

## NEWSLETTER

JANUARY 2022

### MEET THE TEAM



#### Chris Brown – Chief Executive

A commercially astute leader who focuses on the day to day running of the Company. Chris has over 30 years of man management experience and running successful businesses. Chris works to ensure there is a cohesive and smooth collaboration between all departments with the focus on the complete satisfaction of the Customer.

### HISTORY OF HYDROGARD

Hydrogard Legal Services first came into the “Home Improvement Refund” sector in April 2015 and was set-up as a trading partnership to see if there was a need for such a service in the UK.

Chris Brown our CEO started the business because a family member was scammed in their home and as a result lost £3,800 cash to the scammers. Chris was so incensed by this that along with David Lewis our internal solicitor and Peter Grant accountant, Hydrogard Legal Services, the Home Improvement Refund Specialist was born.

We have been successfully trading since 2015 and registered Hydrogard Legal Services Limited in May 2016. In this time we have helped hundreds of innocent homeowners across the whole of the UK win thousands of pounds in refunds on products, goods and services misrepresented to them in their own home.

We became regulated with the Ministry of Justice in 2018 and in 2019 the regulator for Claims Management Companies passed to the FCA and we are now registered with the FCA registration No. 829910 to carry out regulated claims management activities.

Hydrogard Green Energy offer home suitability assessments for renewable energy products, we do this in order to protect the consumer from rogue traders, scammers and misrepresentation in the renewable energy sector.

For more information, head over to our Hydrogard Green Energy website [www.hydrogardgreenenergy.com](http://www.hydrogardgreenenergy.com)

## DECEMBER COMPETITION WINNERS

MONDAY 6<sup>TH</sup> DECEMBER



Ali Ellis  
From Yateley, Hampshire

MONDAY 22<sup>ND</sup> DECEMBER



Elizabeth Burton-Dowsett  
from Worthing, West Sussex

## WHAT WE OFFER

We help homeowners with products including Solar Panels, Solar Batteries, Solar Edge Inverter systems, Air Source Heat Pumps, Ground Source Heat Pumps, Double Glazing, Windows, doors and conservatories, garages and fascia soffit and gutter installations. We have helped hundreds of people win complaints for Roof Coating, Wall Coating, and general building work issues, whether it is an unfinished job or a job that has been finished badly.

We have helped hundreds of people who have kitchen issues, whether it is a fitting problem, or the supplier has provided the wrong products, we help with bathroom and bedroom issues, in fact if you have had an issue with any type of home improvement that has been sold to you in your home or in a showroom and it hasn't turned out as you expected, then give Hydrogard Legal Services a call we have the experience to help with these situations.

**OUR FREEPHONE NUMBER IS 08000 748494 OR  
OUR OFFICE NUMBER IS 01252 872265**

## FORTNIGHTLY COMPETITION

We introduced our competition during lockdown to give people the chance to win a £100 voucher for the supermarket of their choice. We started this to help people who were out of work, or on furlough to give something back to the community when we were all struggling throughout the pandemic in some way or another.

In October 2021, due to restrictions easing, we changed our competition so people could be in for the chance of winning a £100 dining out voucher, plus a years' membership for our Consumer Protection Service.

Our competition is FREE TO ENTER for anyone over the age of 18, living in the UK to enter. Simply click on the link or scan the QR code below to enter. New draw every other Monday.



Plus, a years' membership for our  
Consumer Protection Services!

\* Terms & Conditions Apply

**OUR NEXT DRAW WILL TAKE PLACE  
ON MONDAY 7<sup>TH</sup> FEBRUARY 2022**

## SUCCESS STORY – HYDROGARD CONSUMER PROTECTION SERVICE WIN ZENITH CUSTOMER £63,000 REFUND

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Mr P from Surrey brought a conservatory from Zenith Home Improvements in 2019. The conservatory was poorly fitted, it leaked, and it was falling away from the main house. The Hydrogard Consumer Protection team fought the complaint on Mr P's behalf and won him a refund in excess of £63,000

If you have purchased double glazing from Zenith or from any other company, contact our Consumer Protection team today!

## NEW MEMBER - COMPLAINTS

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Mr P from Essex recently contacted our Consumer Protection team regarding a rogue builder that has left his property in a state of disrepair. Our Consumer Protection team are getting the work rectified at no extra cost to Mr P and are in the process of pursuing the builder for a refund.

Miss H from Yorkshire recently purchased windows from Anglian, the product was delivered damaged and since Miss H has tried to cancel the contract within her cancellation period, and Anglian are trying to force her take delivery. Our Consumer Protection team have issued representation defending her rights to cancel and we expect Anglian to agree to the cancellation with no penalties to Miss H.

## CONSUMER PROTECTION SERVICES

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**Unlimited Legal Assistance** This covers everyone living in your property for a 12 month period.

**Unlimited Telephone Assistance** regarding any issue you may need answers on or any dispute you have.

**Future Purchasing Advice** We will check out any contractor you are thinking of engaging, we will check their sales contract and we will establish how long they have been in business and advise you how to protect yourself with all purchases.

**Copy of the Beware of Scammers** Consumer Protection Book - How to Protect Yourself.

**1 years membership to the Digital Property Logbook**, which protects your property and all the valuable goods inside (not Insurance).

**HR Advice** so if you have a problem at work and want to ask us questions regarding your employment or any issue with work, we can help answer those questions for you.

**No Win No Fee Claims Management** without the administration costs.

**OUR CONSUMER PROTECTION SERVICE IS £480 INCLUDING VAT**

For more information or to sign up for our Consumer Protection Service head over to our website [www.hydrogardlegalservices.co.uk](http://www.hydrogardlegalservices.co.uk) or give us a call on 08000 74 84 94

## FINANCIAL NEWS

### Millions yet to file tax return as scammers circle



The last-minute rush ahead of the deadline is seized upon by fraudsters who send out false message claiming to be from HMRC.

Tricks include emails and text messages claiming a rebate is due, or threats of court action. Whatever the scam, the fraudsters' ultimate aim is either to steal money directly from bank accounts, or to gather enough personal information to apply for credit in their victims' names.

The scams show fraudsters have piggy-backing on the fact that many people expect correspondence from HMRC at this time of year, given it sends out 4 million legitimate letters and texts.

**But it's time to be most vigilant!**

## GREEN ENERGY NEWS

### Berlin Olympic Stadium to generate solar power from its own roof



The Olympic Stadium in Berlin is to generate its own solar energy in a major investment to drive both climate security and the urban energy transition to clean, green power.

A 605.25kWh peak photovoltaic system comprising 1,674 photovoltaic modules will be installed on the outer concrete ring of the stadium roof. This will produce almost 615,000 kWh of electricity a year – enough for around 205 tree-person households.

The electricity will power the stadium's ventilation, cooling and lighting systems and other services. Due to the Olympic Stadium's high consumption, almost all the electricity generated will be used on site, currently accounting for some 11% of local demand.

## FEATURES IN OUR NEXT ISSUE INCLUDES

Why choose Hydrogard Green Energy?  
Our January competition winners  
Solar Panel success stories  
Plus, much more!

IF YOU NEED HELP OR ASSISTANCE WITH ANY DISPUTE,  
CALL HYDROGARD LEGAL SERVICES ON 08000 74 84 94