

Why Choose A NFRC Member?



About NFRC

NFRC is the UK's premier roofing trade association representing over 60% of the roofing industry by value. By using a NFRC registered contractor you have the comfort of guaranteed protection and quality.

Members undertake a wide range of works from large developments to small domestic repairs and all members must meet the same high standards to gain entry to the Federation and retain their membership. NFRC has a strong regional network so you can speak to someone in your area about the NFRC.

Protecting you from Rogue Traders

Rogue traders are an annual £1.5billion problem across the country. NFRC actively ensures that members offer high standards of workmanship and sound business practice through a strict code of practice and independent vetting procedure, including site inspections and adhering to the Government endorsed TrustMark standards.

NFRC is regarded as the premier roofing trade association in Britain and takes all possible activities to ensure that the Federation is synonymous with quality craftsmanship. In this country, your roof is one of the most important structural elements of your home protecting you from the elements. Ensuring your roof is watertight is imperative and any work should only be undertaken by reputable roofing contractors.

TrustMark

TrustMark is the Government backed initiative, supported by consumer protection organisations to help homeowners find reliable and trustworthy tradesmen to carry out repairs and improvements to the inside and outside of their homes. NFRC is the only roofing trade association approved to issue licenses. The NFRC Code of Practice meets the high standards set out by the Government Endorsed TrustMark Scheme.



Insurance Backed Guarantee

NFRC Members are also able to offer an Insurance Backed Guarantee on qualifying contracts. For more details, please visit the NFRC website at: www.nfrc.co.uk.

Complaints Against Members

A trade member shall have a clear policy for dealing with complaints. A client with a complaint shall normally first approach the trade member responsible for the contract who will then respond quickly and, where required, rectify any fault promptly having agreed the action to be taken with the client.

In the unlikely event that the client continues to have a genuine complaint he/she should contact the local NFRC Regional Secretary to seek assistance, and should confirm his/her complaint in writing.

The Regional Secretary shall then progress the clients concerns directly with the member. If required, a member of the NFRC's local regional committee shall be appointed to inspect the roofing works in question and identify if any corrective roofing works are required.



All the protection you need under one roof.