

Further advice and guidance for consumer

Advice for consumers

If a builder is not a member of the National Federation of Builders (NFB), they may well be registered with the Federation of Master Builders (FMB) or another construction related trade association.

It is not a legal requirement for builders and contractors to be registered with a trade federation or association, but it is good practice for them to do so as they are kept up to date with legislation, health & safety, training and given support to run their business.

We, the NFB, as a trade federation are there to support our members in the first instance and do not always have the answers, information or assistance for members of the public.

Other organisations who maybe able to assist you with your complaint or query:

Citizens Advice Bureau

Citizens advice Bureau gives advice to help people resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues. It is available to everyone.

www.citizensadvice.org.uk or 08444 111 444

Consumer Direct

Consumer Direct is the government-funded consumer advice service. It offers information and advice on problems with goods and services, energy and post.

www.direct.gov.uk (search consumer direct) or 08454 04 05 06

Trading Standards

Trading Standards, in co-operation with other agencies, contribute to the promotion and development of a safe, fair and equitable trading environment for all residents, businesses and visitors in an area, by means of advice, information, education and regulation - including the prevention, detection and, where appropriate, prosecution of offences.

Contact your local authority for information on your nearest Trading Standards office.

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Other sources of building and construction related information:

The Planning Portal

The Planning Portal is the UK Governments online planning and building regulations resource for England and Wales. Homeowners can find out about the planning process and search for information on common projects.

www.planningportal.gov.uk

Local Authority Building Control Department

Homeowners are advised to seek free building control advice before embarking on building work to their properties. The advice could save you hundreds of pounds, and help prevent problems when selling your property.

Contact your local authority to find out about your nearest Building Control Department.

Home Owner Contracts

Members of the public can purchase home owner contracts by the JCT (The Joint Contracts Tribunal) from Construction Industry Publications (CIP).

www.cip-books.com (search JCT then browse to home owner) or 0870 078 4400