

# Heppelthwaite

## The Red Van Plumbers



PLUMBING AND HEATING SERVICES

# What makes us better?

- Employ and train approximately 20 reliable plumbers / gas engineers.
- Sophisticated operating system enables our customer care team to monitor all jobs effectively and provide live reports back to the client.
- Latest technology such as tablets, smart phones and vehicle trackers allow us constant contact with engineers.
- All engineers are well presented, carry ID and are customer service trained.
- Comprehensive range of services with no job too small.
- Clients range from homeowners and landlords to large new build and commercial building contracts.
- Special exclusive rates and promotions, plus incentives for your staff.
- Guarantees on the quality of our work.
- Tailored service to your requirements.
- Established since 1948

**Competition winners of “Which Trusted Traders 2015”, a Worcester Bosch platinum level accredited installer, Gas Safe registered and over 240 positive Checkatrade reviews.**

**[www.RedVanPlumbers.co.uk](http://www.RedVanPlumbers.co.uk)**



## About

Plumbing and Heating since 1948.

**We manage all plumbing, heating and handyman services so you can focus on your business.**

Heppelthwaite the Red Van Plumbers provide a dedicated plumbing and heating service to a diverse range of clients including letting agents and property management companies.

We'll represent your business with the utmost professionalism to ensure we become a valued member of your team.

**We welcome the opportunity to prove ourselves.**



## ACCOUNT MANAGEMENT

# Account Management

Becoming a valued  
member of your  
business.

**Our service can be tailored to suit most requirements.**

Our experienced customer care team have a proven ability to successfully manage emergency call outs and schedule appointments for clients.

An advanced internal software system and modern communication tools such as vehicle tracking, tablet and smart phone devices, ensure constant contact between customer care and the engineers. Live reports are also provided to our clients so that you're kept in the know.



# Engineers and Plumbers

Fully qualified and experienced.

**We have approximately 20 members of the team specialising in all aspects of plumbing and heating.**

All our Gas Safe registered engineers are experienced, equipped and fully trained; they all drive tracked vehicles, are CRB checked and carry identification.

**All engineers receive regular training, and have excellent customer facing and communication skills, to ensure the customer is kept informed throughout our service.**





## Employment

Retaining and developing staff to ensure quality.

**The average team member has been employed with the company for over 10 years.**

We take pride in our ability to retain the best engineers and customer care operatives, as our long term service awards demonstrate. This allows us to ensure we maintain the quality of our workmanship and service.



## OUR CLIENTS

## Clients

Domestic and Commercial.

### Our clients consist of:

- Property Management / Estate / Letting Agents
- Schools
- Hospitals
- New Build Developers
- Royal residences
- Health clubs

- National Trust
- Hospitals
- Housing Associations
- Councils
- Hotels
- Care homes
- Over 5000 private clients

**And more**

# SERVICES

## Plumbing and heating services include:

- Boiler install, servicing and repairs
  - Gas certificates and safety checks
  - Central heating systems
  - Renewable energy
  - Bathroom and kitchens
  - Mobility upgrades
  - Emergency call outs
  - Commercial services
  - Thermostat and controls
  - Radiators and towel rails
  - General plumbing
  - Multitrade services
  - LPG and oil services
  - Upgrades and improvements
- and more

### Boiler Installation

Platinum accredited installers / Gas Safe registered



### Boiler Service

Maintain and prolong the life of your boiler



### Gas Certificates

Renting or selling or concerned about gas safety?





## Glass Radiator

Modern designer glass radiators



## Smart Thermostat Controls

Take control of your heating remotely



## Radiator Thermostat

Take control of your energy bills



## Carbon Monoxide Alarm

Protect you and your family from carbon  
monoxide poisoning



## Magnaclean

Improve the efficiency of your central heating  
system.



## Combi mate

Live in a hard water area? Protect your system.



# STANDARDS

We don't just claim to have standards, we are recognised for having standards.








We are Worcester Bosch platinum accredited installers and an official face of Which Trusted Trader 2015.

We also actively support organisations that improve the image, safety and standards of the construction industry.

## Standards include:

- Gas Safe
- Oftec
- MCS
- Constructionline
- Considerate Constructors
- WHICH? Trusted Traders
- Check a Trade

**Checkatrade**  
Where reputation matters

-  Insurance checked
-  ID checked
-  References checked
-  5 accreditations checked
-  Limited company checked
-  Address checked
-  VAT registered





We are based in Bourne End, Buckinghamshire, however we cover a large area of South East England.

# HEPPELTHWAITE GREEN BUILDING SOLUTIONS

Renewable Energy Division

Dedicated to providing industry leading renewable energy solutions.





## Environmentalist

Noun - one who is concerned with protecting the environment.

Providing green building solutions, from one off installations for domestic and commercial properties, to large development projects using multiple renewable energy solutions. We offer the complete service from concept, design, installation and maintenance.

### **Specialising in:**

- Biomass boilers
- Water conservation systems
- Rainwater harvesting
- Grey water systems
- Property insulation
- Heating controls
- Solar PV
- Solar thermal

# TESTIMONIALS

Repeat business and recommendations are key to our success.

We have provided an outstanding service since 1948. This is backed up by countless awards and long serving client relationships.

Our reputation with private clients is also exceptional with most of our business coming from repeat customers and recommendations.

## Over 200 positive reviews

**Boiler service (annual).**

"Daren was very helpful and organising the date was very easy too."

Verified By Email - Customer in Rustip | 1 | 31 May 2016

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**New taps fitted.**

"Great job, reliable, friendly and on time, Ollie gave a fantastic, professional service would recommend."

Verified By SMS - Customer in High Wycombe | 1 | 29 March 2016

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9

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9.8

**Installation of new WC and wash basin. Refurbishment of shower cubicle.**

"Reliable, helpful. Willing to do small tasks not in the estimate e.g. Fixing toilet roll holder etc."

Verified By Telephone - Customer in Beaconsfield | 1 | 28 March 2016

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**New oil pipe laid**

"Ken was the main person accompanied by 2 other young men whose names I have forgotten. I was so impressed with Ken particularly who was in charge and did most of the work that I wrote a letter to the company. They were on time, very courteous, and considerate especially taking extra care as I have OCD. They did everything possible to cause me as little anxiety as possible and were the nicest people I've ever come across. They also worked out ways of doing things which minimised the disruption to the kitchen and utility room, Ken is brilliant. I highly recommend him. They exceeded expectations"

Verified By Email - Customer in Pinxton Ridborough | 1 | 15 March 2016

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**New boiler fitted, new shower tray enclosure fitted.**

"I cannot recommend this company enough. I was impressed by the team who installed my new boiler and shower, especially the quality of making good following the installations."

Verified By Email - Customer in Bourne End | 1 | 11 March 2016

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**New kitchen sink and taps fitted.**

"Excellent job. Looks great, and works perfectly. All rubbish removed, and left clean and tidy."

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Reliability & timekeeping9.4

Tidiness9.56

Courtesy9.73

Workmanship9.62

Invoice history based on 137 reviews.

Invoice History

Charged as per quote / estimate94.89%

Above quote / estimate: kept informed5.11%

Appointments reported as missed (6 months)1

Average score9.58

231 reviews



## AWARD WINNING GROUP

Heppelthwaite are part of the Evans Group, a family run business providing the complete plumbing and heating service for over 50 years. A member of the NAPHC and MSC, our excellent track record has seen the Evans Group receive 40+ NHBC Pride in the Job accolades in the last 25 years. This is testament to the relentless commitment to customer service, safety, training and accountability.

Heppelthwaite are winners of the 2015 Which Trusted Trader competition to become a face of the company, are proud Worcester Bosch Platinum accredited installers and have over 240 positive Checkatrade reviews.

CONTACT US



We welcome you to trial our services.

Contact us on:

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