



# Hiring advice guide

**Hire right, hire once**





## **Hire right, hire once**

By taking the time to do your own research and using Checkatrade, you should end up with a shortlist of quality tradespeople to speak to and quote on your job.



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# 3 steps to finding the right tradesperson for your project

When you agree to a quote or sign a contract, you are agreeing to use that tradesperson on the scope, cost, timing and payments.

To help you get the job done right here are some steps you can follow:

## 1. Start with a clear plan for your project

This helps when speaking to trades. It gives them a picture of what you are looking for, allowing them to advise you and quote accurately.



## 2. Do some research before making contact

Research helps reveal any red flags. Here are some checks to do:



- ✓ **Check online**  
Check their profiles on social media and their business website
- ✓ **Check reviews**  
On social media, Trustpilot or Checkatrade

- ✓ **Check references**  
Ask to speak with recent customers
- ✓ **Check work in real life**  
Ask to visit a home where work was recently completed
- ✓ **Check face-to-face**  
Meet in person and get a feel for them



**Try to speak to multiple tradespeople about your project and don't rush your decision.**

### 3. Use Checkatrade to check your shortlist

You don't have to contact a tradesperson through Checkatrade, but it's always worth checking up on who you're bringing into your home to work.

The average review score for our trades is 9/10, based on qualities including workmanship, reliability and tidiness. We check these reviews to make sure they're meeting the [Checkatrade Standard](#) and remove any who don't.

#### Checkatrade members agree to:

- ✔ Deliver a high quality of workmanship
- ✔ Communicate clearly and honestly
- ✔ Maintain high standards of personal conduct
- ✔ Agree costs and contract terms upfront
- ✔ Work safely, ethically, and within their skill set
- ✔ Encourage and welcome customer reviews

A helping hand if things go wrong. When you contact or pay a trade through Checkatrade, you're covered by our 12-month guarantee of up to £1,000. Eligibility and [T&Cs apply](#).





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**It's always worth checking up on who you're bringing into your home to work.**

# Get the paperwork right at the start

Paperwork is important. For smaller jobs, this will probably be a quote, and for larger jobs a contract will most likely be put in place. These documents act as a contractual agreement between you and the tradesperson.

In both cases, the information you want included is everything you think you are paying for, when the work will be done, and when you will be paying. It's important to **not assume** things are included if they are not listed.

As jobs progress, things change. Any changes to the scope of work should be documented. This can be in text, WhatsApp or email.



**Text**



**WhatsApp**



**Email**



## For larger jobs

Planning a larger job? Then we recommend investing in an industry standard homebuilding contract. Here are some suitable options:

**RIBA**   
Architecture.com

1. **[RIBA domestic building contract](#)**

This is endorsed and supported by the HomeOwners Alliance and is an agreement between you (the client) and a contractor. You can buy a copy of this to use for £35 - £45.

2. **[JCT Building contract for a homeowner/ occupier who has not appointed a consultant to oversee the work](#)**

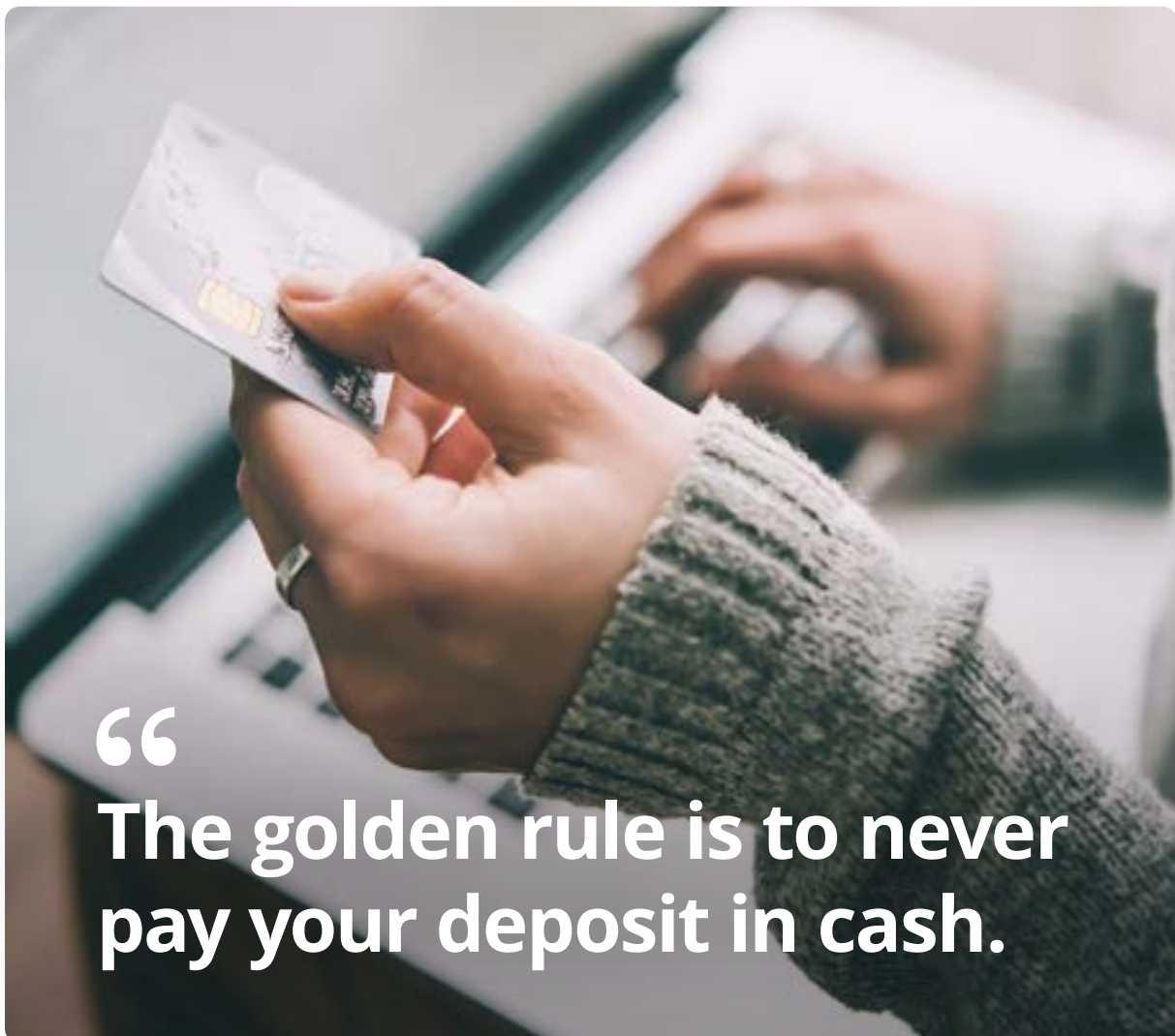
This contract is for a homeowner dealing directly with a contractor. You can buy a copy for £37.



# Let's talk about deposit taking

Depending on your home improvement project, you may be asked for a deposit to lock in your project and source materials or machinery for the job.

The golden rule is to **never pay your deposit in cash**. Cash payments are untraceable, which means you have no evidence of that payment being made.



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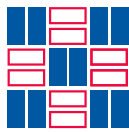
## When paying a deposit, consider the following:



Before you pay any deposit, make sure the deposit amount is specified either in the quote or contract

**<10%**

Be extra cautious of paying anything over 10%



Only pay for defined materials. If you are paying for materials, you could contact the manufacturer/seller directly



Ask for the materials to be sent directly to your address, with an obligation to pay the trade for the materials as soon as you receive them



A tradesperson should never pressure you to book immediately

# How we can support you



Sometimes jobs don't work out. If you use a Checkatrade tradesperson, we're here to help.

We have a customer service team you can reach out to directly, and we can help try to resolve issues. The first thing to do is follow our [complaints procedure](#). This gives members a chance to put things right.

You can leave a review about the tradesperson. This helps other homeowners.

## The Checkatrade guarantee

A helping hand if things go wrong. When you contact or pay a trade through Checkatrade, you're covered by our 12-month guarantee of up to £1,000\*. Eligibility and [T&Cs apply](#). **Please note our guarantee does not cover lost deposits.**

### How the Checkatrade Guarantee works:

Contact a tradesperson through Checkatrade to register your job.

OR

Pay securely via Checkatrade Pay-no matter where you found your tradesperson\*\*



\*Other eligibility criteria and T&Cs apply.

\*\*For customers in Scotland, payment for the work must be made via Checkatrade Pay





Checkatrade

[www.checkatrade.com](http://www.checkatrade.com)