

To speak to the Leeds Directory team call us on:

0113 378 4610

(Weekdays 9am to 5pm)

Hints & Tips to help you get the best experience of Leeds Directory listed providers.

Before you call

- Decide on exactly what kind of service you are looking for and what questions you might ask. You need to be consistent in what you ask of any providers you contact so you can obtain comparable quotes.

What kind of service do you want?

- What do you want the provider to do?
- Will this be a regular service? How often?
- What is the hourly rate for the kind of person I need?

Home Help / Home Care

- Do you want to be accompanied somewhere?
- Do you need someone with specialist training or skills?

Questions to ask the provider

- Do I need to sign a contract?
- What happens if the person who will be carrying out the service doesn't show up or shows up late?
- What happens if the equipment/ item breaks?
- What is your complaints (and/ or returns) procedure if I'm not happy?

Calling Providers

- If possible ring at least 3 different providers to compare quotes.
- Some providers are sole traders and may use an answering machine when they are working so please leave a message with your name and number so they can call you back.
- Let the provider know what work / service you are looking for.
- Ask if the provider needs to visit to be able to quote accurately. Always ask if there is a "call out charge". **Remember** - visits to your home should be pre-arranged.
- We expect all providers to provide written quotations on headed paper. It should be clear whether VAT is included. This should be provided in advance.
- Don't be afraid to ask for clarification if something the provider says isn't clear.
- You don't have to make a decision on the spot – let the provider know you will ring them back after comparing their quote.
- Ask friends, family members or other support networks what they think.

On the visit

- Ask for identification from providers before letting them into your house.
- Confirm what work / service you are going to receive. Look back over your notes and/or at the written quote.
- The provider should let you know if they are using subcontractors.
- When the work is completed we expect all providers to provide an invoice. It should be clear whether VAT is included. This may be provided after payment has been confirmed.

Where possible obtain 3 quotes. Use the table below to record the details.

		Quote 1		Quote 2		Quote 3	
Company name:							
Telephone:							
Price (inc VAT):		£		£		£	
Call out charge?		£		£		£	
Trade only	Written quote on company letterhead?	Yes	No	Yes	No	Yes	No
	Is the work guaranteed?	Yes	No	Yes	No	Yes	No
	Length of guarantee:						
Notes:							
The provider that I will choose is:							
Agreed start date:		/	/	Agreed end date:		/	/
When was the work completed?		/	/	Make sure you ask for a receipt.			

Know your rights if things go wrong. Contact the Citizens Advice Consumer Helpline for information and advice on your legal rights on 08454 040 506 or visit www.adviceguide.org.uk.

This is not an exhaustive list of hints and tips but we have tried to produce a guide that will help you in your search for a reliable provider.