

# The Checktrade Report

Heppelthwaite The Red Van Plumbers

January 2021

## Heppelthwaite The Red Van Plumbers

Heppelthwaite the Red Van Plumbers, your local award winning family run plumbing and heating company established in 1948.

Heppelthwaite the Red Van Plumbers are a local family run plumbing and heating company based in Bourne End, near High Wycombe, Buckinghamshire.



### Useful Contact Information

<b>Name</b>	Helen Aubrey
<b>Address</b>	Bourne End, Buckinghamshire, SL8 5DT
<b>Telephone</b>	01628 533550
<b>Mobile</b>	
<b>Email</b>	customer@heppelthwaite.co.uk
<b>Web</b>	www.redvanplumbers.co.uk

### About This Report

Heppelthwaite The Red Van Plumbers 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).

This Report shows the 25 most recent feedback submissions for this member. Their entire feedback history can be read freely at

<http://www.checktrade.com/HeppelthwaiteTheRedVanPlumbers> If you have any further questions about this Report or member please call us on **0333 0146 190**.

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## Your Feedback Counts

To date we have received **5,535,522** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at

**<http://www.checkatrade.com/HeppelthwaiteTheRedVanPlumbers>** 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



Overall Rating	Positive Feedback	Last 6 Months
<b>9.78</b>	<b>96%</b>	<b>9.60</b>

### 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 them.

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

## More about the Trader

### Profile

Membership Number: **627117**

Member Since: **May 2012**

Total Feedback: **432**

Ü **Recommended**

Ü **Vetted**

Ü **Monitored**

### Vetting

Interviewed: **On May 2012**

Limited Company: **Yes: registered as J F Heppelthwaite Ltd. No. 01350097**

VAT Registered: **225 3238 86**

Public Liability Insurance: **Current - verified June 2020**

Insured by: **AXA Insurance**

Coverage Amount: **5,000,000**

Accreditations: Gas Safe Register  
no.11304, Microgeneration Certification  
Scheme, OFTEC, Worcester Bosch Accredited  
Installer

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## References

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

Plumbing and heating engineers

Customer In Bourne End, May 2012

We know of them as being a reputable company.

Customer In Bourne End, May 2012

I would be happy to recommend this company.

Customer In Uxbridge, May 2012

### Central heating services

I would be happy to recommend this company.

Always polite, courteous and helpful on site and office.

They are punctual and efficient.

Customer In London, May 2012

Professional, courteous and efficient.

Customer In Reading, May 2012

## 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 **Heppelthwaite The Red Van Plumbers**. Their entire feedback history can be read freely at <http://www.checkatrade.com/HeppelthwaiteTheRedVanPlumbers>.

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
<b>Boiler service and radiator check.</b> Made useful suggestions regarding balancing and de-sludging the radiators. Customer in Farnham Common, January 2021	10	9	10	10	9.75
<b>Replace pressure release valve on hot water system</b> Fault finding and repair carried out quickly and efficiently. Customer in ', January 2021	10	10	10	10	10
<b>Heat Interchange Unit (HIU) and underfloor heating</b> Braidy's work was EXCELLENT! I wish we had found Red Van Plumbers 3 years ago. All the communications and follow up have been first class. I will be using them as my regular plumber from now on. Absolutely brilliant! Customer in ', January 2021	10	10	10	10	10
<b>Flue inspection</b> Completion of Gas Safe flue in void inspection as there was previously no access to the roof Customer in ', January 2021	8	6	8	8	7.50
<b>New central heating boiler</b>	10	10	10	10	10



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Very pleased Customer in Uxbridge, January 2021					
<b>Boiler Service</b> Very efficient service. Customer in ', January 2021	9	9	9	9	9
<b>Draining cold water supply to remove water softener filter beads</b> I was pleased to have a plumber arrive just three hours after calling and on the first working day back after the Christmas/New Year holidays Customer in ', January 2021	8	10	10	10	9.50
<b>Replacement valave</b> Boiler broke down in the afternoon of a very cold day! I rang Heppelthwaites and an engineer called round on his way home, diagnosed and fixed the problem on the spot. Amazingly swift efficient and helpful service! Customer in ', January 2021	10	10	10	10	10
<b>Fitting a new boiler</b> I as very grateful for the swift work of fitting a new boiler before Christmas. Customer in ', December 2020	9	9	9	9	9
<b>Repair boiler</b> Excellent work carried out to our satisfaction Customer in London, December 2020	10	10	10	10	10
<b>Hiu service</b> Good service Customer in Maidenhead, December 2020	10	10	10	10	10



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<b>Shower repair by detection of wrong connected piping - new piping directed to correct source</b> Impressive plumber who looked for and detected fault previous plumbers couldn't find. Rectification of fault in a professional and timely manner Customer in ', December 2020	8	8	9	9	8.50
<b>Renewal of kitchen tap</b> Very good Customer in Uxbridge, December 2020	10	10	10	10	10
<b>Isolation valve replaced</b> Very helpful office staff and pleasant plumber. A very good experience all round Customer in Bourne End, December 2020	10	10	10	10	10
<b>New CH Boiler and Pump + System Power Flush</b> All work done to a good standard. The job was timed to ensure we were not without heating overnight and they did a good job clearing up after themselves Customer in High Wycombe, December 2020	10	10	10	10	10
<b>Powerflush</b> Fantastic! Customer in Maidenhead, December 2020	10	10	10	10	10
<b>Replaced ballcock in the tank in the loft</b> Jim was excellent. It was late when he arrived having already done a full days work, he worked quickly and efficiently. He was here less than an hour so I cant fill in the last box. I have OCD which requires changing into and out of various sets of slippers which he did with no complaint. He was most understanding as well as being very jolly and enthusiastic about his job and his company. He is a great credit to you.	10	10	10	10	10

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Customer in Princes Risborough, November 2020					
<b>Annual boiler service plus correction of low pressure issue</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>8.75</b>
The service took less than one hour. The engineer showed me how to adjust the pressure in the boiler when necessary and was polite and friendly. Customer in Marlow, November 2020					
<b>Toilet constantly running</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
Great service from start to finish. Had an issue with water constantly running into the toilet. The toilet cistern would also take much longer than normal to fill up after flushing and was making a loud noise. I called the Red Van Plumbers and booked an appointment. The plumber (Tyler) arrived on the day the appointment was booked. He was wearing a face mask and sanitised his hands before coming in. He also put covers over his shoes which I thought was good as I didn't need to ask. The problem was with the toilet siphon. Tyler has a replacement in his van and was able to fix the... Customer in High Wycombe, November 2020					
<b>Repair a leak on my boiler</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
Paul is a great engineer and an asset to Hepplethwaite. He completed the work quickly and efficiently. He took the time to show me the issue and to explain how it was going to be fixed. Customer in High Wycombe, July 2020					
<b>BOILER</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
Very Efficient, dealt with Covid issues well. Customer in Enfield, July 2020					
<b>Replacement of old leaking cold water connection tap/pipe For Washer/Dryer</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
I was shortly having a new washer delivered and fitted and					



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noticed that the connection was leaking/broken. Hence though a small job it was essential it was done immediately. I rang Heppelthwaite and received excellent Information and service. The plumber arrived exactly on time the next day and completed the work effectively and efficiently within the hour. He was very helpful and also kindly moved my very heavy old washer and dryer for me ready for John Lewis to take away. Excellent company, customer service, reliability and effectiveness.

Customer in Bourne End, July 2020

## New boiler

Excellent work

Customer in London, July 2020

10 10 10 10 10

## New expansion vessel

Braidy was efficient and courteous

Customer in High Wycombe, July 2020

10 8 10 10 9.50

## Repair boiler and fix a leak

Very quick and thorough. Boiler repair was

Customer in Maidenhead, July 2020

10 10 10 10 10

Date joined Checkatrade **May 2012**

Total amount of customer feedback **432**

Date of last feedback **January 2021**

Number in the last 6 months **20 feedback averaging 9.60**

Average Score **9.78**

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## Customer Checklist

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- ü **Read** through this Report carefully
- ü **Call** our Consumer Hotline on **0333 0146 190** or visit our web site at <http://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 <http://www.checkatrade.com/HeppelthwaiteTheRedVanPlumbers>.
- ü Next time you need some work doing, go straight to our web site <http://www.checkatrade.com> to find thousands of reputable tradespersons.