

Tradesmen confessions reveal home improvement “emergencies”

Research from RatedPeople.com shows the more unusual side to life as a tradesman

LONDON, 29th APRIL 2013 – A home emergency might bring to mind images of burst pipes or a broken window, but research from RatedPeople.com has found that at least once a month 37 per cent of tradesmen find themselves called out for far more unusual “emergencies” including releasing people hand-cuffed to pipes and bedposts or helping to change a light bulb. In fact, 1 in 10 tradesmen (9%) admitted to finding themselves facing these situations on a weekly basis.

The trade recommendation service surveyed over 1,100 of its registered tradesmen to get a picture of the weekly life of British tradesmen, revealing some of the most outlandish call-outs. Typical unusual emergencies:

- Locating the source of ‘noises’ (experienced by 9% of tradesmen)
- Changing a light bulb (experienced by 8% of tradesmen)
- Being called out to ‘fix’ an appliance, only to discover that it’s turned off at the switch (experienced by 4% of tradesmen)
- Flushing out drains to locate lost watches and rings (noted by 2% of tradesmen)
- Releasing someone who is locked in a cupboard (cited by 2% of tradesmen)
- Cats and other animals trapped under the floorboards (claimed by 4% of tradesmen)

Some anecdotes from tradesmen who shared their confessions included:

“One customer called me out as an emergency to bury her pet hamster.”

And:

“One customer called me to check on a “terrible leak.” When I went to check on it, I discovered that the customer had recently showered and had the curtain on the outside of the bath, rather than the inside, causing the shower water to run down directly onto the bathroom floor.”

And:

“I was asked if I could urgently come round to hang a picture as the relatives who’d bought it for the customer were visiting for the weekend.”

And:

“I received an emergency call from two kids who urgently needed their house re-decorated. They had had a big party and needed to cover their tracks before their parents came home.”

However, while tradesmen were frank about the types of jobs they are undertaking, the British public have been less honest with just 3 per cent of homeowners admitting to calling out tradesmen for something which they subsequently learnt was not an emergency. Slightly more candidly, 5 per cent of Brits did confide that they have hired a professional and then discovered that the problem was that something has been turned off at the power source.

In addition to the “emergencies” tradesmen solve on a daily basis, some 36 per cent of tradesmen said that over 10% of their day is usually taken up with helping out the homeowner with jobs unrelated to the task they’ve been hired to do, often delaying them from completing their work. While 50 per cent of Brits said that if they have a tradesman in their home they’ll see if he can help with other minor tasks around the property.

Philip McKinney from Inspired Vision, a [RatedPeople.com](https://wwwRatedPeople.com) member commented: “It doesn’t happen every day, but it is not uncommon to turn up to a job only to find that what the homeowner really needs help with is something entirely different, especially if they’re embarrassed about a situation.

“Discovering that the reason an appliance isn’t working is because it is turned off, or that noises are actually the vibrations from the freezer, can raise the occasional eyebrow, especially when the customer is paying for an emergency call out, which is why it is so important to brief a tradesman properly to make sure they’re able to quote fairly for the job and deliver a good standard of work. We always want to spare our customers from embarrassment, but you do wonder sometimes: if people actually stopped and thought about the problem, would they realise that it wasn’t as much of a crisis as it seems?”

###

NOTES TO EDITORS:

About RatedPeople.com

RatedPeople.com is the UK’s largest trade recommendation service that connects homeowners with over 30,000 quality, local tradesmen nationwide.

Homeowners who are in need of a tradesman can post jobs for free on RatedPeople.com and receive quotes from up to three interested tradesmen.

Only homeowners who have found their tradesman through RatedPeople.com can leave ratings, so they are always based on genuine experiences from previous customers. These ratings, based on quality, value and reliability, allow other homeowners to confidently hire a tradesman they can trust.

Press Contacts

James Treacy

James.treacy@diffusionpr.com

0207 291 0230

Matt Clemens

matt.clemens@diffusionpr.com

020 7291 0230