

# The Checkatrade Report

5 Star Heating Limited

17 April 2013

## 5 Star Heating Limited



5 Star heating was founded in 1998 and became limited company in 2008. All of our engineers are members of Gas Safe and have over 16 years experience in the plumbing & heating trade (domestic & non-domestic).

### Work & Services

Plumbing & Heating installations, Boiler repairs (all manufacturers), Heating system repairs, Blockages/Drainage, system upgrade, Power flushing, Landlord gas Certs, Boiler servicing, Solo systems, Boiler replacements, Bathroom installs, Kitchen installs, Tiling and Carpentry.

## About This Report

5 Star Heating Limited are members of the consumer information service Checkatrade. Checkatrade 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 Checkatrade 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

<b>Name</b>	Mr Tom Hedges
<b>Address</b>	New Malden, Surrey, KT3 5QW
<b>Telephone</b>	020 8643 9848
<b>Mobile</b>	07919 658728
<b>Email</b>	fivestarplumbing@blueyonder.co.uk
<b>Web</b>	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.checkatrade.com/5StarHeating](http://www.checkatrade.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 **849,163** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at [www.checkatrade.com/5StarHeating](http://www.checkatrade.com/5StarHeating) for the benefit of others. Alternatively, ask them for a customer feedback card and post it back to us free of charge.

# The Checkatrade Report

5 Star Heating Limited

17 April 2013

## 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: **65**

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 28 February 2013**

Insured by: **Ageas**

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

Accreditations: **Gas Safe Register**

## 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.

# The Checkatrade Report

5 Star Heating Limited

17 April 2013

## 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](http://www.checkatrade.com/5StarHeating).

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
<b>Service gas boiler.</b> On time, efficient and courteous. Very good value for money. Would definitely use this company again. Customer in New Malden, 13 April 2013	10	10	10	10	10
<b>No heating or hot water Glowworm boiler.</b> 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
<b>Replacement three radiators and service to boiler.</b> We have had three new delta t radiators installed and a well needed service to my boiler. I'm so pleased with the end result and as 5 star heating were recommended to myself. I am only too happy to pass my experience with this company on too others. Satisfied customer. Customer in Kingston upon Thames, 29 March 2013	10	10	10	10	10
<b>Service boiler.</b> Very professional and competent service. Competitively priced. Customer in Leatherhead, 15 March 2013	10	10	10	10	10
<b>Work on central heating system.</b> Excellent work.	10	10	10	10	10

# The Checkatrade Report

5 Star Heating Limited

17 April 2013

Customer in Great Bookham, 5 March 2013					
<b>Install new gas hob.</b>	10	10	10	10	10
A job well done. Thanks guys. Will be using again.					
Customer in Kingston upon Thames, 1 March 2013					
<b>Fitted new wc, bath towel, radiator fitted and service to potterton boiler.</b>	10	10	10	10	10
Very professional service. Highly impressed with the finish and happy to recommend to others.					
Customer in Esher, 27 February 2013					
<b>Serviced boiler, replaced thermostat, TRV and basin taps.</b>	10	10	10	10	10
I'm very happy with the work done. It was done well and the area was left clean and tidy. Tom kept me informed throughout and when there were problems with my system due to some incorrect parts supplied by myself he was able to find a solution and explained everything at each step. He kept to his very reasonable original quote for the work despite the additional work. I'm very happy to recommend him and will be using 5 star again.					
Customer in New Malden, 26 February 2013					
<b>Complete installation of gas CH and install Valliant boiler.</b>	9	10	10	10	9.8
Very professional, fast and considerate. Feel very satisfied with the quality of the installation.					
Customer in New Malden, 20 February 2013					
<b>No heating and hot water.</b>	10	10	10	10	10
Came out same day, solved the problem quickly and efficiently. I would definitely recommend.					
Customer in ', 4 December 2012					
<b>Boiler service. ( Annual ).</b>	10	10	10	10	10



Consumer Hotline: 0800 028 2294

# The Checkatrade Report

5 Star Heating Limited

17 April 2013

Very efficient all round, friendly and professional. Engineer clear his stuff and very helpful. Customer in Twickenham, 17 November 2012					
<b>No heating or hot water.</b> Professional and reliable service. Highly recommendable and would always use again. Customer in Surbiton, 19 October 2012	10	10	10	10	10
<b>New boiler installation and system change.</b> The boys worked non stop and did a brilliant job. On time and on budget. Customer in Twickenham, 18 October 2012	10	10	10	10	10
<b>Replaced pump as heating was not working.</b> The engineer was on time, talked me through everything he was doing, very helpful. Customer in Kingston Upon Thames, 13 October 2012	9	10	10	10	9.8
<b>Fit shower unit</b> Tom was extremely professional and friendly, made sure job was done correctly and that doors slide perfectly, I would definitely use again. Customer in New Malden, 10 September 2012	10	10	10	10	10
<b>Boiler not working.</b> Good professional service, knowledgeable and polite. Customer in New Malden, 3 September 2012	10	10	10	10	10
<b>Re-run gas pipework and power flush.</b> I would recommend this company. Customer in London, 29 August 2012	10	10	10	10	10
<b>Install toilet</b> Extremely friendly and efficient and value for money, highly	8	10	10	10	9.5

# The Checkatrade Report

5 Star Heating Limited

17 April 2013

recommended. Customer in Kingston Upon Thames, 17 August 2012					
<b>Supply and install new radiators, programmer and ferwox filter.</b> 5 Star provided excellent service, were punctual and professional in their approach. Worked over 10 hours on first day to complete work. Highly recommended. Customer in Kingston Upon Thames, 17 August 2012	10	10	10	9	9.8
<b>Boiler replacement</b> Fantastic, fast, professional, excellent job, 100% confidence in work. Customer in London, 27 July 2012	10	10	10	10	10
<b>Boiler change and system update</b> Extremely polite tidy, explained well, will use again. Customer in Thames Ditton, 24 July 2012	10	10	10	10	10
<b>Power flush to clean my system</b> I am very happy to recommend this company for what I can only describe as 5* service. Customer in Morden, 20 July 2012	10	10	10	10	10
<b>Fixed my boiler (where others said beyond repair).</b> I would highly recommend. 5 Star Heating arrived prompt and fixed my boiler where other companies could not. Customer in Horley, 17 July 2012	10	10	10	10	10
<b>Fitted new part to boiler, cleaned and checked radiators.</b> Tom Bridges came and inspected the boiler, was courteous and efficient. Replaced a faulty part. Cleaned the boiler - excellent service. Customer in New Malden, 16 July 2012	10	10	10	10	10



Consumer Hotline: 0800 028 2294

Page 7 of 8

**Checkatrade.com**  
Where reputation matters

# The Checkatrade Report

5 Star Heating Limited

17 April 2013

<b>Replaced x4 radiators.</b>	10	10	10	10	10
Very friendly team, very professional and a great price for a good service I received today.					
Customer in Hersham, 10 July 2012					

Date joined Checkatrade **21 July 2011**

Total amount of customer feedback **65**

Date of last feedback **17 April 2013**

Number in the last 6 months **13 feedback averaging 10**

Average Score **9.7**

## Customer Checklist

- ü **Read** through this Report carefully
- ü **Call** our Consumer Hotline on **0800 028 2294** or visit our web site at **www.checkatrade.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.checkatrade.com/5StarHeating**.
- ü Next time you need some work doing, go straight to our web site **www.checkatrade.com** to find thousands of reputable tradespersons.