

Contact Information

For translation phone
0121 303 6644

For large print, Braille or audio,
please phone 0121 303 6644

If you have hearing or speech difficulties,
please call us via

Typetalk on: 18001 0121 303 7577

We aim to supply what you need within ten
working days

For more information and a pack about
Dropped Kerbs please write to:

**Birmingham City Council Dropped Kerb Team,
Highways, PO Box 37, Birmingham B4 7DQ**

E-mail: droppedkerbs@birmingham.gov.uk
or telephone:

0121 303 7577

08.45am to 5.15 Monday to Thursday,
08.45am to 4.15 Friday

or visit:

www.birmingham.gov.uk/droppedkerbs

Birmingham City Council Approved Builders

0121 303 2645

Birmingham City Council Trading Standards

0121 303 6031

Trust Mark

(The government scheme to help householders find reliable tradespeople)

www.trustmark.org.uk

0870 163 7373

**WARNING
COWBOY
CONTRACTORS
OPERATING
ON YOUR ROAD**



If you're thinking of having your drive resurfaced, or a dropped kerb at your home, make sure you don't become the victim of a cowboy contractor.

Each year, we deal with dozens of complaints about the quality of new or resurfaced drives or illegal dropped kerbs.

In most cases we find the work has been carried out by a contractor who has knocked on the door, asked if the householder wants work done and then demanded payment in cash.

Dropped Kerbs

If you need a dropped kerb, you must arrange the work through our Dropped Kerbs team.

In this way, you can be absolutely sure that the work will be done properly.

If you would like more information on having a dropped kerb, contact the team on:

0121 303 7577 or email:

droppedkerbs@birmingham.gov.uk.

Please remember that:

- We or the contractors working on our behalf will not knock on your door and offer you a cheap dropped kerb.
- Only contractors who have our permission can work on the highway.
- It is illegal for anyone to dig up or leave materials on the road without our permission.
- We will charge for inspecting "illegal" dropped kerbs. If the work is not satisfactory, we will order it to be redone or removed.

You will have to pay for this.

We are particularly concerned about gangs who claim they are working for the council.

If you are suspicious about contractors that have approached you to install a dropped kerb, please call us on: **0121 303 6644**

They target areas where legitimate road work or resurfacing is taking place, knock on doors and tell a story about having some tarmac left over.

Our staff do not work in this way - if they did, it would be illegal.

To make sure you do not become a victim of the tarmac rip off, make sure that you:

- ✓ **Do** get several quotes for resurfacing driveways, prices vary enormously.
- ✓ **Do** use a reputable contractor. Many will belong to a trade organisation, check with the organisation if you are not sure.
- ✓ **Do** ask friends and neighbours for their recommendations, and if you can, see the work they have had done.
- ✓ **Do** get a written contract of what will be done.
- ✓ **Do** get a receipt, preferably with a guarantee.
- ✗ **Don't** be tempted by contractors who turn up on your doorstep uninvited.
- ✗ **Don't** be fooled by business cards and paperwork - often addresses are fake and the telephone number is a mobile one.
- ✗ **Don't** be pushed into paying cash - reputable firms will accept cheques.
- ✗ **Don't** part with any money until the work is complete and you are happy with the job.
- ✗ **Don't** believe what they say about:
 - "working for the council nearby"
 - "having a bit of tarmac left over"
 - "discounts as we are in the area".