

## Appendix 2

2 June 2005



### Workman etiquette survey statistics:

- 34% of Brits worry that there is no recourse from an unaccredited workman, should the work not be up to scratch.
- Leaving the job half way through to work on another job is the number one annoyance for both men and women (35%).
- For women, the second most annoying thing is workmen requesting keys / security codes to enter the house (27%) – showing a real concern for safety and security.
- For men, the second most annoying thing is workmen making a mess and leaving it without clearing up (17%).
- Stereotypical complaints such as workmen not removing muddy shoes, chatting incessantly, being “over-friendly”, requesting cups of tea and playing loud music, didn’t feature. Only 1% - 3% cited these as real annoyances.
- 53% of Brits believe that “British reserve” is to blame for preventing customers from managing workmen as they’d like to. This was more marked in older respondents, with 60% of 45–54 yr olds and 68% of 55–64 yr olds agreeing.
- 53% of Brits believe that a “lack of customer knowledge / understanding of the problem” is most likely to increase the final bill. Common misconceptions such as “gender of the customer” were not thought to affect the final bill.

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