

## Stormwater misconnection repairs in your home

This leaflet provides information to help you get your stormwater misconnection repaired using a suitable tradesperson. We tell you:

- how to get a quote to repair the misconnection, and
- organisations that can give you contact details for vetted tradespeople.

### Get a misconnection repair quote

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#### Find the right tradesperson

- ✓ Make sure the trade company or individual is well established.
- ✓ Choose a tradesperson that specialises in the type and size of work you want carried out.
- ✓ Check if the tradesperson belongs to a trade organisation. Some organisations are regulated, follow a code of ethics and have a complaints procedure.
- ✓ Make sure that the tradesperson has appropriate insurance.
- ✓ Confirm they are available or confirm how long you will be waiting until they are.

#### Get a quote

- ✓ Get quotes from several tradespeople that repair misconnections within your area.
- ✓ Request a written quote – not an estimate. A quote is legally binding unless the work you agree with the tradesperson changes.
- ✓ Look for as much detail as possible in the quote. Get a breakdown for the proposed work to be done (labour fee plus parts) and ask for the quote to include VAT.
- ✓ Find out if there is a call-out fee.

The above information is taken from: Competition and Consumer Protection Commission – [www.ccpc.ie](http://www.ccpc.ie) and Citizens Information – [www.citizensinformation.ie/en/consumer](http://www.citizensinformation.ie/en/consumer) (August 2022)

## Organisations with lists of vetted tradespeople

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### **Age Action Ireland Care and Repair Service**

Age Action Ireland's Care and Repair team will assist people aged 65 or over by providing contact details of tradespeople who they have approved. Age Action Ireland does not employ these tradespeople but the tradespeople follow its code of ethics. You must pay for the tradespeople's work.

**To ask for a list, you can either:**

**Phone:** 01 475 6989

**Email:** [info@ageaction.ie](mailto:info@ageaction.ie)

### **The National Guild of Master Craftsmen in Ireland**

The National Guild of Master Craftsmen has skilled and accredited tradespeople as its members. The Guild has vetted them to ensure high standards, including its insurance and health and safety requirements. You must pay for the tradespeople's work. When asking for quotes from tradespeople in your local area, mention the Guild.

**To get the Guild's list of tradespeople visit [www.nationalguild.ie](http://www.nationalguild.ie)**

**Click on Contact Us and then on Misconnection – Repair Work on the right-hand side of the toolbar.**

If you have any questions, please email the Guild. Email: [info@nationalguild.ie](mailto:info@nationalguild.ie)

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