

The Checkatrade Report

Rosewell Roofing

3 March 2015

Rosewell Roofing

Hi Guys, as proud members of Checkatrade we are looking forward to building up our reviews and providing our clients with the top quality service that they deserve. Check out our 10/10 reviews and our credentials and call with confidence, you won't be disappointed.

Useful Contact Information

Name	Mr Steve Sidwell
Address	Morden, SM4 6DP
Telephone	0800 085 4338
Mobile	
Email	roofing@rosewellproperties.com
Web	www.checkatrade.com/Rosewell Roofing

About This Report

Rosewell Roofing 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).

This Report shows the 25 most recent feedback submissions for this member. Their entire feedback history can be read freely at www.checkatrade.com/RosewellRoofing 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 **1,657,256** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at www.checkatrade.com/RosewellRoofing 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
10	100%	10

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: **119496**

Member Since: **31 January 2012**

Total Feedback: **39**

ü **Recommended**

ü **Vetted**

ü **Monitored**

Vetting

Interviewed: **On 24 January 2012**

Limited Company: **Yes: registered as Rosewell Properties Ltd. No. 02968539**

VAT Registered: **No**

Public Liability Insurance: **Current - verified 29 October 2014**

Insured by: **BQI Insurance**

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

Accreditations: **City and Guilds, Federation of Small Businesses, Residential Landlords Association**

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References

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

As a supplier to Rosewell, it is my understanding that Roswell Roofing are a competent roofing installation company.

Trader in Sutton, 31 January 2012

As a supplier to Rosewell, we know of them as a reputable company and have supplied them quality materials for some time.

Trader in North Cheam, 31 January 2012

Reliable company, good standard of work and completed on time, very good working practices and polite throughout.

Customer in Morden, 31 January 2012

Very pleased with the outcome. Courteous staff and finished product is excellent.

Customer in Sutton, 31 January 2012

I found them to be very professional and polite. Very helpful with my questions. I will definitely use them again if needed.

Customer in Sutton, 31 January 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 **Rosewell Roofing**. Their entire feedback history can be read freely at www.checkatrade.com/RosewellRoofing.

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
Fix leak in plain tile roof replacing a section of tiles. Efficient and friendly. Job well done. Customer in Worcester Park, 20 February 2015	10	10	10	10	10
Replace missing roof tiles on main rood and tile hanging. Excellent work carried out, really pleased, lovely guys, would definitely recommend. Customer in Banstead, 5 February 2015	10	10	10	10	10
Renew flat roof covering and fascia and guttering. Excellent work, reliable and will use again. Customer in Epsom, 3 February 2015	10	10	10	10	10
REMOVAL OF TWO FINIALS STEVE WAS VERY FLEXIBLE, WHICH ENABLED THE JOB TO GET DONE AT SHORT NOTICE, AND EVEN WHEN HE ENCOUNTERED AN ACCESS PROBLEM ON THE DAY. WOULD DEFINITELY RECOMMEND HIM. Customer in London, 2 February 2015	10	10	10	10	10
Renewal of ridge + patch repairs. Quick and efficient. Very professional. Customer in London, 7 January 2015	10	10	10	10	10



Consumer Hotline: 0800 028 2294

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Repair to box gutter on main flat roof. Excellent roofing company. Customer in Mitcham, 6 December 2014	10	10	10	10	10
Leaking roof Excellent! Customer in Mitcham, 4 December 2014	10	10	10	10	10
Renewal of felt roof and repairs to tiles. Job carried out to a high standard. Would highly recommend this company. Customer in Coulsdon, 10 October 2014	10	10	10	10	10
Install new lead work to cover parapet wall. No problems . Thank you , job well done. Customer in London, 5 October 2014	10	10	10	10	10
Installation of new flat roof. Overall pleased with service with service provided and quality of work. Customer in London, 16 September 2014	10	10	10	10	10
Render two chimneys, renew lead flashing to both chimneys and check and treat box gutters adjacent to chimneys. First class job very satisfied with end results and all the tradesman involved, very professional company. This was my second attempt at this project the first was a failure, then I found Rosewell Roofing who were not the cheapest to quote for the work but showed their knowledge and professionalism from the start. Customer in London, 14 March 2014	10	10	10	10	10
Roof repair.	10	10	10	10	10

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<p>We called them out in an emergency call during the big storm and they were here within 2 hours. Impressive. They worked quickly and efficiently to make us water tight again. Relieved. I would happily recommend.</p> <p>Customer in London, 15 February 2014</p>					
<p>Repaired and replaced lead lining of our flat roof after the storm.</p> <p>Really satisfied with their response, professionalism and quality. They made time immediately to come and repair roof at very short notice. Delivered the work promptly and professionally. Could not recommend them enough. Excellent team.</p> <p>Customer in London, 8 February 2014</p>	10	10	10	10	10
<p>Repaired small roof - which no one has been able to do effectively before</p> <p>Completely professional and did exactly what it said on the tin! Very pleased as leaking roof finally fixed.</p> <p>Customer in London, 31 January 2014</p>	10	10	10	10	10
<p>Fixed three holes in the roof.</p> <p>Very pleased with the service.</p> <p>Customer in London, 15 November 2013</p>	10	10	10	10	10
<p>Footings dug and fitted with concrete.</p> <p>The work was carried out in very bad weather, they worked through it keeping the mess to a minimum.</p> <p>Customer in Morden, 5 January 2013</p>	10	10	10	10	10
<p>Level suite and removal of earth.</p> <p>Mess was kept to a minimum, very tidy workers.</p> <p>Customer in Morden, 15 December 2012</p>	10	10	10	10	10
<p>Demolition of building/ clear site</p> <p>Clean and tidy, very pleased.</p> <p>Customer in Morden, 30 November 2012</p>	10	10	10	10	10

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<p>Pointing to rear chimney stack.</p> <p>Job was done at time specified and I was always confident of quality. Every effort made to keep tidy and not to dirty carpets.</p> <p>Customer in London, 21 September 2012</p>	10	10	10	10	10
<p>Fixed leaky gutter.</p> <p>Turned up promptly to quote and arranged visit to fix problem. Neat job, well done.</p> <p>Customer in London, 10 September 2012</p>	10	10	10	10	10
<p>Install new lead back gutter to chimney.</p> <p>From start to finish, everything was as I expected. I had confidence that the job would be done to a high standard.</p> <p>Customer in London, 10 September 2012</p>	10	10	10	10	10
<p>Install new leak flushing to front roof slope.</p> <p>Courteous and quiet. Good standard of work. Would recommend and use again.</p> <p>Customer in London, 5 September 2012</p>	10	10	10	10	10
<p>Pointing of ridge and hip tiles, clean out box gutter.</p> <p>Job is well done.</p> <p>Customer in Morden, 4 September 2012</p>	10	10	10	10	10
<p>Repaired box gutter and sealed roofing areas</p> <p>Excellent job and more importantly have fixed the leak. I would use and again and recommend to others</p> <p>Customer in London, 5 July 2012</p>	10	10	10	10	10
<p>Rear roof slope guttering and valley and nearby downpipe</p> <p>Rosewell Roofing are a deservedly busy company and worth waiting for. By sensible communications both the quotation and</p>	10	10	10	10	10

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works were arranged well. Rear roof slope valley cleared of debris, the guttering altered/extended and precautionary sealants applied. Front gutter cleaned out and sealant as before. Downpipe replaced, reclipped. Localised brickwork repointed. At my request, fair advice and guidance was provided about maintenance. As a solo householder I felt confident in the work and manner in which it was undertaken. I have commissioned a further quotation for identified work on the valleys and a chimney stack.

Customer in London, 12 June 2012

Date joined Checktrade **31 January 2012**

Total amount of customer feedback **39**

Date of last feedback **27 February 2015**

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

Average Score **10**

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/RosewellRoofing**.
- ü Next time you need some work doing, go straight to our web site **www.checktrade.com** to find thousands of reputable tradespersons.