

10 Key Questions to Ask a Business/Tradesperson Before Contracting Them:

Q1

Are you competent, qualified, and insured?

To verify and ensure safety and legal compliance, consumers must use a competent and qualified person. Check the Competent Person Register [here](#).

Tradespeople who are members of Certification Bodies (like NAPIT) are assessed annually for technical competence, have the required insurances in place and have the right processes and procedures in place to demonstrate compliance. Find or verify a NAPIT Registered Member or Operative [here](#).

Q2

How many similar projects/installations have you completed?

When looking for a Business/Tradesperson, check reviews/portfolios to ensure they are experienced in carrying out works similar to your requirement.

From these reviews, you will be able to see the levels of satisfaction from customers for this Tradesperson/Business.

Q3

Does the work need to comply with Building Control Regulations?

Building Regulations are a set of standards and legal requirements designed to ensure that buildings are safe, energy efficient, and accessible for the people who use them.

If the Business/Tradesperson is registered with a Government-approved Competent Person Scheme, such as NAPIT, and the work being carried out is notifiable under the Building Regulations 2010 (as amended), they are authorised to self-certify that their work complies with the Building Regulations, avoiding the need for separate Building Control notification.

Q4

Are there any permissions needed (planning, conservation area) and whose responsibility are these?

You may need permission from Building Control, Councils, or Distribution Network Operators for the work you are contracting.

Q5

What safety measures do you follow during installations? (Check for adherence to safety standards)

This checks for adherence to safety standards and protections for your property.

How do you determine the work is appropriate for my property?

Q6

If you are unsure what work needs to be done the best course of action is to source three quotes to give confidence on what work is required.

The Business/Tradesperson may complete pre-installation inspections to determine the works required.

What products do you recommend for the works being contracted and why?

Q7

Some products are better suited to specific work types or consumer user requirements; such as accessibility, location or maintenance requirements.

This provides an opportunity to learn more about the product quality, warranty, and usability of the product.

Can you provide a written detailed quote/contract with all costs included?

Q8

It is essential to have a written quote with detailed information about all expected work, as this can help prevent hidden costs and ensure a clear agreement is in place.

Once the quote is accepted, it is important to have a written and signed contract with a clear plan of expected works, any agreed payment terms and written confirmation if these plans are changed.

How long is your workmanship warranty?

Q9

These are individual to the completed works, and you might want to discuss what meets your needs.

Does the electrician or installer offer any additional maintenance/service plans?

Q10

Are there any pre-work tasks I need to do, and how long will the work take?

This clarifies any requirements and provides an expectation for expected timescales.