

News Release

May 2013



a new brand; a new HVCA



*This release and images can be downloaded at:
www.nextstepmarketing.co.uk/press*

HEATING HELPLINE WELCOMES NEW TRUSTMARK SMARTPHONE APP

The Heating Helpline has welcomed the introduction of a highly innovative smartphone 'app' by TrustMark, the Government endorsed scheme that helps direct consumers to reliable, reputable tradespeople. The free app works with all popular smartphone operating platforms and helps consumers ask tradespeople the right questions when they are discussing prospective work on or around their home.

8 May 2013 – Heating Helpline (www.heatinghelpline.org.uk), the free consumer advice service on all aspects of heating and energy saving in the home, has welcomed the introduction of a highly innovative smartphone 'app' by TrustMark, the Government endorsed scheme that helps direct consumers to reliable, reputable tradespeople. The free app works with all popular smartphone operating platforms and helps

consumers ask tradespeople the right questions when they are discussing prospective work on their home.

Using the free app homeowners can:

- Generate an instant record of a conversation with a tradesman in 11 easy steps;
- Be prompted to ask the right questions when a tradesman is in their home and may be quoting for a job;
- Record what is agreed by adding text, photos and record brief audio notes;
- Get advice and tips at every stage, which will help the homeowner know what to look out for and their consumer rights;
- Email a copy of the conversation between them and the tradesman – thus creating a record which could help avoid disputes later on, or be contractually very helpful if a dispute should arise;
- Keep copies of previous conversations for all repair, maintenance and improvement jobs in or around their home.

Blane Judd, Chief Executive of B&ES (the Building & Engineering Services Association) who operate the Heating Helpline, comments, "We welcome the introduction of this clever and useful smartphone app developed by TrustMark – it acts as an easy-to-follow checklist to help homeowners ask the right questions of any tradesman they are considering employing to undertake home improvement work on or around their property.

"Providing the capability to add notes on their conversation as well as photographs; once a job has started it will also help the homeowner keep an accurate record of how the job progresses and avoid any misunderstandings – it's a really good way of helping ensure the job is completed to the homeowner's complete satisfaction".

TrustMark is the only trades competence scheme that is officially endorsed and approved by the Government. By employing the services of TrustMark registered traders, homeowners can have complete confidence that listed businesses are competent, have the right insurances and qualifications and that their work is regularly inspected.

The new app can be found by searching for 'trustmark' in your phone's app store. More information on the app can be found at: www.trustmark.org.uk/apps including a video explaining how it works.

Ends

Issued on behalf of B&ES (the Building & Engineering Services Association) by Next Step Marketing Ltd

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Notes to editors

Since its formation in 1904, B&ES, the Building & Engineering Services Association (formerly the HVCA) has represented the interests of companies engaged in a wide range of building and engineering services including domestic heating and renewable technologies.

B&ES members are subject to regular, third-party inspection and assessment of their technical competence and commercial capability, carried out by an independent certification body at least every three years.

B&ES members who undertake gas installations are registered with Gas Safe – the gas safety watchdog body – and are also members of TrustMark, the Government-endorsed scheme designed to direct customers towards reliable tradespeople.

B&ES operates the *Heating Helpline* (www.heatinghelpline.org.uk) to provide consumers with free, impartial advice on every aspect of home heating, including gas safety.