

Appendix 2 – Consumer Advice Service Requests 2012-2016

Product/Service	12/13	13/14	14/15	15/16
<i>Second-hand cars</i>				
Number / Value	174 £594,331	157 £393,372	249 £644,575	213 £619,000
<i>Home Maintenance and Improvements</i>				
Number / Value	165 £300,395	221 £277,631	190 £436,716	185 £518,000
<i>Furniture</i>				
Number/ Value	69 £62,787	71 £48,897	47 £33,731	69 £43,000
<i>Other Professional Services</i>				
Number/ Value	52 £18,631	73 £32,449	54 £18,018	62 £34,000
<i>Telecomms (inc mobiles)</i>				
Number/ Value	60 £3,185	77 £5,831	91 £6,214	57 £3,000
<i>Vehicle Repairs and Servicing</i>				
Number/ Value	59 £40,810	50 £48,775	64 £73,127	56 £32,000
<i>Road, Rail, Air and Sea Travel</i>				
Number/ Value	N/A	N/A	N/A	39 £5,000
<i>Toiletries and Beauty articles</i>				
Number/ Value	N/A	43 £4,114	53 £7,440	39 £3,000
<i>Tobacco Products</i>				
Number/ Value	N/A	N/A	N/A	38 £1,000
<i>Large White, Goods</i>				
Number/ Value	N/A	N/A	N/A	34 £7,000