

# South Ayrshire Trusted Trader Scheme



## Terms and Conditions



South Ayrshire Council Trusted Trader Scheme  
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## 1. TRUSTED TRADER SCHEME

**The South Ayrshire Council Trusted Trader Scheme is a local business partnership which aims to:**

- Increase consumer confidence
- Promote good practice within local businesses
- Help to protect people from doorstep crime

The Scheme is managed and administered by Trading Standards which is a part of South Ayrshire Council's Regulatory Services ("the Council"). The services delivered by member businesses are assessed by their own customers, through a survey feedback system operated by Referenceline. Customer survey information about member firms is freely available online to all local consumers.

Applications are invited from South Ayrshire based businesses or businesses who can demonstrate that a significant proportion of their work is conducted in South Ayrshire. The Scheme accepts applications from businesses from the home improvement sector and from other sectors at the council's discretion.

Scheme membership will be granted to applicants subject to vetting in accordance with the principles set out in clause 11 of these terms and conditions and the acceptance criteria appended hereto. The Council reviewed the Trusted Trader Scheme in September 2021 and elected to continue the Scheme with reviews every two years thereafter. If the review concludes that the Scheme is not viable the Council at its sole discretion can elect to terminate the scheme after giving all members three months' notice of termination. The Council will have no liability to any party in the event of termination of the Trusted Trader Scheme.

The Council offers no warranty or guarantee as to the accuracy, veracity or otherwise of the information made available or omitted through the Trusted Trader Scheme and save for any duties which the Council undertakes in accordance with these terms and conditions, the Council accepts no liability for loss or damage (actual or otherwise) to any party arising in connection with information made available or omitted through the scheme.

## 2. THE COUNCIL'S COMMITMENTS

**The Council shall use its reasonable endeavors to:**

1. Provide fair and impartial service for both traders and consumers.
2. Ensure that it acts in compliance with consumer protection legislation and agree to carry out any investigations promptly and fairly.
3. Provide advice on both civil and consumer protection legislation upon request by either party.
4. Assist with staff training for traders where possible.
5. Provide an officer who will act as a point of contact for the business in any dispute and for the provision of advice and assistance.
6. Provide appropriate advice to the consumer following a complaint to the service. Where the complaint cannot be resolved, either party can invoke the dispute resolution process.
7. Provide a level of promotion of the scheme and its members which the Council considers is appropriate.

8. Conduct regular reviews of the scheme and of these terms and conditions. The council reserves the right to change terms and conditions where appropriate.
9. Reserve the right to revoke membership of the scheme where traders pursue a course of business conduct detrimental to consumer's interests, or in conflict with these terms.
10. Reserve the right to publicise the removal of traders from the scheme where appropriate.
11. Provide a comprehensive feedback system through Referenceline that is accessible for both traders and customers.
12. Process members' data in accordance with the Data Protection Legislation as per South Ayrshire Council Policy and Privacy Notices. More important information can be found on <https://www.south-ayrshire.gov.uk/personal-information/>

### 3. BUSINESS CODE OF PRACTICE

**Traders shall agree to trade fairly and in accordance with the law and good business practice.**

Member traders of the Trusted Trader Scheme shall:

1. Provide the Council with full details of ownership, trading names, premises, staffing levels and trade activities.
2. Inform the Council of any significant changes to the above within 14 working days of the change.
3. Ensure that all employees and subcontractors are made aware of the Trusted Trader Scheme and agree to act in accordance with the member trader's obligations under the same.
4. Agree to use the Referenceline feedback system and collect feedback by offering questionnaires (Including electronic versions) to all customers and actively encourage their use. Member traders without feedback in the previous six months will be contacted and advised appropriately. A further period of three months without feedback may result in membership termination.
5. Agree to abide by the terms and conditions of the Trusted Trader Scheme. Failure to do so will invoke the membership review procedure, appended to these terms and conditions.
6. Pay their annual membership fee within 28 days of the due date (1st April), otherwise membership will be revoked.
7. Adequately train their staff for the work they carry out and keep appropriate training records. These should be available for Council officers to view upon reasonable request being given.
8. Maintain and publicise any registration which is required by law (e.g. Gas Safe Register).
9. Deal with complaints promptly, effectively and in accordance with the Dispute Resolution Process set out in these terms and conditions.
10. If a business is a member of a trade association which has its own code of practice, the terms of that code and any arbitration processes will be followed at all times.
11. Provide customers, where appropriate, with a written schedule of works and written quotation before any work commences. Any change made to this schedule shall be communicated to the consumer before any further work is carried out. Any call out charges must be notified in advance to the consumer.
12. Give customers an invoice or receipt showing full details of work carried out, itemising where parts have been supplied, materials used, and labour and other costs.

13. Where appropriate, make available any parts that have been replaced for consumers on request. Not use second hand or reconditioned parts unless agreed by the consumer prior to the work commencing.
14. Include VAT in all prices including advertised prices, and where surcharges apply, comply with the relevant consumer protection legislation.
15. Not seek customers by cold calling in person at their homes.
16. Adhere to Telephone Preference Service requirements when cold calling prospective customers by telephone.
17. Have and maintain adequate public liability insurance.
18. Co-operate fully with the Council during the course of the member trader's activities, and make business records available to the Council for inspection.
19. Failure to comply with any of the above terms may result in an investigation by the Council and potential termination of membership to the Trusted Trader Scheme.

#### 4. GUIDE TO TRADING FAIRLY

Without prejudice to clause 3 herein, the following may provide examples of the general standard of fair and honest trading trader businesses are required to meet in accordance with their duties and obligations under the Trusted Trader Scheme:

1. All advertisements that are produced in connection with the trader's business must comply with all advertising legislation.
2. Where appropriate, in advance of any contract being entered into with a consumer the trader shall provide in writing full, clear and accurate information regarding key terms and conditions of the proposed contract.
3. Traders must comply with all applicable legislation.
4. When additional guarantees or warranties are offered to consumers, it will be made clear that these are in addition to consumers' statutory rights and are optional. Details will be provided to consumers of the party that is responsible for the guarantee or warranty. There must be no high pressure selling of additional guarantees or warranties. Upon request, written details of any free guarantee will be provided to the consumers.
5. Member traders shall give clear information regarding cancellation rights that customers may have, whether these are statutory or additional rights.
6. Member traders must be committed to providing a quality service to their customers. By joining the Trusted Trader Scheme, traders are agreeing to fully comply with the criminal and civil law.
7. Member traders shall respond to consumer enquiries promptly, even in cases where they are unable to take on work.
8. Member traders must not seek to take advantage of vulnerable consumers and where it is reasonably practicable; trader businesses shall offer additional assistance to consumers to ensure that all aspects of the transactions are fully understood.
9. In the event of a complaint, member traders should fully co-operate with any appropriate intermediary acting for the consumer.
10. Completion and delivery dates shall be agreed in advance. Where a delay has proved unavoidable, the consumer shall be given as much notice as possible. Where an agreed delivery

date cannot be met then a suitable alternative or appropriate remedy shall be offered to the consumer.

## 5. SUBCONTRACTING

Where a member trader subcontracts all or part of any work, then the member must make the subcontractor aware of obligations under these terms and conditions, and must guarantee for the consumer that the work of the subcontractor shall be of the same standard as that of the member trader. Members must take full responsibility for subcontractors work.

## 6. PROMOTIONS

The words 'Trading Standards Approved', 'Recommended' or any other similar terms must not be used with any reference to membership of the scheme or in conjunction with the logo. Membership of the Scheme must not be promoted until membership is confirmed. On becoming a full member of the Scheme, businesses will be issued with:

- A membership certificate to display on their business premises.
- An Electronic copy of the Scheme logo.
- Appropriate advertising materials as are available.

If a member leaves the Scheme or membership is revoked, the use of the logo will cease immediately; all advertising and business documentation must be modified within 14 days of membership ending. Continued use of the logo, any other indication of membership, or any false claims in respect of membership of this Scheme, may constitute an offence and the Council will consider formal enforcement actions on such occasions.

The words 'Trusted Trader' and the handshake logo is a registered UK Trademark.

## 7. DISPUTE RESOLUTION PROCESS

If a consumer is unhappy with any work carried out by a member of the Scheme, the trader must agree to comply with the dispute resolution procedure detailed below. However, if the trader is a member of another Alternative Dispute Resolution (ADR) service through a Trade Association or other body, complaints may be referred to that service for independent adjudication and the Trusted Trader Dispute Resolution Process will not be invoked.

South Ayrshire Council is using the facilities of Kent County Council Trading Standards (The "ADR entity") to handle any disputes between Trusted Trader members and consumers, where these cannot be resolved at an early stage. Members are subject to the procedure and requirements of ADR, which can be found at [www.kent.gov.uk/disputeresolution](http://www.kent.gov.uk/disputeresolution). Referral of any dispute to the ADR entity is at the discretion of South Ayrshire Council.

1. Initially consumers and traders should try to resolve complaints through discussion. Details of a complaint or any matter in dispute should be made in writing to the other party and where appropriate a meeting should be convened between the consumer and member trader within five working days to discuss and try to resolve the complaint or any matter in dispute
2. If the complaint or matter in dispute remains unresolved, either party may contact the Council Trading Standards with details of the matter.

3. The Council will not accept a dispute for resolution which has already been referred to the courts or to another accredited ADR provider. The Council will acknowledge receipt of the complaint or matter in dispute to both parties within three working days.
4. The Council Trading Standards will consider the complaint and mediate between both parties to attempt to resolve any issues as quickly as practicable. Member traders must agree to communicate fully with the Council's Trading Standards staff throughout the process of dealing with any dispute.
5. Any dispute which cannot be resolved by informal means will be referred back to the trader, who will send a final deadlock letter, setting out their position and any final offer. At this point, the consumer may accept the final offer or take the case to the ADR entity, details of which will be in the letter, or take action through the civil courts.
6. Trading Standards will review any cases that are referred to ADR to ensure suitability, that the complaints process has been followed correctly and confirm informal mediation has been exhausted.
7. Members agree to handle disputes through the Trusted Trader ADR entity and will cooperate with the ADR process.
8. Disputes which are referred to the ADR entity will be dealt with according to their procedures. More information can be found at [www.kent.gov.uk/disputeresolution](http://www.kent.gov.uk/disputeresolution)
9. Both parties involved in the dispute and Trading Standards will receive a copy of the ADR decision.
10. Decisions of the ADR entity are binding on members. Consumers are not bound by the decisions of the ADR entity.
11. If at any time, the consultation of an independent expert is required, for example for inspection or testing, agreement will be sought from both parties about the arrangement of such a consultation including payment.
12. In the event that a member has their membership suspended or terminated; or it lapses; or the member resigns, membership of the Trusted Trader scheme shall in fact not cease until such time that the ADR process is completed, which shall be no more than 12 months from the date of referral to the ADR entity.

## 8. MEMBERSHIP FEES

Trusted Trader membership fees are payable, on a pro rata basis, at the time of the initial acceptance on to the Scheme. Thereafter annual fees are payable from the 1st of April each year.

These fees are revised annually and can be viewed at **South Ayrshire Council, Trading Standards, 5-7 River Terrace, Ayr** or by contacting the Council's Trading Standards on **0300 123 0900**.

Prices include website entry and data processing for the first 50 feedback forms received per annum. Members may have to pay processing charges for additional forms that are returned for processing.

Use of Reference line mobile device applications is included in the membership fee.

Access to the Trusted Trader website is free to consumers.

Where membership is revoked, or a member withdraws from the scheme there will be no refund of any

membership fees paid or reimbursement of costs incurred by the business as a result of removal or withdrawal from the scheme.

## 9. REVIEW PROCESS

Any decision to either refuse or revoke membership by the Council will be communicated in writing to the business concerned.

If an applicant is refused access to the scheme or a current member has had their membership revoked, they can request a review of the decision. The following is the procedure to request a review:

**The applicant should write to:**

**Head of Regulatory Services, South Ayrshire Council, County Buildings, Wellington Square, Ayr**

1. Requests for reviews must be received in writing within 28 days of membership being refused or revoked.
2. Reviews will normally be conducted in writing but may in some cases be conducted by way of a personal hearing.
3. Any costs incurred by the applicant throughout the review process will be borne solely by the applicant.
4. The decision of the Head of Regulatory Services (or in their absence the Service Lead) will be binding on all parties concerned, and the findings will be communicated to the applicant in writing within 10 working days of the review.

## 10. MEMBERSHIP REVIEW PROCEDURES

1. Where the Council has reason to suspect or believe that a member trader may be in breach of the terms and conditions or is no longer suitable to be a member, this procedure will be used.
2. Where a suspected breach is considered to constitute a significant risk of harm to consumers, to others or to the scheme, Membership may be suspended with immediate effect for up to 28 days by giving notice to the member trader concerned.
3. The member trader will be notified of any suspected breach promptly, unless early notification might prejudice any related investigation.
4. The Council will make enquiries to establish the extent and nature of any actual breach.
5. If evidence of a breach is found or established, one or all of the following sanctions may in the sole discretion of the Council be imposed on the member trader:
  - Written warning
  - Suspension from the Scheme
  - Revocation of membership
6. In certain circumstances, the member trader may be given the opportunity to remedy any breach prior to a sanction being imposed.
7. South Ayrshire Council reserves the right to publicise the details of any sanction where appropriate.
8. This procedure and any action taken or decision made under it, shall not affect any other action which might also be taken as a result of the member trader's conduct or alleged conduct including:



- Enforcement action by the Council or any other enforcement body.
- Disciplinary action by any trade association or similar body.
- Civil proceedings (including alternative dispute resolution) by a consumer, customer or supplier.

## 11. ACCEPTANCE CRITERIA PRINCIPLES

1. The Council will assess whether the applicant trader is suitable for membership. If the Council considers the applicant trader to be unsuitable for membership, the applicant will not be admitted to the Scheme.
2. Applicants must be able to demonstrate a minimum one-year trading history (the required trading history may be increased or decreased at the discretion of South Ayrshire Council)
3. A trader may be considered unsuitable for membership to the Trusted Trader Scheme if:
  - The Council has reason at any time (whether through its checks and enquiries or otherwise) to determine that the trader would be unable to meet the duties and obligations imposed under these terms and conditions, and in particular those set out under clauses 3 and 4 hereof.
  - The Council has reason at any time (whether through its checks and enquiries or otherwise) to determine that the trader business is or is in the process of being sequestrated, wound up or liquidated, has had a receiver, administrator or similar appointed, has entered a compensation arrangement with its creditors (whether voluntary or otherwise), or is otherwise apparently insolvent.
  - The trader presents an unacceptable risk to others, for example suppliers or the general public.
  - The trader's membership might bring the Trusted Trader Scheme or the Council into disrepute or otherwise be inconsistent with any aspect of the scheme or with any aspect of the Council's functions.
4. Appropriate checks will be carried out by the Council at the time of application and thereafter intermittently throughout the duration of the Trusted Trader Scheme to determine the suitability of a trader and these checks may include (but are not limited to):
  - Consumer complaints
  - Financial and corporate status
  - Any action taken by the Council including advisory or enforcement action
  - Trading history
  - Trade association membership
  - Public Liability insurance
  - Database searches
  - Verification of information supplied by the applicant
  - Inspection or audit of any aspect of the applicant's business, including premises, procedures, processes, products, documents and records.
  - Interviews with the applicant

- Customer references, surveys or interviews
5. A trader's admittance to the South Ayrshire council Trusted Trader scheme does not of itself imply suitability for council grant funded disabled adaptations work.

For advice or information on becoming a contractor for council grant funded disabled adaptations work, or for applying for a review for a decision to refuse such application or for any dispute in relation to council grant funded disabled adaptations work, the trader should contact the Council's Housing Section by telephone on 01292 612894 or by email to [HousingGrants@South-Ayrshire.gov.uk](mailto:HousingGrants@South-Ayrshire.gov.uk)

6. For the purposes of assessing suitability, we may request information from other enforcement authorities and other relevant person or organisation we deem necessary.