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| Gold Standard | Achievement of a very high standard of trading – with added commitment to training staff on civil and criminal matters relevant to their role in the business, being focused on the needs and demands of customers, ensuring fair and honest trading, providing a quality service and a guarantee of customer satisfaction. |
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Application for Membership

Please tick the box that applies to you.

- Sole Trader
- Partnership
- Limited Company

Applicants Details

Name

Home address

Your date of birth

Daytime phone number

E-mail

Position in business (owner / partner etc)

Business Details

Name of Business

Business address
.....
.....

Registered office address and company number if you are a limited company
.....
.....
.....

Landline telephone number or mobile telephone number
.....

Partner/Director Details

If your business operates as a partnership or limited company, please supply details of each partner or director

Partner/Director (Delete as applicable)

Name(s)

Home address(es)
.....
.....

Date of birth

How long have you been trading?

Have you ever used any other trading names?

Where do you advertise?

Are you a member of any Trade Association and/or any recognised body or group? If so, please give details, including membership number:

.....

Do you have any independently checked quality assurance systems? If so, please give details

Do you have current Public Liability insurance cover **YES / NO**

Details of vehicle used for business

Make:
Model:
Colour:
Registration Number:

(If you have more than one vehicle used for the business please supply details on a separate sheet)

Number of Full Time employees:

Number of Part Time employees:

An individual must be nominated to take overall responsibility for the management of customer complaints. This person will be in a position to make decisions on behalf of the company/business.

Name of contact:

Tel No:

Type of Business

Please tick the box that best describes your business

| | | | |
|---------------------------|--------------------------|---------------------------|--------------------------|
| Alarms & Security Systems | <input type="checkbox"/> | Appliance Repairs | <input type="checkbox"/> |
| Carpenter/Joiner | <input type="checkbox"/> | Computer Services | <input type="checkbox"/> |
| Electrician | <input type="checkbox"/> | Garage/Motor Mechanic | <input type="checkbox"/> |
| Gardens & Landscaping | <input type="checkbox"/> | General building services | <input type="checkbox"/> |
| Glazier/Windows | <input type="checkbox"/> | Painter/Decorator | <input type="checkbox"/> |
| Paving/Tarmac | <input type="checkbox"/> | Plumber/Heating Engineer | <input type="checkbox"/> |
| Roofing | <input type="checkbox"/> | Tiling | <input type="checkbox"/> |
| Other Service | Details | | |
| Retail Premises | Details | | |

To obtain silver standard membership, the applicant must be able to fulfill the following criteria. You should check each criteria, then tick the box when you are satisfied you meet the criteria. A Trading Standards Officer will check before you are awarded membership of the scheme.

General Commitment

- I am committed to the achievement of a very high standard of trading providing training for staff on civil and criminal matters relevant to their role in the business, being focused on the needs and demands of my customers, ensuring fair and honest trading, providing a quality service and a guarantee of customer satisfaction
- I understand the terms and conditions of membership of the Trade Safe Scheme.

Location

- I confirm that the business has at least one permanent and fixed business premise within the boundaries of the Borough of Oldham.

Commitment from Members

- I confirm that the business has an appropriate scheme for training to ensure that all staff have a suitable working knowledge of both criminal and civil law relevant to their role in the business, and that they are fully aware of the commitments made by the business relating to this scheme.
- I agree to maintain records of staff training for examination by Trading Standards.
- I agree to operate the business in a fair and honest manner and when providing a service, do so with reasonable care and skill and without unnecessary delay.
- I will supply goods that are of 'satisfactory quality', 'fit for any particular purpose' and 'as described'.
- I will comply with all requirements of the criminal and civil law and not to seek to restrict customers' civil rights.
- I will not make any false or misleading statements as to the nature or price of any work needed or done.
- I will ensure that any call out charge shall be made known to the consumer prior to a visit being made.
- I agree that customers will be provided with a written schedule of works and a written quotation before any work commences. Any change to the schedule or quotation shall be made known to the customer in writing. I agree to specify when materials used are not 'new' materials.

- I will ensure that all contracts are clear and unambiguous, and do not carry terms that are unfair to consumers.
- I will ensure that the company ownership details or business names information of the business are clearly displayed to customers on business letters, invoices and receipts.
- I will ensure that all prices are quoted to consumers are inclusive of VAT and any other surcharges.
- I agree that work will not be commenced without prior agreement of the customer.
- I agree to, where necessary, provide membership details and show a membership ID card to prospective customers.
- I agree that when undertaking a service the business will act in a considerate manner and respect client's privacy and property.
- I agree that the customer shall be given a signed invoice or receipt showing full details of work carried out, itemising parts supplied, materials used, labour and other costs.
- I agree that where a customer cannot locate a receipt, I will accept other valid forms of proof of the contract.
- I agree that no attempt will be made to restrict a customer's statutory rights. Any guarantee or warranty is in addition to a customer's rights in civil law and will not purport to take away or diminish these rights. Any document giving additional rights will include a statement that the warranty is in addition to the customers' rights. Any obligations on the consumer for the guarantee will be specified.
- I will immediately notify Oldham Trading Standards Office of any changes in the ownership of the business, or events that might affect membership of the scheme.
- I will have regard to Trading Standards guidance on legal requirements and fair trading practice through contact with the Trading Standards Department.
- I agree to display or otherwise make available to customers a leaflet about the scheme.

Complaints

- I will implement a customer complaints procedure and record all customer complaints. Any complainant will be dealt with promptly, effectively and courteously with good business practice delivering high standards of customer care.
- I agree to comply with the 'spirit' as well as the 'letter' of the scheme and demonstrate fair trading practices in dealing with customers and complaints.
- When it is not possible to resolve a customer complaint within one month of receipt, I agree to write to the customer giving an explanation and contact the Trading Standards Department for assistance in reaching a resolution.

Safety and Training

- I will ensure that all goods are safe and comply with any legislation which applies to that particular trade.
- I will always ensure the Health and Safety of customers and employees in carrying out work. I will comply where relevant with Building Regulations, Water and Electricity bylaws and any other Regulations governing such works.
- I will ensure all staff are adequately trained and competent in the work in which they are engaged, and all businesses whether employed or self-employed who undertake work where gas is involved (in any form) will be registered with the Council for Registered Gas Installers (Corgi).
- I am adequately insured to cover loss or damage to customers' property.

Business History

- I confirm that the business has been trading for a period of not less than 2 years under current ownership.
- I confirm that the business has no current or previous affiliation or history with a business that would not satisfy the assessment criteria.
- I confirm that the business has no outstanding judgements in the County Court Register of Judgement Debtors.

- I confirm that the business, applicant or another person having control over the business, whether directly or indirectly, has not been convicted of or formally cautioned for an offence involving fraud or dishonesty or any breach of Trading Standards legislation.
- I confirm that the business, applicant or another person having control over the business, whether directly or indirectly, has no ongoing criminal investigations or pending prosecutions.
- I confirm that Criminal Records Bureau checks are carried out on all staff who have contact with children (under 18) or vulnerable adults (over 75 or suffering from a mental or physical disability) in the course of carrying out their duties.
- I confirm that the business, applicant or another person having control over the business, whether directly or indirectly, has no criminal convictions or formal cautions for a period of at least 2 years immediately prior to the application being made.
- I am committed to the achievement of a very high standard of trading providing training for staff on civil and criminal matters relevant to their role in the business, being focused on the needs and demands of my customers, ensuring fair and honest trading, providing a quality service and a guarantee of customer satisfaction

I agree to abide by the terms of the Code of Practice and this information in this application is true. I hereby make application for GOLD membership of Oldham's Responsible Trader Scheme.

Signed **Dated**

Once you have completed this form, please sign and date it and return it to:

Trading Standards Team
 Oldham MBC
 North House
 130 Rochdale Road
 OLDHAM
 OL1 2JA

You are recommended to keep a copy of the form for your files.

Once received, a Trading Standards Officer will contact you about your application.