

Bell Plumbing & Heating

Contact Information

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Checkatrade Monitoring

Member Since: **30 July 2008**
Membership Number: **107728**

About this Tradesperson

Limited Company: **No**
Public Liability insurance: **Current - Verified on 19 August 2011**
Insured by: **Zurich**
Accreditations: **RVM, City and Guilds, Gas Safe Register**

VAT registered: **No. 972190314**
Cover Amount: **£1,000,000**

Most Recent Customer Feedback

New boiler fitted

9.3 / 10

Fitted new boiler competently. Really polite very trustworthy. Well spoken, well mannered. On time. Went the extra mile. Will recommend and use again. **Customer in Chichester, 8 February 2012**

Replace pump and restore central heating operation

9.3 / 10

Paul is a fine professional. He replaced the pump, which I believed was a key cause of my central heating system failure. However this did not restore the central heating. The system Paul encountered proved to be one that he I feel he struggled to understand, and therefore did not resolve. After much investigation and suggestions from the trader, he considered using the tap normally servicing my washing machine, by attaching a hose to the central heating plumbing network and flooding it with the water from the tap. This belatedly proved to work, and I now have heating. I was charged an additional amount for the unorthodox and long winded approach to addressing my heating crisis on top of the original quote given for the pump change, parts inc vat. There was no breakdown offered for the additional charge, save that Paul exclaimed that he'd been on the job hours. It occurred to me - not being an expert, that if Paul had flooded the system with water hours earlier, he may not have needed to bemoan the time spent on the job, and charge me a random monetary value to boot. Nevertheless I would recommend Paul and use him again **Customer in Worthing, 3 February 2012**

Reply from Trader:Initially when I spoke to the client on the phone he explained that he had drained his heating system down but had found that it did not work once he tried to fire up the boiler. From the details he provided I came to the conclusion it was the pump which I said I could fit and supply for an agreed price. When I arrived at the property I fitted the new pump and went to get the system operating again. This is when it was obvious that there were other problems with the system. Firstly there was a fault at the boiler, which I fixed. I also serviced the boiler. Thirdly I identified that the system had not been filled and this was due to a blockage in the feed pipe to the system, which I un blocked. The final course of action was to fill the system in an alternative way, this worked and I left the system operating. The final bill, which I explained to the client, covered the initial pump change, the boiler fault, the service and un blocking the system. I felt we had resolved the matter. I apologise for any confusion and look forward to working with him again as mentioned in his feed back.



Boiler serviced

9.5 / 10

Very good. **Customer in Chichester, 30 January 2012**

Fitted and supplied new pcb for boiler

10 / 10

First class service, sorted out the boiler the same day, very friendly and helpful, would not hesitate to recommend him
Customer in Chichester, 24 January 2012

Fitted new boiler.

10 / 10

Paul was fantastic, he gave us a very quick quote and re scheduled jobs to fit us in before x mas. He worked flat out to complete the job in a day. I would recommend this company. **Customer in Chichester, 19 December 2011**

