

Q&A:

Managed Contacts:

1. Will my membership price increase because of Managed Contacts?

Managed contacts will help us to determine the price you should be charged much more accurately and fairly, when compared to the current method. This could mean your price goes up or down in relation to the amount of work you can get.

2. Will my calls be diverted to HomeServe?

No, absolutely not. In reality, one of the benefits of the relationship between HomeServe and Checkatrade members is that Checkatrade members can complete work on trades that HomeServe doesn't specialise in for their two million Customers and HomeServe Customer Service Representatives actively direct Customers to Checkatrade through their websites.

3. If I leave Checkatrade, how will these customers get in contact with me?

We understand your concerns, those who moved to managed numbers in our directories last year also had these concerns. They have found that by giving their direct contact details during the initial conversation, or when they visit the customer to quote, it's no longer an issue.

4. What happens if something goes wrong?

A benefit from the trial in the Central West area is that we could test the service stability. In the unlikely event that there is significant failure with a server, another will take over straight away.

We have a 6-hour resolution promise with our provider for any server failures. In the meantime, all contacts on the website will revert to the traders direct/original details.

5. Why can't my customers send text messages to me?

There are no current solutions to this. Other companies (for example AutoTrader) that use Managed Contacts make it clear on their web site that text messaging cannot be used, we have done the same. However, we do have the request call back function available for all members who wish to use it.

6. When can I see how many contacts I have received?

The information is run a month in arrears, so will be produced and sent to our members in the Members Memo, a month after we go live. The Members Area will be redesigned to show this information in the future.

Checkatrade work and HomeServe Engineers

1. It looks to me like Checkatrade are giving members work to HomeServe Engineers? Is that true?

A: No, absolutely not. In fact, it's the other way round. HomeServe has a significant number of plumbers and gas engineers, employed to carry out the repairs that HomeServe Customers need based on the insurance cover (policy) those members hold. In reality, there are several benefits to Checkatrade members, of the relationship between HomeServe and Checkatrade. Checkatrade members can complete work on trades that HomeServe don't specialise in for their two million Customers and HomeServe Customer Service Representatives actively direct Customers to Checkatrade.

Pricing

1. Your prices have gone up, how can you justify this?

Yes, our prices have gone up. We have listened carefully however, and have adapted our approach. Please see the detailed explanation [here](#) for further information.

Member Reviews

1. Can I take my reviews with me when I leave?

We understand that your reviews have ongoing value to your business, even if you unfortunately decide to leave Checkatrade you will be able to take those reviews with you. If you then decide to re-join Checkatrade within 12 months, those reviews will return with you.

If you decide to part ways with Checkatrade, you can request a copy of the feedback generated over the term of your membership. We will endeavour to provide copies of your feedback within 10 working days of your formal request.

Checkatrade Now?

1. What is this Checkatrade Now all about?

It is a new solution for Consumers to find a member when they have an emergency. This is currently in testing, and we believe will generate more work overall. Please see detailed explanation. Click [here](#) for more details.