

FMB Licensing – Research Summary

Top Headline: Brits Back Licensing of Builders: Homeowners Think It's Already the Law”

Headline findings:

UK Consumers overestimate builders' qualifications/Homeowners wrongly believe that builders must have insurance and a license to operate

Even homeowners who have recent experience of using a builder expect UK builders to have a higher professional standard than is currently required.

Among UK homeowners who have used a builder in the last five years (though none of these are required by builders in the UK):

- Two thirds (66%) expect them to have insurance to cover any damage they may cause.
- 39% expect them to require a license to trade/ have passed competency tests.
- More than a third (35%) believe they must register with a professional body like the FMB.
- A third (33%) think they must register with a government or regulatory body.

Widespread support for mandatory licensing of UK builders proposal/Public call time on rogue traders: 81% support licensing.

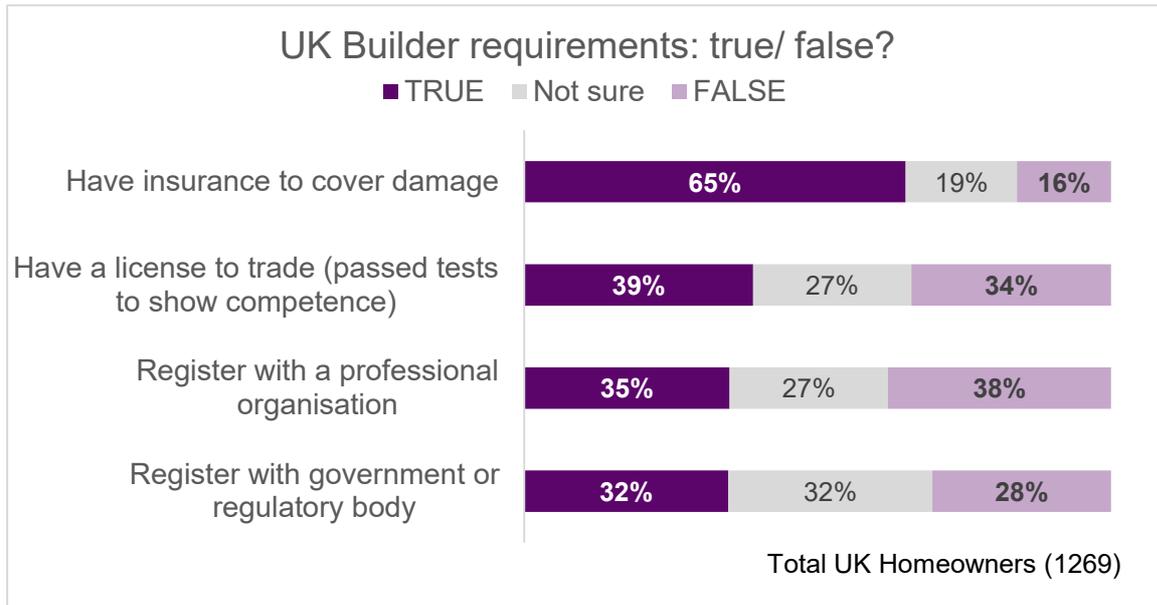
- 8 in 10 UK homeowners (81%) support a proposal to introduce a mandatory licensing scheme for residential builders to include competence assessments, background checks on trading and financial history, a dispute resolution scheme and a mechanism for licenses to be revoked if standards are not met.

Detailed Research Findings & Charts

Homeowner misperceptions of builders

Overall, a significant proportion of homeowners believe builders in the UK require more professional qualifications and checks than is actually the case. In particular:

- Two thirds (65%) of UK homeowners believe builders are required to have insurance to cover any compensation or damage caused by their actions.
- Two in five British homeowners (39%) think builders need to have a license to trade, that is, that they must have passed tests to show they are competent. 45% of UK adults wrongly believe that builders are licensed.
- More than a third of UK homeowners (35%) believe builders must be registered with a professional organisation like the Federation of Master Builders to show a commitment to quality standards and ethical practices.
- And roughly a third of UK homeowners (32%) expect that builders must register with a government or regulatory body to trade.



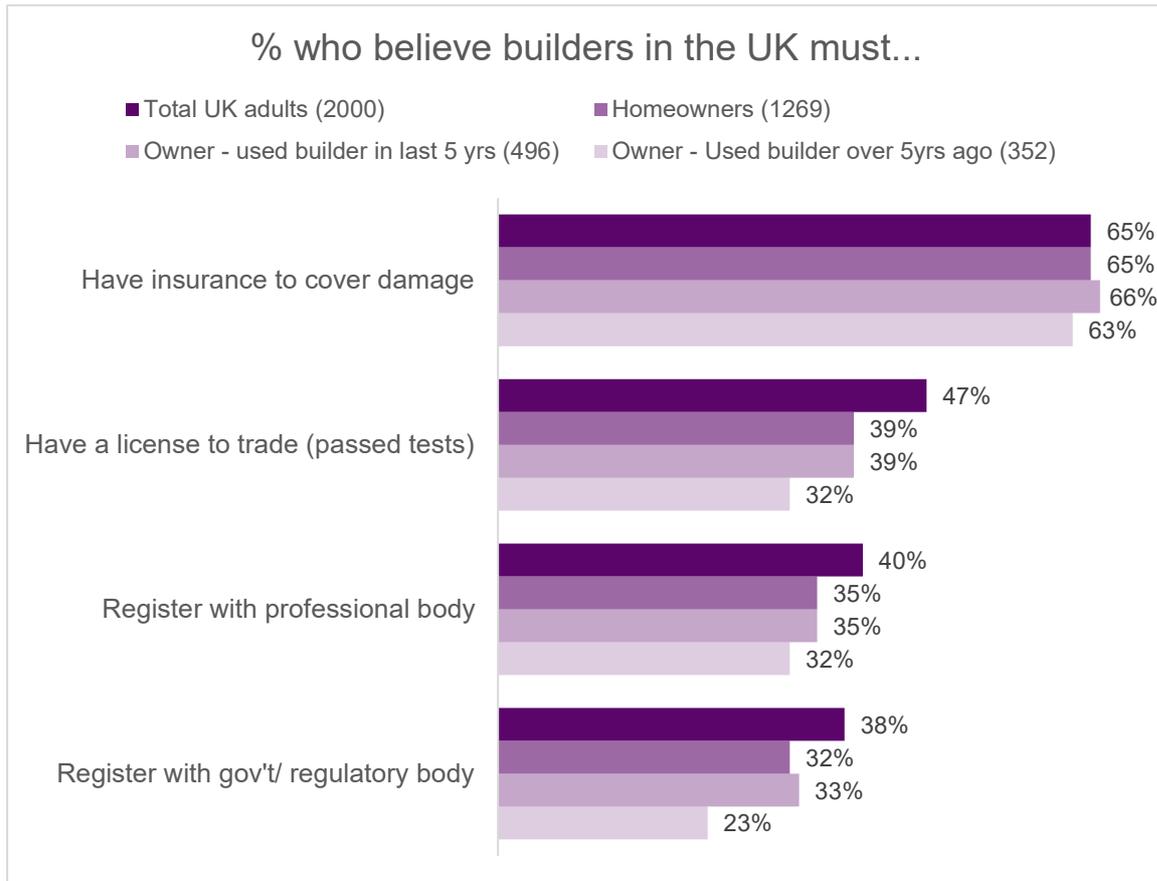
Builder misperceptions

2 in 5 UK homeowners who used a builder in the last five years expect them to have a license to trade.

Even homeowners who have experience of using a builder expect UK builders to have a higher professional standard than is currently required.

Among UK homeowners who have used a builder in the last five years:

- Two thirds (66%) expect them to have insurance to cover any damage they may cause.
- 39% expect them to require a license to trade/ have passed competency tests.
- More than a third (35%) believe they must register with a professional body like the FMB.
- A third (33%) think they must register with a government or regulatory body.



Builder misperceptions (among homeowner demographic groups)

Younger homeowners, in particular, are more likely to falsely believe that builders in the UK must:

- Have insurance cover for accidental damage (80% of homeowners age 18-34 vs 65% of homeowners overall).
- Have a license to trade and to have passed competency tests (69% of homeowners age 18-34 vs 39% of homeowners overall).
- Register with a professional body like the FMB (60% of homeowners age 18-34 vs 35% of homeowners overall).
- Register with a government or regulatory body (66% of homeowners age 18-34 vs 32% of homeowners overall).

Female UK homeowners are more likely than their male counterparts to expect UK builders to have a higher professional standard than is currently required. See the male/ female homeowner differences below:

% who believe builders in UK must... (among homeowner groups)

■ UK Homeowners ■ Male ■ Female ■ Age 18-34 ■ Age 35-54 ■ Age 55+

