



Members Newsletter

Welcome

Welcome to the September 2015 issue of our Buy With Confidence Members Newsletter. This contains information about the scheme, discussion on recent legislation and a focus on new members.

Your Buy With Confidence Team are keen to build good working relationships with you, so if you require any advice or assistance please do get in contact – that is what we are here for!

New Members

Over the quieter summer months officers have been hard at working helping new businesses into the scheme. Here is an introduction to some of them:

Avon Builders

Building works, extensions, loft conversions.
Wayside, 81 Old Fosse Road, Odd Down, BA2 2SS.

Cardok UK Limited

Innovation & bespoke parking solutions.
1 Queen Square Place, Bath, BA1 2LL.

Grimebusters

For all your carpet and upholstery needs.
24, Mayfields, Keynsham BS31 1BW.

Miller Design & Development

Carpentry & woodwork including renovational work and home/property enhancement.
1 Excelsior Terrace, Midsomer Norton BA3 2UW

Surefit It Ltd

MOTs, vehicle repairs & servicing.
Writhlington Service Station, Frome Hill, Radstock BA3 3LW

WELCOME TO YOU ALL!

**Bath & North East
Somerset Council**



Are you making the most of twitter and facebook?

We have recently embraced the twitter and facebook revolution and you can now be part of this

Check out @BathnesTS – the new Twitter feed from the Council's Trading Standards team which is packed with handy hints and advice in relation to Trading Standards.



This Twitter feed features updates on Trading Standards initiatives across Bath and North East Somerset, along with re-tweets and links to business advice from national organisations including the Trading Standards Institute and Buy With Confidence.

Visit <https://twitter.com/BathnesTS> to find out more and follow @BathnesTS for the latest tips and tweets.

You can also tweet the National Buy With Confidence twitter @BWCconnect

The BWC Directory for 2015

The latest version of our BWC directory has now been published containing details of all approved businesses within the Bath & North East Somerset area.

The directory can be seen here. Hard copies have been printed and distributed to council offices, libraries and partner agencies. If you would like a hard copy please do let us know.

Have you sent yours back?

The BWC team recently sent out audit forms to the majority of our BWC members via email and then by post. We are still awaiting a few, so have you sent back yours? If not, we would be very grateful if you could send it back to us as soon as possible. If not then we will be in touch to arrange an audit visit. If you have lost yours or didn't receive a form then please get in touch and we'll gladly send out another to you.



Important Changes

The rules relating to the sale of goods and supply of services change on 1st October. All businesses supplying services must meet the following standards:

- The service must be carried out with reasonable care and skill.
- Information said or written to the consumer is binding where the consumer relies on it.
- The service must be done for a reasonable price.
- The service must be carried out within a reasonable time.

If the business breaches the contract by failing to meet these standards then the consumer can expect the trader to put things right by either giving them 'repeat performance' of the service (ie to have the service done again) or to a price reduction.

In many cases goods are supplied as part of a service and further rules apply to the supply of goods in these circumstances, see 'The sale & supply of goods - from 1 October 2015'.

Full details on the new Consumer Rights Act can be found on the Business Companion website which can be accessed on this link.....<http://www.businesscompanion.info/en/quick-guides/services/the-supply-of-services-from-1-october-2015>

ARE YOU READY?

What are your customers saying about you?

In today's business climate on line reviews can be all important as potential customers can see what your existing customers think about you and the services you provide them.

So don't forget to give out BWC feedback forms to your customers and ask them to honestly review their experiences.

Reviews can also now be entered directly on-line, so if you who send invoices to customers via email you can now also send them a link to the electronic feedback page on the BWC website. The link to use for this is <https://www.buywithconfidence.gov.uk/rate-a-trader/>

We check the reviews we receive to satisfy ourselves the comments are genuine and will then publish them on the BWC website for all to see.

If you need any more feedback forms then please get in touch.

To get in touch with the team please contact:

**Public Protection
Bath & North East Somerset Council
Lewis House, Manvers Street, Bath , BA1 1JG
Email: trading_standards@bathnes.gov.uk
Tel: 01225 476753**

