



Confident Times County Show Edition

Issue 2

13 -15 July 2007

Special points of interest:

- BWC Launch
- List of Kent Approved BWC Businesses
- Recommend a good trader

Inside this issue:

- Buy with Confidence Approved Traders 2
- All in a Day's work 3
- Recommend a good business 4

Kent Launches Buy with Confidence scheme

Every week consumers are targeted by companies offering poor standard services and products. Now residents in Kent are able to find reputable businesses by using the Buy with Confidence good trader scheme.

Launched by Kent County Council's Trading Standards Service, the scheme aims to support good businesses by promoting and encouraging responsible traders. Only those who pass the strict checks are accepted as Buy with Confidence members and are able to display the initiative's logo.

Consumers are then able to access a free online list of approved businesses in their area from www.buywithconfidence.gov.uk or by calling Consumer Direct on

Tel.: 08454 040506. Kent Trading Standards would also like to hear from consumers wishing to recommend good traders they have used.

KCC Lead member for Communities Directorate Elizabeth Tweed said: "Finding a reputable business can be difficult as we all want to avoid being ripped off.

I am pleased Kent will now benefit from the Buy with Confidence scheme as it will help reassure residents and provide support for the

Traders keen to find out more about Buy with Confidence should call 01233 652385 or email buywithconfidence@kent.gov.uk

Photograph below shows KCC Lead member for Communities Directorate Elizabeth Tweed (fourth from right) and KCC Director of Community Safety and Regulatory Services Clive Bainbridge (far right) with the current approved traders.



Buy with Confidence Approved Traders:-



Applejacks Landscape and Garden Services - Herne Bay

Tel.: 01227 860227 Mobile: 07961 980604 Email: applejacks@bcb85.fsnet.co.uk

C & C Interiors - East Malling

Tel.: 01732 897475 Fax: 01732 897476

Email: info@cc-interiors.net Website: www.cc-interiors.net

Easycare Mobility Ltd - Hawley

Tel: 0870 803 4211 Fax: 0870 803 4244

Email: sales@easycaremobility.co.uk Website: www.easycaremobility.co.uk

Estate Legacy Services - Folkestone

Tel.: 01303 773178 Fax: 01303 258345

Email: jaci@estatelegacyservices.co.uk Website: www.estatelegacyservices.co.uk

F&S Mills, Painters & Decorators - Hextable

Tel.: 01322 667678 Email: fred@mills3090.fslife.co.uk

Freeflow-Drains (SE) - Greatstone

Tel.: 01797 369090 Mobile: 07725 111388 Fax: 01797 369090

Email: info@freeflow-drains.co.uk Website: www.freeflow-drains.co.uk

H & C Motors Ltd - Maidstone

Tel.: 01622 752364 Fax: 01622 756392 Email: h&cmotors@idnetfreemail.co.uk

Independent Insurance Services - Folkestone

Tel.: 01303 221188 Fax: 01303 221199 Mobile: 07968 290352

Email: info@independentinsuranceservices.co.uk

Website: www.independentinsuranceservices.co.uk

Karen Brown Interior Decorator - Greatstone

Tel.: 01797 367078 Email: Karen.brown@talktalk.net

Kent Locksmiths - Ashford

Tel.: 01233 500708 Mobile: 07903 184501 Fax: 01233 500163

Email: info@kent-locksmiths.co.uk Website: www.kent-locksmiths.co.uk

Polyspec Plastics - Maidstone

Tel.: 01622 812612 Fax: 01622 815456 Email: info@polyspec.co.uk Website: www.polyspec.co.uk

Powerbase Automotive Ltd - Ashford

Tel.: 01233 610014 Email: enquiries@powerbase-auto.co.uk Website: www.powerbase-auto.co.uk

RCL Supplies - Canterbury

Tel.: 01227 768812 Email: rclsupplies@btinternet.com Website: www.rclsupplies.com

Small Cars R Us - Maidstone

Tel: 01622 718351 Fax: 01622 791922

Email: enquiries@smallcarsrus.co.uk Website: www.smallcarsrus.co.uk

Steve Dray Garden Service - West Hythe

Tel.: 01303 260210 Mobile: 0779 8503664

Wilco Plumbing & Heating - Ottinge

Tel.: 01303 862173 Mobile: 07860 452640 Fax: 01303 862955

Email: info@wilcoplumbing.co.uk Website: www.wilcoplumbing.co.uk

All in a day's work

We want to make Kent a better place in which to live and do business. We need to make people aware of how rogue traders operate, especially those who sell door to door, here are a couple of examples:-

Con Man

A 78 year old man contacted us as he had paid £3,500 for a conservatory that the trader had started but not completed. The consumer was left with the frame which had no roof or windows.



Trading Standards wrote to the trader who promised to return and complete the work, but he did not keep this promise.

Other victims of this trader contacted us, some had paid in full before commencement of the work and have not seen him since. Having investigated this trader, our Officers and Kent police are now looking to take action against him.

Traders put lives at risk

Vulnerable consumers have had work carried out on their chimney stacks that created a risk of carbon monoxide poisoning.

Kent Trading Standards had to take action when two consumers in the Thanet area had to have their gas boilers turned off because of danger.

The rogue traders had turned up on the doorsteps of several elderly residents asking for work. The work often involved chimney and roof repairs.

As a result of the traders' poor work the chimneys were not able to act as a safe escape route for boiler fumes.

Mark Rolfe, East Kent Area Manager for Trading Standards, said: "These are people who are claiming to be roofing contractors.

They do seem to do work on the roof, but they don't know what they're doing and they're actually putting people's safety at risk.

In the course of the work they've lowered some of the chimney stacks on these houses and rendered the gas boilers that were using the chimneys as their exhaust routes unsafe.

We have disrupted the activities and stopped the appalling work of this trader and thankfully nobody has been hurt," he added.

As a result of a joint investigation between Kent Trading Standards and the Health and Safety Executive the trader has been arrested and will be prosecuted for several criminal offences.

The Buy with Confidence scheme will help consumers to avoid incidents such as these, we currently have 16 Approved traders registered (see page 2) and a further 31 traders going through our checking procedures.



Kent County Council
 Trading Standards
 Advice & Education
 PO Box 71
 Ashford
 Kent
 TN24 8WB

Phone: 01233 652385
 Fax: 01233 652395
 E-mail:
 buywithconfidence@kent.gov.uk
 Website:
 www.tradingstandards.gov.uk/kent



Need Consumer Advice?
 Call 08454 04 05 06



Buy with Confidence - Choose a trader you can trust

The Kent Trading Standards 'Buy with Confidence' scheme

One of the questions most frequently asked by consumers who contact Trading Standards is: "how do I find a reputable trader". Until now, advisers have suggested obtaining three quotations from traders advertising in local directories or through personal recommendation.

However, help is now here. The 19 local authority Trading Standards Services in the South East have set up a scheme called 'Buy with Confidence' and the scheme has now been launched in Kent. 'Buy with Confidence' helps businesses comply with the law while improving consumer protection through a partnership approach. The approved business directory will be available on-line and free of charge to consumers.

If you are a reputable trader who would like to be included in the scheme, or if you are a consumer who would like to recommend an excellent trader, please complete the following form or email the details to: buywithconfidence@kent.gov.uk.

Name of trader.....

Trading name.....

Address.....

.....

.....

Telephone number

Email.....

Website address.....

Nature of business.....

Please return to: Kent Trading Standards
PO Box 71
Ashford
TN24 8WB