

Burt & Co

Contact Information

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Checkatrade Monitoring

Member Since: **7 September 2009**
Membership Number: **123245**

About this Tradesperson

Limited Company: **No**
Public Liability insurance: **Awaiting Renewal**
Insured by: **MMA**
Accreditations: **RVM, FENSA**



VAT registered: **No**
Cover Amount: **5,000,000**

Most Recent Customer Feedback

Replace Kitchen Door and Window in the Kitchen and Bathroom with UPVC windows 3.8 / 10

A friends recommendation, not the cheapest quote but seemed personable and helpful. Work began on 04/04/11 to fit a kitchen door, small window and bathroom window. The bathroom window fitting was delayed by a further month since the wrong one was ordered. After several phone calls and texts, final fittings installed to lower hinge of the kitchen door in Oct 2011. The doors does not fit snugly and is drafty, its lock doesn't catch properly and a unit in the bathroom windows needs re fitting. In Oct the trader assured me that they would put things right but we have had no responses to our four attempts by text and phone plus two letters to arrange a time for their visit. By Jan2012 the job had still not been registered with Fensa. Without a Fensa certificate we need the Councils building Control Office to certify for a fee. We are considering legal advice. To recoup the additional costs that we will incur with putting problems right and gaining Building Control Certification. Our friends job has also not been register with Fensa. Tidy workers, genuinely disappointed, if they had completed the job in a friendly fashion, registered it with Fensa and resolved our problems then this would have been a positive comment. **Customer in Worthing, 19 October 2011**

Reply from Trader:We were aware not the cheapest quote. We price our work sensibly, we do not hard sell, and leave our potential customers to decide to accept our quote or not .On agreeing to our quotation we scheduled our work around the customers diary. We started on the date chosen by the customer. The bathroom window fitting was delayed for a period of approximately 2/3 days, not a further month as stated, this was not due to ordering the incorrect window, but due to a mistake on our manufacturers production, we corrected this immediately, this at no point caused any inconvenience to the bathroom facilities. On completion of fitting, the kitchen door functioned without fault. The customers mother I believe tested the door and managed to open and close, lock and unlock it with ease.We advised the customer that her choice of a Low Threshold would not offer as much weather proofing as a Standard Threshold .Our products are not drafty. We have agreed to replace the Insulated glazed unit in the bathroom fanlight window Our IGU s are under guarantee for 5 years and replacement including fitting incurs no cost to our customers.

We register our work with FENSA when required, on discovering that the registration of the customers installation had not been completed we contacted FENSA, they agreed that this was an administrative error and corrected it .therefore there is no additional cost to recoup regarding Building Control ,FENSA are responsible for issue of the certificate. If the customers friends installation has not been registered with FENSA I will wait to hear from them regarding this. would like to point out that our products normally function without fault and any

complaints are rare and dealt with, we have made service calls to address any problems the customer may have ,however we cannot offer unlimited service calls due to lifestyle and general wear and tear.

Reglazing conservatory roof

10 / 10

Very pleasant men, tidy and polite. Several pieces of glass did not fit due to a problem that became obvious during the work but not before. New glass was provided the next day and the work carried out. No extra cost. The work was offered as a better solution to the problem we initially asked them about but we were not pressured to accept. However we did accept and are delighted with the result. Would recommend Burt and Co. **Customer in Pulborough, 2 August 2011**

Did repair work to rental property

10 / 10

They were extremely tidy, clean and carried out the job to a high quality. They were very polite and were very particular in the repair carried out. Would highly recommend and will definitely use again. **Customer in Worthing, 5 July 2011**

Upstairs bedroom window replaced.

10 / 10

Excellent all round service from start to finish. Very courteous, friendly workers. Left room spotless on completion. Dust sheets everywhere. Would thoroughly recommend. **Customer in Worthing, 28 October 2010**

Lean to conservatory off the kitchen

10 / 10

Right from our initial meeting we felt comfortable with Garri and Anthony. They produced ideas and designs to overcome what were potentially tricky problems with floor levels and drains. Nothing was too much trouble and they went out of their way to ensure that we were completely satisfied with their work. We are delighted with the end product and very happy to recommend them.

Customer in Worthing, 28 September 2010

