. Friendly and reliable service. Free survey and written quotes.
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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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"No hesitation in recommending him"

PAINTING / DECORATING

<p>Ben Couchman</p> <p>t/a Ben Couchman Painting & Decorating 14 Tenbury Gardens Penn Wolverhampton WV4 4JD</p>	<p>Telephone: 01902 338227 / 597149 Mobile: 07722 504159 <u>benn23b@gmail.com</u></p> <p>All aspects of painting and decorating, no job too small. 20 years experience. Free quotations and advice. Clean and tidy service guaranteed.</p>
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<p>Emma Hayward</p> <p>Emma's Decorating Services 177 Goldthorn Hill Penn Wolverhampton WV2 4QB</p>	<p>Telephone: 01902 332997 Mobile: 07971 788131 <u>carl-hayward@hotmail.co.uk</u></p> <p>Lady Decorator. All aspects of interior decorating. Support given to older people with removing and replacing furniture and furnishings. Free Quotes.</p>
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<p>Gregory Littleford</p> <p>18 Rockland Gardens Portobello Willenhall WV13 3HP</p>	<p>Telephone: 01902 606256 Mobile: 07929 271283 <u>littleford@blueyonder.co.uk</u></p> <p>Internal / external painting, paperhanging, coving. City & Guilds advanced level. 34 years' experience. Free quotations.</p>
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"Booklet is excellent when seeking reputable traders"

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.

PAINTING / DECORATING

<p>John Hart</p> <p>Hart Services 86 Oxley Moor Road Oxley Wolverhampton WV10 6TX</p>	<p>Telephone: 01902 783126 Mobile: 07759 259156 / 07443 475504 <u>jh.get.it.done@btinternet.com</u></p> <p>All aspects of painting & decorating. Over 20 years' experience in the trade, providing a friendly reliable service. I pride myself on customer satisfaction. Free Quotations and advice. Quality job at a competitive price.</p>
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<p>Kevin Weston Decorating</p> <p>40 Jenks Road Wombourne Wolverhampton WV5 0BL</p>	<p>Telephone: 01902 894559 Mobile: 07981 596109</p> <p>All aspects of painting/decorating. 36 years experience. Advanced City & Guilds. Member of the Guild of Master Craftsmen.</p>
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PLUMBING, HEATING and DRAINAGE

<p>PLEASE NOTE: By law, all gas engineers must be on the 'Gas Safe Register' to work safely and legally on gas appliances. ALWAYS ask to see their <u>current</u> accreditation.</p>

<p>Brian Jones Heating & Plumbing</p> <p>Holly Cottage 58a Hollybush Lane Penn Wolverhampton WV4 4JJ</p>	<p>Telephone: 01902 340059 Mobile: 07711 195665 <u>brianjonesheatingandplumbing@outlook.com</u></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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PLUMBING, HEATING and DRAINAGE

<p>M.J. Monk Plumbing & Drainage</p> <p>Matthew Monk 4 Lich Avenue Wolverhampton WV11 3DQ</p>	<p>Telephone: 01902 602312 Mobile: 07773 222552 <u>matthewmonk1980@gmail.com</u> <u>www.mjmonkdrainage.co.uk</u></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>“Over 40 years’ experience”</p>	<p>Telephone: 0800 0266696 Mobile: 07711 048123 <u>southstaffsgas@gmail.com</u></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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<p>Plumb, Gas & Heat Ltd.</p> <p>11 Elizabeth Avenue Goldthorn Hill Wolverhampton WV4 5BE</p>	<p>Telephone: 01384 936248 Mobile: 07739 589331 <u>tonymall@live.com</u> <u>www.plumbgasandheat.co.uk</u></p> <p>Specialist in boiler fault finding and repair, servicing, powerflush, gas fires, and full central heating installations. Worcester-Bosch combi boilers fitted. Extended warranty (between 8-10 years).</p>
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“Very happy with the work, good job done”

PLUMBING, HEATING and DRAINAGE

R. Jenks Plumbing & Heating Bradley House Ounsdale Crescent Wombourne Wolverhampton WV5 9HU	Telephone: 01902 897453 Mobile: 07778 190186 Installations, repairs, servicing. Bathrooms, wetrooms, central heating, boilers, tanks, taps, showers etc. Gas safe / Fairtrades registered.
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Simbuild Heating & Plumbing 27 Cranford Road Finchfield Wolverhampton WV3 8EP	Telephone: 01902 566841 Mobile: 07870 601095 <u>info@simbuild.co.uk</u> <u>www.simbuild.co.uk</u> All aspects of plumbing, heating and gas work undertaken. Gas Safe registered. Boiler servicing, repair and installation. Central heating. Power flushing specialists. Worcester-Bosch Accredited. Up to 12 years warranty. Radiators, pipework, taps fitted and repaired.
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T. S. Gas & Electric Ltd. The Pressworks 36-38 Berry Street Wolverhampton WV1 1HA	Telephone: 01902 500275 <u>sales@t-s-gas.co.uk</u> <u>www.t-s-gas.co.uk</u> 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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"I would recommend him, clean & tidy, took away the rubbish"

ROOFING

A.J. Roofing Ltd 151 Wolverhampton Road Sedgley Dudley DY3 1QR	Telephone: 01902 887437 Mobile: 07702 546422 <u>ajroofinglimited@gmail.com</u> Felting, flat roofing, tiling, chimney repairs, slating, UPVC guttering, fascia and lead work.
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Crowned Roofing & Building 40 Birches Barn Avenue Wolverhampton WV3 7BT	Telephone: 01902 621818 Mobile: 07976 106342 <u>jimmymcginn@hotmail.co.uk</u> Conservatory light tiled roofing, Firestone rubber roofing, dry verges, dry ridges (no more pointing). Fascia, soffits & gutters (all colours). All roof repairs, all maintenance free. Scaffold service. Free quotes & advice.
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Jeff Edwards Roofing Specialist t/a Edwards Roofing 12 Redhouse Road Tettenhall Wolverhampton WV6 8ST	Telephone: 01902 743831 Mobile: 07976 823178 <u>jefhurry@aol.com</u> Specialist in all aspects of roofing including: Tiled and flat roofing, traditional & new lead work. Repairs/renewals to U.V.P.C fascias, soffits and guttering. Chimney repointing and verges rebedded. P.L Insured.
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Michael Rock t/a Wolverhampton Roofing 59 Tynninghame Avenue Tettenhall Wolverhampton WV6 9PP	Telephone: 01902 765517 Mobile: 07973 889650 <u>michaelrock3@blueyonder.co.uk</u> <u>michael@wolverhampton-roofing.co.uk</u> <u>www.wolverhampton-roofing.co.uk</u> Tiled & flat roofing, ridge tiles rebedded, lead work, fascias & guttering, slate roofs, verges rebedded.
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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	



WORD OF MOUTH – SATISFACTION SURVEY

Have you used this trader before? (✓)	Yes		No	
Was your property left clean and tidy (✓)	Yes		No	
If there were any problems when the work was finished were they dealt with in a reasonable time (✓) Any Comments?	YES		NO	N/A
Would you use this trader again? (✓)	Yes		No	
OVERALL RATING FOR THIS TRADER (✓)	Excellent	Good	Satisfactory	Poor
Any final comments about the Word of Mouth Brochure or your experience?				
If there are any trades that you feel should be listed in the brochure please outline these below				
If you have used a trader who is not in the brochure and you feel should be listed and the reasons why, please give details below.				
Signature:		Date:		
Please Print name				
<p>Thank you for taking the time to complete this survey.</p> <p>Please return to: Age UK Wolverhampton (Word of Mouth) The Workspace, All Saints Road, Wolverhampton WV2 1EL or email wordofmouth@ageukwolverhampton.co.uk</p> <p>Additional copies of this form can be obtained from our offices or downloaded from our website www.ageuk.org.uk/wolverhampton/our-services/word-of-mouth</p> <p>If you have chosen to provide personal details when submitting this form, you agree that we will process your data in line with our privacy policy. If you wish to receive a copy of our Service User Privacy Notice please contact us on 01902 572060 or email mail@ageukwolverhampton.co.uk</p> <p>Positive comments you give, may appear as anonymous “quotes” in our publication each year.</p>				
				

TREE CARE

<p>Steve Millman</p> <p>Codsall Tree Services Ltd. 4 Flemmyng Close Codsall Nr. Wolverhampton WV8 2AD</p>	<p>Telephone: 01902 846306 Mobile: 07976 828564 <u>codsalltree@aol.com</u></p> <p>Pruning, Felling, Hedges Tree Planting and Stump Grinding Tree Surveys and Tree Reports Fully insured to £10 million. Fully Qualified Free Estimates - *Helpful Advice*</p>
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<p>SJF Tree Care</p> <p>9 Rudyard Close Moseley Green Fordhouses Wolverhampton WV10 8TG</p>	<p>Telephone: 01902 846306 Mobile: 07976 828564</p> <p>Tree work and Planting. Crown Reduction, Crown Raising, Deadwooding, Crown Thinning, Logs and Woodchip for sale. Top Soil Supplied. Fully insured.</p>
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T.V. SERVICES and AERIALS

<p>Brian Wadsworth</p> <p>t/a Saturn Aerials 46 White Oak Drive Finchfield Wolverhampton WV3 9AW</p>	<p>Telephone: 01902 764530</p> <p>Established 1975. Aerials and satellite installations. Aerial repairs. Dish repairs. Extra TV points. TV tuning service. Impeccable 5-star reviews on Google and Yell.</p>
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"Excellent in all respects, high level of professionalism, super job done"

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WINDOW FITTING and REPAIR

County Windows 40 Gough Street Willenhall WV13 1HD	Telephone: 01902 410145 Mobile: 07961 065195 07931 904049 <u>jo.county@hotmail.co.uk</u> UPVC windows, doors and patios. Double glazing. Lock repairs / replacements. Roofing repairs. Soffits, fascias and guttering.
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D.W. Windows Ltd 8 Meadow Lane Coseley WV14 9NQ	Telephone: 0800 999 0909 01902 661779 <u>headoffice@dwwindows.co.uk</u> <u>sales@dwwindows.co.uk</u> <u>www.dwwindows.co.uk</u> Replacement windows, doors, porches, verandas, conservatories, fascias and guttering. Free quotes, 10-year insurance backed guarantee. Family business. 18 Years' trading. Rated Excellent on Trustpilot.
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Martin Frost Codsall Windows & Doors Ltd. (Est. 1985) 102 Wood Road Codsall Wolverhampton WV8 1DW	Telephone: 01902 844381 Mobile: 07956 518884 <u>mfrost2@btinternet.com</u> <u>www.pertonwindows.co.uk</u> All UPVC windows, doors, porches, canopies, patios. 15 year guarantee. All repairs to misty, foggy glass, all door & window repairs. Soffits, fascias & gutters repaired & replaced. 40 years experience in this Industry, Lifetime guarantee on all workmanship. FENSA Registered.
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***"Very reliable & organised. Informative,
helpful & polite"***

<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>
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<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>
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<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>
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"Had several quotes, felt confident with WOM, worked hard & done within 1 week. Thank you very much for your booklet"

TAKE A STAND AGAINST

TELEPHONE SCAMS

Scammers often use the telephone as a method to gain personal details and con people out of their life savings. Avoid being one of them, protect yourself.



Top 5 Tips To Take A Stand Against Telephone Scams

1. Never give out personal or bank details over the telephone.
2. Don't feel pressured to making a decision over the telephone.
3. If the caller is vague about giving out their company information, hang up.
4. Don't open texts or answer calls from unrecognisable numbers.
5. Consider a call blocking device to filter out unwanted calls.

Remember if you're not sure, get advice and always report a scam



www.friendsagainstscams.org.uk

For advice on scams call
Citizens Advice Consumer Helpline: **0808 223 1133**

To report scams contact
Action Fraud: **0300 123 2040**

**NATIONAL
TRADING
STANDARDS**
Scams Team

CITY OF
WOLVERHAMPTON
C O U N C I L

WOLVERHAMPTON TRADING STANDARDS SERVICE

The Trading Standards Service offers information, advice and assistance to Wolverhampton residents who have problems with goods and services purchased from retailers and contractors. Typical examples include clothing, cars, credit, double glazing, home improvements, and internet shopping.

Trading Standards also enforce a wide range of consumer protection legislation in areas such as bogus callers, cancellation rights, misleading prices, product safety, rogue traders, scams, underage sales, unfair terms and weights & measures.

For advice and assistance contact **Citizens Advice Consumer Services** Telephone: **0808 223 1133**
or visit: www.citizensadvice.org.uk/consumer

To report Scams contact: **Action Fraud**
Telephone: **0300 123 2040** or visit: www.actionfraud.police.uk



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

AGE UK WOLVERHAMPTON

The Workspace, All Saints Road, Wolverhampton WV2 1EL

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Email: mail@ageukwolverhampton.co.uk

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