



## **ABERDEEN CARE AND REPAIR TRUSTED TRADER SCHEME**

Aberdeen Care & Repair is a voluntary organisation that assists older people and people with disabilities, to repair, maintain and adapt their homes. To assist us in this we maintain a list of approved Trusted Traders. These lists are used for the following purposes:

- Invitation to tender for contracts arranged and supervised by Aberdeen Care & Repair or Agents working on behalf of Care & Repair and/or our clients.
- Inclusion in our list of contractors recommended by Care & Repair for work that cannot be provided through our Small Repairs Service.
- Advertised on our website and Facebook page
- Utilised in Advice cases where enquirers are seeking our recommendation on suitable contractors for their own personal use

As a participant you will also be required to:

- Adhere to Care and Repair's Code of Conduct
- Submit copies of public liability insurance and accreditations annually
- Submit details of hourly rates charged

During the last year the service has seen over 4,000 people who have all contacted us for advice and assistance on repairs, improvements and adaptations to their home including requesting details of 'trusted traders' on our lists. This information is currently given verbally and consists of telephone numbers. Details of all Trusted Traders are available on our website, Facebook page and include a customer feedback form, allowing us to monitor both the quality of service provided by our Trusted Traders and the usefulness of the advice and information we provide.

I am delighted to say that over the past 12 years the feedback from service users has been extremely satisfactory and in order to maintain this very high standard and, to retain and build on the relationship we have with our contractors, it is important that we continue to ensure that we have a wide selection of available local contractors.

Full details of all Care & Repair services are available from our website: [www.aberdeencareandrepair.co.uk](http://www.aberdeencareandrepair.co.uk)

Have a look at our Facebook page too [www.facebook.com/aberdeencarerepair](https://www.facebook.com/aberdeencarerepair)

Please note, that Aberdeen Care & Repair will recommend any contractor held on our list to any person contacting our office, irrespective of age or ability, on the understanding that they will receive the same standard of attention as if they were a client of Aberdeen Care & Repair. We do seek feedback from such persons regarding the quality of service they receive from any contractor recommended by us, this in turn will assist us in determining as to whether or not you are invited to be included as an approved trusted trader in subsequent years.



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Being part of our Trusted Traders scheme benefits the contractors involved as well as the clients:

- Advertising for your company – to place a regular advert in the press would cost you considerably more per year than our fee. The advertising aspect for our Trusted Traders ranges from simply passing on your details to clients who contact us for recommendations, to inclusion in our website.
- Various organisations have noted an interest in recommending contractors from our Trusted Traders' List to householders who require tradesmen, e.g. the Police, Aberdeen City Council, Housing providers.
- Our clients are comforted in the knowledge that they have contractors who are reliable, trustworthy and do a good job at a reasonable price. If they get the right contractor, they will use them again and recommend them to others.

We do appreciate that some contractors on our list, such as decorators, gardeners etc, may never have direct contact with the Care & Repair office, only ever receiving inquiries from prospective clients. However, the fact that we hold your name in order to pass on to those enquirers is an extremely important if often invisible role of the Care & Repair office and we sincerely hope that you will respond to this letter.

### **The Trusted Traders' Registration fees for 2025/26 are as follows:**

<b>Company</b>	<b>Number of Employees</b>	<b>Registration Fee</b>
Sole Trader	0	£120.00
Small Trader	1 to 7	£160.00
Large Trader	8+	£210.00

If you are interested in joining the scheme and require further information do not hesitate and contact Teri Brebner on 01224 625822 or by email [teri.brebner@castlehillha.co.uk](mailto:teri.brebner@castlehillha.co.uk) and she will either arrange to send out the appropriate paperwork for completion or arrange an appointment with the Project Manager, Karen Milne, or the Senior Technical Officer, Stuart Wilson, to discuss this matter further.