

The Checktrade Report

5 Star Heating Limited

29 January 2014

5 Star Heating Limited



Whether you are a Home Owner, Landlord, Tenant, Management agent or Insurance Company, you will find our services tailored for your needs

Providing: Plumbing, Heating, Drainage Services by our in house team of high standard Gas Safe registered engineers.

Our engineers are trained to deal with any breakdown of any boiler ever sold in the UK.

As accredited installers For Glow-worm & Vaillant Group we offer Exclusive 5 & 7 year warranty on selected quality boilers at an affordable price.'

Plumbing, Heating, Drainage specialist * 24 Hr.

About This Report

5 Star Heating Limited are members of the consumer information service Checktrade. Checktrade provide a free, independent service to consumers. We supply you with up-to-date information on trades and service providers, helping you to make informed decisions on whom you employ.

To join, our members are vetted then continuously monitored by feedback from their customers, which we make public. They agree to work to the high Checktrade standard.

We enable our members to print this Report directly from our web site to show you their credentials and customer feedback.

They cannot change or select the vetting details or feedback – this comes unbiased from our database (print quality may vary).

Useful Contact Information

Name	Mr Tom Hedges
Address	New Malden, Surrey, KT3 5QW
Telephone	020 8643 9848
Mobile	07919 658728
Email	fivestarplumbing@blueyonder.co.uk
Web	www.5starheating.co.uk

This Report shows the 25 most recent feedback submissions for this member. Their entire feedback history can be read freely at www.checktrade.com/5StarHeating If you have any further questions about this Report or member please call us on **0800 028 2294**.

Your Feedback Counts

To date we have received **1,127,714** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at www.checktrade.com/5StarHeating for the benefit of others. Alternatively, ask them for a customer feedback card and post it back to us free of charge.

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Feedback Summary



What do these Scores Mean?

The **chart** (left) shows this tradesperson's average score out of 10 in four key areas. The numbers are the average of all real customer scores given to this Checkatrade member with nothing left out.

The **overall rating** is the average of all of these scores added together. The **positive feedback rating** shows the percentage of past customers who would recommend this tradesperson.

Specific customer scores are printed from page 4 of this Report onwards.

More about the Trader

Profile

Membership Number: **217174**

Member Since: **21 July 2011**

Total Feedback: **90**

ü **Recommended**

ü **Vetted**

ü **Monitored**

Vetting

Interviewed: **On 15 July 2011**

Limited Company: **Registration no. 6716386**

VAT Registered: **No. 981274793**

Public Liability Insurance: **Current - Verified on 20 January 2014**

Insured by: **ZURICH Corgi Insurance**

Coverage Amount: **2,000,000**

Accreditations: **Gas Safe Register, Glow Worm, Vaillant**

References

Received as part of the vetting process upon application for Checkatrade membership.

Gas Leak

Very efficient & tidy workers, would use them again

Customer in Epsom, 12 August 2011

Plumbing & Heating

Say what they are going to do and do it. Good time keeping & charges are very good.

Customer in Thames Ditton, 21 July 2011

Heating work.

We called Five Star Heating when our boiler broke down, they came very quickly and could not fix the boiler at that time but returned within 2 days to replace with a new one. Thanks very much. I would be happy to recommend this company.

Customer in Egham, 21 July 2011

Came at stated time, meticulous attention to detail, provided detailed central heating list. Better value and better, more comprehensive servicing of my central heating than a much larger company who I had previously used for over 10 years. I would be happy to recommend this company.

Customer in Twickenham, 21 July 2011

The Checkatrade Standard

Our trades and services pledge to you, their customers, to:

- § Be honest.
- § Inform you of any call-out fees before attending the work.
- § Be realistic regarding start dates and how long work will take.
- § Return promptly all phone messages that you leave.
- § Keep all appointments booked and be on time. If unable to make original time or date, they will call you to let you know and reschedule where necessary.
- § Let you know immediately if they are unable to carry out estimated work, referring you back to Checkatrade for assistance in finding another tradesperson.
- § Be courteous and respectful to you, your property and your belongings.
- § Keep you notified of all aspects of the work being undertaken.
- § Advise you before commencing any works that generate further costs due to variation from the original contract.
- § Create an additional contract for any variations to the original contract agreement, signed by both parties (you and the tradesperson).
- § Never demand that payments must be cash.
- § Never be threatening, or verbally or physically abusive.
- § Deal with any complaints promptly and professionally.

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Customer Feedback

The **25** most recent feedback submissions from the public for **5 Star Heating Limited**. Their entire feedback history can be read freely at www.checkatrade.com/5StarHeating.

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
<p>No heating or hot water. Replace PCB.</p> <p>5Star Heating phoned to say they could come earlier than previously quoted which was very welcome in this weather. Tom and his mate turned up and they found the problem very quickly. I was given a price for the part needed and they came again this morning to fit it, no fuss or mess. Nice guys, and a great service. Well done and thank you.</p> <p>Customer in New Malden, 10 January 2014</p>	10	10	10	10	10
<p>Replace tap washers.</p> <p>Very prompt. Very efficient.</p> <p>Customer in Leatherhead, 10 January 2014</p>	10	10	10	10	10
<p>Boiler faulted due to strange water pressure.</p> <p>Excellent job! Very professional and friendly. Explained the issue with the system and fixed it accordingly. Got as well a Vaillant engineer involved since boiler was still within guarantee. Vaillant repaired the boiler as well for free on the same day.</p> <p>Customer in New Malden, 7 January 2014</p>	10	10	10	10	10
<p>Unable to fill pressure to boiler, replace filling loop</p> <p>Really impressed with service from initial call to office until completion of job - all on the same day, amazing!</p> <p>Customer in Leatherhead, 20 December 2013</p>	10	10	10	10	10

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<p>Radiators not heating up and 2 TRV's needed replacing</p> <p>Tom is very reliable , punctual and trustworthy . Noting is too much trouble 10/10 customer service .</p> <p>Customer in Worcester Park, 4 December 2013</p>	10	10	10	10	10
<p>Service boiler, repair gas fire.</p> <p>Reiterate other comments. On time and friendly. Went out of his way to fix gas fire where others had turned down a visit. Also very efficient lady on the phone. Well done.</p> <p>Customer in Worcester Park, 25 November 2013</p>	10	10	10	10	10
<p>Diagnosis and fix to faulty boiler and serviced whilst there as well.</p> <p>I was very happy with the customer focused attitude, price and quality of service. Based on my experience here I would recommend 5 Star Heating Limited to anybody with any boiler issues.</p> <p>Customer in New Malden, 4 October 2013</p>	9	10	10	10	9.8
<p>Boiler service and repair.</p> <p>Very impressed, turned up early, gave good advice, work done efficiently. Would definitely use again.</p> <p>Customer in Surbiton, 16 September 2013</p>	10	10	10	10	10
<p>Gas service check/ boiler</p> <p>Well done at all times, very reliable service. Perfect time keeping, very professional.</p> <p>Customer in West Molesey, 23 August 2013</p>	10	10	10	10	10
<p>No hot water.</p> <p>Very good and happy men.</p> <p>Customer in Carshalton, 15 August 2013</p>	10	10	10	10	10
<p>Ariston boiler service.</p>	10	9	10	10	9.8



Consumer Hotline: 0800 028 2294

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Where reputation matters

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<p>Very prompt service, charged as per quote, very courteous and helpful engineer.</p> <p>Customer in New Malden, 9 August 2013</p>					
<p>Boiler service.</p> <p>Very pleased with the service. Very thorough. Very pleasant to deal with. Arrived within the time window. I will definitely be using 5 Star Heating Limited again!</p> <p>Customer in New Malden, 6 August 2013</p>	10	10	10	10	10
<p>Replace bath taps and fit shower and repair existing shower and service boiler</p> <p>Excellent work, very nice people to deal with.</p> <p>Customer in New Malden, 9 July 2013</p>	10	10	10	10	10
<p>Gas safety boiler service (potterton)</p> <p>Work excellent, very polite, cannot fault service . A good little company I'm happy to deal with</p> <p>Customer in London, 8 June 2013</p>	10	10	10	10	10
<p>Boiler repair and service.</p> <p>Very polite and helpful on the phone and in person. Happy with both work and price. Turned up when they said they would. Will use them again.</p> <p>Customer in Epsom, 1 June 2013</p>	10	10	10	10	10
<p>Cleared blockage in pressure switch on combi boiler.</p> <p>Was here within the hour and fixed our boiler very quickly and even advised how to sort the problem should it happen again! Very helpful and friendly and charge was very reasonable. Would definitely use this company again and would recommend.</p> <p>Customer in Thames Ditton, 23 May 2013</p>	10	10	10	10	10
<p>Boiler replacement and system upgraded</p> <p>The plumber kept me informed at each stage, offering</p>	10	10	10	9	9.8

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<p>suggestions and demonstrated an understanding of the work required.</p> <p>Customer in Thames Ditton, 15 May 2013</p>					
<p>Repair boiler.</p> <p>Prompt and efficient!</p> <p>Customer in Esher, 9 May 2013</p>	10	10	10	10	10
<p>No heating or hot water service.</p> <p>Very efficient and knowledgeable heating/boiler engineer.</p> <p>Customer in ', 2 May 2013</p>	10	10	10	10	10
<p>Gas certificate/repairs.</p> <p>Excellent.</p> <p>Customer in Esher, 29 April 2013</p>	10	10	10	10	10
<p>Boiler servicing</p> <p>Excellent service as always.</p> <p>Customer in Chessington, 20 April 2013</p>	9	9	9	9	9
<p>Power flush to heating system and radiators.</p> <p>From quotation to finishing the job my experience with this company was a very good one the engineers were well mannered and took the time to explain every thing they were doing. A very fair price for a well done professional job I am having some extra work done at the end of summer so will be calling you back then 5 star.</p> <p>Customer in Esher, 19 April 2013</p>	10	10	10	10	10
<p>Unblocking power shower</p> <p>Tom was professional tidy gave good explanation of what he is doing why it happened etc very happy with completed service</p> <p>Customer in Chessington, 16 April 2013</p>	10	10	10	10	10
<p>Service gas boiler.</p>	10	10	10	10	10

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On time, efficient and courteous. Very good value for money.
Would definitely use this company again.

Customer in New Malden, 13 April 2013

No heating or hot water Glowworm boiler.

Came with in time scale. Very good service, got heating going
and plus spare part. Overall very pleased, would recommend.

Customer in Walton-on-Thames, 8 April 2013

10	10	10	10	10
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Date joined Checktrade **21 July 2011**

Total amount of customer feedback **90**

Date of last feedback **13 January 2014**

Number in the last 6 months **12 feedback averaging 10**

Average Score **9.8**

Customer Checklist

- ü **Read** through this Report carefully
- ü **Call** our Consumer Hotline on **0800 028 2294** or visit our web site at **www.checktrade.com** if you want to confirm that the information in this Report is genuine.
- ü If you employ them, ask them for a feedback card that you can post back to us free of charge or please add your feedback for this member online at **www.checktrade.com/5StarHeating**.
- ü Next time you need some work doing, go straight to our web site **www.checktrade.com** to find thousands of reputable tradespersons.