



Aberdeen Care and Repair – Trusted Trader List 2024/2025 (August 2024)

Every care has been taken in the compilation of the Trusted Traders list, and all traders have been issued with the Code of Conduct of the Scheme – please see Code below.

However, Aberdeen Care & Repair will not be held responsible for any loss, damage or inconvenience caused as a result of using these contractors.

Builders/Building Works

Complete Home Repairs (small works only)

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Glen Construction Scotland Ltd

4 Albert Place
Perth, PH2 8JE

Email: glen.construction.scotland@gmail.com
Tel: 01738 637261 or 07774 268304

Henderson & Aitken Ltd

6 Balmoral Terrace
Aberdeen, AB10 6HH

Email: hendersonandaitken@outlook.com
Tel: 01224 211179 or 07889 867860

Oil Heating

Camwater Ltd

Major Lane
Oldmeldrum
Aberdeenshire, AB51 0FX

Email: jmilne@camwater.com
Tel: 01651 872929

Drain Surgeon Plumbing & Heating Engineers Ltd

Unit 1, Demore Industrial Estate
Denmore Road
Aberdeen, AB23 8TW

Email: info@drainsurgeonltd.co.uk
Website: www.drainsurgeonaberdeen.com
Tel: 01224 706111

Heatserv Ltd

8 Durward Gardens
Kincardine O'Neil
Aboyne, AB34 5BZ

Email: info@heatservltd.co.uk
Website: www.heatservltd.co.uk
Tel: 01224 600113



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Gas Heating Engineers (Gas Safe Registered)

Camwater Ltd

Major Lane
Oldmeldrum
Aberdeenshire, AB51 0FX

Email: jmilne@camwater.com
Tel: 01651 872929

Drain Surgeon Plumbing & Heating Engineers Ltd

Unit 1, Demore Industrial Estate
Denmore Road
Aberdeen, AB23 8TW

Email: info@drainsurgeonltd.co.uk
Website: www.drainsurgeonaberdeen.com
Tel: 01224 706111

Heatserv Ltd

8 Durward Gardens
Kincardine O'Neil
Aboyne, AB34 5BZ

Email: info@heatservltd.co.uk
Website: www.heatservltd.co.uk
Tel: 01224 600113

Phoenix Joinery Services

55/57 Dunlin Road
Aberdeen, AB12 3SD

Email: phoenixservices01@btinternet.com
Website: www.phoenixjoineryservices.co.uk
Tel: 07836 576988 or 07940 774714

PK Plumbing and Heating

17 Garthdee Drive
Aberdeen, AB10 7JB

Email: pkplumbo@gmail.com
Tel: 01224 314339 or 07832 341755

Electricians and Electrical Heating

John R Ewan (Aberdeen) Ltd

10 Westholme Crescent South
Aberdeen, AB15 6AF

Email: mark@johnrewan.com
Tel: 01224 646480 or 07711 169032

Locks

Caldon Joinery

397 Lee Crescent North
Bridge of Don
Aberdeen, AB22 8GF

Email: charlesmilne01@hotmail.com
Website: www.caldonjoinery-aberdeen.co.uk
Tel: 07834 055155

Crest Glazing

Unit 1, 35 Fraser Place
Aberdeen AB25 3TY

Email: info@crestglazing.co.uk
Website: www.crestglazing.co.uk
Tel: 01224 640930



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Plumbers

Camwater Ltd

Major Lane
Oldmeldrum
Aberdeenshire, AB51 0FX

Email: jmilne@camwater.com
Tel: 01651 872929

Complete Home Repairs

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Drain Surgeon Plumbing & Heating Engineers Ltd

Unit 1, Demore Industrial Estate
Denmore Road
Aberdeen, AB23 8TW

Email: info@drainsurgeonltd.co.uk
Website: www.drainsurgeonaberdeen.com
Tel: 01224 706111

Heatserv Ltd

8 Durward Gardens
Kincardine O'Neil
Aboyne, AB34 5BZ

Email: info@heatservltd.co.uk
Website: www.heatservltd.co.uk
Tel: 01224 600113

Phoenix Joinery Services

55/57 Dunlin Road
Aberdeen, AB12 3SD

Email: phoenixservices01@btinternet.com
Website: www.phoenixjoineryservices.co.uk
Tel: 07836 576988 or 07940 774714

PK Plumbing and Heating

17 Garthdee Drive
Aberdeen AB10 7JB

Email: pkplumbo@gmail.com
Tel: 01224 314339 or 07832 341755

Drainage

Drain Surgeon North East Ltd

Unit 1, Demore Industrial Estate
Denmore Road
Aberdeen, AB23 8TW

Email: info@drainsurgeonltd.co.uk
Website: www.drainsurgeonaberdeen.com
Tel: 01224 706111



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Roofing/Slating (including flat roofs)

Henderson & Aitken Ltd

6 Balmoral Terrace
Aberdeen, AB10 6HH

Email: hendersonandaitken@outlook.com
Tel: 01224 211179 or 07889 867860

Norris Roofing Ltd.

9 Craig Park
Peterhead
Aberdeenshire, AB42 3FP

Email: norrisroofingltd@yahoo.co.uk
Tel: 07731 455364

RDM Slating

3 Redmire Avenue
Portlethen
Aberdeenshire, AB12 4AJ

Email: rdmslating@outlook.com
Website: www.rdmslating.co.uk
Tel: 07752 959194 or 01224 943488

Windows and Doors

Caldon Joinery

397 Lee Crescent North
Bridge of Don
Aberdeen, AB22 8GF

Email: charlesmilne01@hotmail.com
Website: www.caldonjoinery-aberdeen.co.uk
Tel: 07834 055155

Crest Glazing

Unit 1, 35 Fraser Place
Aberdeen AB25 3TY

Email: info@crestglazing.co.uk
Website: www.crestglazing.co.uk
Tel: 01224 640930

Phoenix Joinery Services

55/57 Dunlin Road
Aberdeen, AB12 3SD

Email: phoenixservices01@btinternet.com
Website: www.phoenixjoineryservices.co.uk
Tel: 07836 576988 or 07940 774714

Plastering

Complete Home Repairs

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Henderson & Aitken Ltd

6 Balmoral Terrace
Aberdeen AB10 6HH

Email: hendersonandaitken@outlook.com
Tel: 01224 211179 or 07889 867860



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Joinery

Caldon Joinery

397 Lee Crescent North
Bridge of Don
Aberdeen, AB22 8GF

Email: charlesmilne01@hotmail.com
Website: www.caldonjoinery-aberdeen.co.uk
Tel: 07834 055155

Camwater Ltd

Major Lane
Oldmeldrum
Aberdeenshire, AB51 0FX

Email: jmilne@camwater.com
Tel: 01651 872929

Complete Home Repairs

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Phoenix Joinery Services

55/57 Dunlin Road
Aberdeen, AB12 3SD

Email: phoenixservices01@btinternet.com
Website: www.phoenixjoineryservices.co.uk
Tel: 07836 576988 or 07940 774714

Painting and Decorating

Complete Home Repairs

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Peter Cooper (Pete the Painter)

28D Roslin Street
Aberdeen AB24 5PD

Email: p.cooper1@hotmail.co.uk
Tel: 07712 468168

Phoenix Joinery Services

55/57 Dunlin Road
Aberdeen, AB12 3SD

Email: phoenixservices01@btinternet.com
Website: www.phoenixjoineryservices.co.uk
Tel: 07836 576988 or 07940 774714

Plastering

Complete Home Repairs

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Henderson & Aitken Ltd

6 Balmoral Terrace
Aberdeen AB10 6HH

Email: hendersonandaitken@outlook.com
Tel: 01224 211179 or 07889 867860



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Garden/Slabbing works

Complete Home Repairs

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Glen Construction Scotland Ltd (slabbing/ramps)

4 Albert Place
Perth, PH2 8JE

Email: glen.construction.scotland@gmail.com
Tel: 01738 637261 or 07774 268304

Henderson & Aitken Ltd. (slabbing)

6 Balmoral Terrace
Aberdeen, AB10 6HH

Email: hendersonandaitken@outlook.com
Tel: 01224 211179 or 07889 867860

Tiling

Complete Home Repairs

92 Cummings Park Circle
Aberdeen, AB16 7AL

Email: david.a1chr@gmail.com
Tel: 07527 299855

Stairlifts

Atlas Lifts & Services Ltd

1 Hanover Street
Aberdeen, AB11 5GE

Website: www.atlaslifts.co.uk
Email: info@atlaslifts.co.uk
Tel: 01224 574696

Caltech Lifts Limited

Affinity House, Affinity Business Centre
Harrison Road
Dundee, DD2 3SN

Email: enquiries@caltechlifts.co.uk
Tel: 01382 462810



Aberdeen Care and Repair – Trusted Trader List 2024/2025 (August 2024)

ABERDEEN CARE & REPAIR TRUSTED TRADERS CODE OF CONDUCT

This code is applicable to all contractors working on behalf of Care & Repair in clients' homes. Any breach of the code will be regarded very seriously and may adversely affect the contractor's opportunity for future work with Care & Repair.

PROFESSIONALISM

Care & Repair expects contractors to act professionally and courteously in all dealings with clients and show respect for their property at all times.

Attention is particularly drawn to Care & Repair's Health and Safety Policy and to the Equal Opportunities policy (both appended). Contractors are required to adhere to both policies.

Contractors are also requested to note that Care & Repair specialises in assisting vulnerable people, including the elderly and particular consideration may require to be given to the needs of individuals with special needs in relation to working within their home.

If a contractor has any concerns or enquiries about his work in a particular client's home he should advise Care & Repair.

ACCESS ARRANGEMENTS

The contractor should contact a client beforehand to make or confirm an appointment unless the work is being done as an emergency or Care & Repair has made a prior arrangement with the client.

Clients should be encouraged to be at home personally or have a member of their family or a friend present while the works are being carried out (unless decant arrangements have been made).

In the case of planned works, at least one weeks notice should be given to the client and the appointment time agreed with them.

Where access cannot be gained, or is refused, the contractor should leave a card or written note through the door and report back to the supervising officer at the earliest opportunity.

In order that clients and neighbours are not unduly disturbed, works should be carried out within normal working hours (8.00am to 5.00pm Mondays to Fridays), other than emergency works, or where alternative arrangements have been agreed.



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IDENTIFICATION

Contractors and employees must present identification to clients before entering their home. Care & Repair prefers that a proper identification card, with photograph is used for this purpose but if this is not possible a letter of authorisation confirming the employees name and status should be provided by the company. A copy of the order form from Care & Repair is not sufficient.

Even if the contractor has keys to a property he must still knock or ring before entering the property.

USE OF KEYS

Where the contractor is entrusted with keys for a property in the absence of the client, he must ensure that these keys are securely and safely kept and only used for the purposes of carrying out the works at the agreed times. All keys must be returned to Care & Repair's offices as soon as work is completed, unless other arrangements have been made with the client or Project Officer.

CONFIDENTIALITY

A client's name, telephone number and any personal details provided by the client or Care & Repair are strictly confidential. Under no circumstances must a contractor pass on such information.

PREPARATION FOR WORK

The contractor is requested to assist clients move heavy items, if required, and replace them at the end of the job.

If a contractor causes damage to a client's home or its contents through neglect or wilful damage, he will be required to make good the damage or otherwise provide adequate recompense.

All care should be taken when lifting carpets and floor coverings to minimise any potential damage once these are re-laid. If the contractor is concerned that permanent damage is likely to occur in the process he should advise the client and/or Care & Repair if applicable.

USE OF CLIENT'S FACILITIES

The contractor is requested, where possible, not to use facilities or equipment within the client's home, (other than electricity for essential power tools).

Where use of the client's telephone is essential, permission from the client should be obtained.



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If the contractor is working in a property where the client has been decanted, any use of equipment should be reported to Care & Repair.

CONDUCT OF WORKMEN

While work is in progress the contractor should ensure that noise and inconvenience are kept to a minimum. **Smoking or the use of radio and cassette players in a client's home are not permitted.**

Care should be taken, as far as possible to keep the home warm and comfortable while the work is in progress.

SAFETY AND SECURITY

The contractor must ensure that all hazards are minimised when working, or leaving a working area, in a client's home. This also applies where the contractor has to leave the job temporarily to collect additional materials or tools.

In particular, care should be taken in the following respects -

- Tools and materials must not be left lying about or blocking an access.
- Particular care should be taken when working around children and pets. Sharp tools, power tools and toxic substances must be kept well out of reach and should never be left unattended.
- If work has to be left unfinished, perhaps overnight, make sure that clients are protected from and/or warned about any potential hazards.
- Check working areas before leaving the premises to ensure that no fire hazard exists.
- Leave the property wind and watertight, with basic services usable and surfaces safe and hygienic.
- Always check that an unoccupied property is well secured before leaving.

ON COMPLETION OF WORKS

All rubble, unused materials and tools should be removed and the work area left clean and tidy. Assistance should be given to the client to return furniture etc to its normal position if this is required.

All keys should be handed back to Care & Repair or the client, as appropriate, as quickly as possible.



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TRUSTED TRADERS CODE OF CONDUCT - APPENDIX 1 SUMMARY OF EQUAL OPPORTUNITIES POLICY FOR CONTRACTORS

Care & Repair is committed to providing an environment of equal opportunity and service to everyone affected by Care & Repair's governance, management, housing and employment services.

To this end Care & Repair is opposed to discrimination in any form whether through direct or indirect effect and will take all steps within its power to ensure that statutory and contractual obligations are met, and appropriate voluntary codes of practice followed in relation to the avoidance and elimination of any discriminatory practice.

In reviewing its commitment to equality Care & Repair will specifically address the need to combat prejudice and discrimination based on the following grounds -

- 1 Race, colour, ethnic origin or nationality
- 2 Gender
- 3 Disability and illness, whether physical or mental
- 4 Religious, political or other beliefs
- 5 Marital status or family circumstances
- 6 Sexual orientation
- 7 Age

The Management Committee of Care & Repair, having formally adopted the equal opportunities policy, will accept responsibility for its implementation and for monitoring effectiveness. Day to day responsibility for implementation will lie with the Manager of Care & Repair. Besides the statutory duties not to discriminate, all staff will have a responsibility to ensure the positive application of the policy.

CONTRACTORS AND CONSULTANTS

Care & Repair expects contractors and consultants to:-

- 1 Meet all statutory requirements in relation to employment and equal opportunities legislation and to adhere to any codes of practice or standards approved or required by Scottish Homes.
- 2 Operate within the context of the principles laid down in Care & Repair's equal opportunities policy to ensure that all those who receive Association services have access to equal rights, provision and quality of service.
- 3 Ensure that their employees are made aware of any information provided by Care & Repair regarding the particular requirements of special needs or minority groups and to ensure that employees always work with sensitivity towards any clients with special needs.
- 4 Co-operate with Care & Repair in any monitoring exercises that Care & Repair may wish to pursue in relation to equal opportunities issues.



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TRUSTED TRADERS CODE OF CONDUCT - APPENDIX 2 HEALTH & SAFETY POLICY (SUMMARY FOR CONTRACTORS)

GENERAL POLICY STATEMENT

Care & Repair is committed to providing and maintaining a safe and healthy working environment for its employees and to ensuring, as far as practicable, that clients and members of the public are not exposed to risks to their health and safety in situations or premises within Care & Repair's control. To this end, Care & Repair recognises and accepts its responsibilities as an employer under the Health & Safety at Work Act 1974 (as amended) and requires all its employees, including temporary and part-time workers, consultants and contractors to co-operate with the Technical Officer, supervisors and managers in this respect and to otherwise comply with the conditions laid down in the Health & Safety Policy of Care & Repair.

This policy document will be displayed at Care & Repair's office at 11 Waverley Place.

In addition, all employees will receive a copy specific to their post and will be requested to sign and return the appropriate section when they have read and understood the contents.

The document will be revised as and when necessary, on change of policies and statutory requirements and all staff will be advised of the relevant revisions.

HEALTH AND SAFETY POLICY REQUIREMENT FOR CONTRACTORS

Care & Repair will only use contractors who have a good proven record on health and safety, and which can be demonstrated by the following:

1. Health and Safety Policy
2. Good record of reported incidents
3. Good working practices through our direct experiences
4. By any other method Care & Repair feels appropriate
5. Contractors must be capable of discharging their primary responsibility to safeguard their employees and other persons who may be affected by their undertakings.

This policy will be administered by means of an approved list of Trusted Traders. This list will be constantly reviewed, and sanctions will be applied as a result of poor health and safety performance, including removal from the Trusted Trader list where appropriate.