

# How to choose a good tiler...

Tiling is an investment in your property so in order to get the look you are after and to ensure your tiles keep safe and in good order please;

## Use This Checklist

- Only use a qualified tiling company & ask for certification where their team qualified.
- Ensure all the work undertaken is guaranteed in writing.
- Choose a business so as to protect your guarantees, individuals may come and go but your guarantees will remain with the business.
- Choose one that is VAT registered – Why? Well if it means your tillers are successful at what they do. The VAT threshold is only £61,000. If your tiler is not VAT registered it means they have not reached this level. This figure may seem a lot but for a business it is small amount.
- Check the tiler has appropriate public liability insurance. (Can you afford to take the risk in your home or premises?)
- Only pay cash if the tiler issues you with a tax invoice.
- Insist they give you a written description of the work to be done before they start and that you agree on a written price. If changes are made during the job, check the variation to the price.
- Ensure the tiler or tiling company supplies you with a waterproofing certificate that is valid for at least seven years.
- Check the quality of the adhesive, grouts etc to be used by the tiler with the manufacturer to ensure they are fit for purpose. Ask why these?
- Ensure the job includes expansion joints that are now required by law. Expansion joints must be clean and clear of all obstruction and filled with a flexible material such as silicone or polyurethane. Expansion joints can be created in a range of colours. Tiles expand so need space to move.
- Ask for references from the prospective tilers and preferably view some current work. Assess the quality of the material they come with. Walk out with them to check their van & tools, craftsman look after these well.
- Use your gut instinct about whether you trust them. Think about how they communicated with you and whether they explained things clearly. This will be the standard you can expect throughout the job.
- Consider whether their appearance was clean and tidy and whether they remembered to take off their footwear before walking through your home/premises. Remember, they could be working with and around your valuables! Has their company vetted them?
- Check they have a registered address, landlines & contact points.
- Ask yourself what their marketing truly tells you about them.
- Lastly, the best tilers will be looking for you to recommend them to people you know. Use this to you advantage ask if they have a referral strategy, the best ones do.
- Don't pick the cheapest – there's a reason, trust your own judgement.