

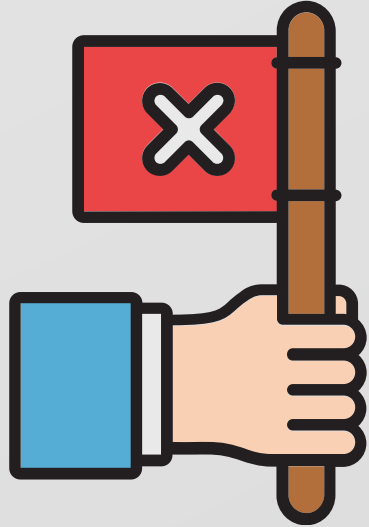


# The main challenges facing independent garages and dealer workshops in 2025



89%

Rising operational costs, taxes and energy bills



56%

Customers putting off essential repairs



52%

Paying more for parts to repair customer vehicles



48%

Recruitment of qualified staff



48%

Fewer customers being able to afford routine vehicle maintenance, such as servicing



42%

Trying to avoid passing on higher operating costs in the prices charged to consumers



28%

Customers abandoning their cars on site if repairs are too costly or prove uneconomical to repair



27%

Customer retention being harder due to financial pressures on consumers

- The survey of **104** independent garages and franchise workshops was conducted online by The Motor Ombudsman between **04th and 22nd November 2024**
- Percentage figures highlighted in **blue** are for the proportion of businesses that selected this multiple choice response