

WINTER HOME REPAIRS

Agreeing to work on your home? Understand your cancellation rights.

Whether you are arranging repairs, maintenance or home improvements, take a moment to understand the agreement before you commit.

A contract does not always have to be in writing. Your cancellation rights can depend on where and how you agreed to the work, whether the work has already started and whether you asked for an urgent repair.

In some circumstances, residents have **14 days** in which to cancel. However, different rules may apply to urgent repairs or when work starts during the cancellation period. Taking time to understand the agreement can help you make a more informed decision and avoid confusion later.

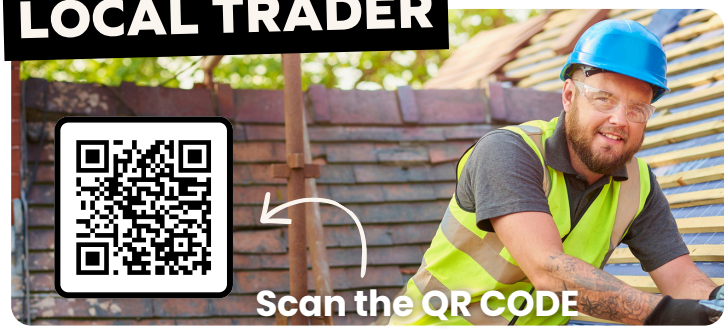
Know your rights before you commit
Read the Trading Standards Checked cancellation rights guidance:
loom.ly/ztKze5I

When you need someone to carry out work in or around your home, you can also use Trading Standards Checked to search for a suitable local trader.

BEFORE AGREEING TO WORK:

- Make a list of the jobs you need completed.
- Allow enough time to find a suitable trader.
- Ask for a written quote before work begins.
- Check what is included in the price.
- Keep copies of quotes, agreements and receipts.
- Do not feel pressured into making a quick decision.
- Always use a safe, local trader that's been vetted by Kent Trading Standards.

FIND A SAFE, LOCAL TRADER



Trading Standards Checked is Kent County Council's safe, local trader scheme for home improvement work. **To find out more:**

Visit kent.gov.uk/tschecked or call 03000 416438