

Age UK Portsmouth

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About Us.....

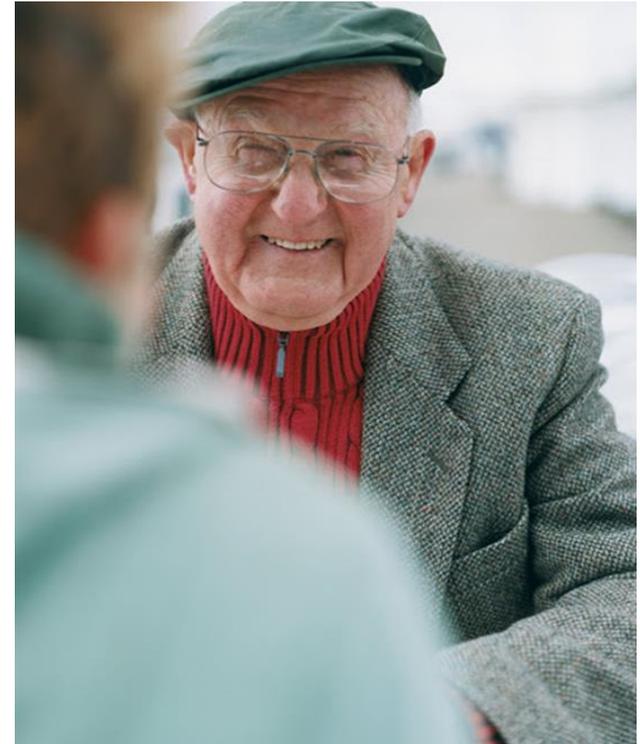
Caring for vulnerable and isolated older people, helping them to enjoy a better quality of life for almost **80** years.

As an **independent** local charity we are responsible for our own funding and services.

We are situated in one of the most **deprived** areas of **Portsmouth** working to support some of the most vulnerable people in the community.

We support around **6000** older people a year.

Providing vital contact without which many frail older residents would remain **isolated and alone**.



Case Study:

- Vera's toilet had water leaking out the syphon and the toilet did not fill / flush.
- She looked through a local directory where a company had a large advert. She called them to find out how much it would cost and how soon they could come and repair it.
- The cost of the service was approx. £65 per **HALF** hour plus VAT.
- Vera ended up paying over £600 for a temporary repair and then the next day the plumber returned and replaced a small plastic tube in the cistern.
- Vera handed over cash to the plumber.
- She was advised to bring the invoice to us as the cost seemed excessive.

Case Study: Repair Work

- On his first visit he charged £43.98 for the new part and £67.50 labour for a temporary repair.
- He reconnected the handle and saw that the toilet wasn't flushing properly due to a tear in the plastic valve that wasn't shutting off causing a leak through the handle.
- He arranged to come back the next day with a new part for the toilet and left the toilet in a usable state until he could fit the needed part.
- The second visit he charged £337.50 for repair work and installed the new part.
- He kindly gave a 'Senior Citizen 5% deduction', adding the VAT and a 10 year guarantee for the new part.

Case Study: AUKP Actions

- We emailed the company to make a complaint about the cost of the service.
- Their response being that they had read their costs and T&C's to Vera, therefore everything was completed correctly.
- After several months with the Manager repeatedly ignoring or saying emails had not been received. We contact Trading Standards service who informed us of relevant consumer law that might help.
- One final push involved us setting out comparative prices in the local area. We asked them to select an “ADR” (Alternative Dispute Resolution) Company that would represent them – before taking them to court.
- At this point we were told that the Manager had left the company and deleted all copies of correspondence.

Case Study: Outcome

- The new manager was excellent and after reading the duplicate correspondence, she offered to refund half the cost.
- The refund is being paid 14 months after the repairs were carried out.
- We informed Vera about the “Buy with Confidence” scheme operated by Trading Standards so that if she needs tradespeople in the future, she can contact vetted companies that have made a commitment to treat people fairly.
- Although the company in question had read all their relevant policies to Vera, the operator was not skilled enough to identify that Vera had not understood the pricing structure.
- The company could do with some training on conversing with elderly / vulnerable people. In addition, their pricing structure is excessive & having read some of their reviews online, it is not just elderly / vulnerable people that have been overcharged by this company.

How to contact us:

- We are open Monday to Friday, 9.00am to 5.00pm (4.30pm Fridays).
- We also offer telephone advice or face-to-face office appointments and home visits.
- Tel: **023 9286 2121**
- Email enquiries@ageukportsmouth.org.uk
- We have a comprehensive range of Information Guides which can be downloaded directly from our website:

www.ageuk.org/portsmouth



Thank You

**Any
Questions?**

