

## The KJM Group Ltd



### Contact Information

**Name:** Mark Pearce  
**Address:** Andover, Hampshire, SP10 3HR  
**Telephone:** 01264 359355  
**Mobile:**  
**Email:** m.pearce@kjmgroup.co.uk  
**Web:** www.kjmgroup.co.uk

### Checkatrade Monitoring

Member Since: **9 July 2008**  
Membership Number: **85371**

### About this Tradesperson

Limited Company: **Registration no. 1690857**  
Public Liability insurance: **Awaiting Renewal**  
Insured by: **Aviva**  
Accreditations: **RVM, FENSA**



VAT registered: **No. 362708449**  
Cover Amount: **5,000,000**

### Most Recent Customer Feedback

#### Replacement Windows, Doors, Capped Fascias and Soffit

10 / 10

Sales Procedure :- Information provided and questions answered without any hard sale or pressure. Quote provided promptly and in a very professional format. Some reduction in the initial quoted price was given to get closer to another companies quote. Price was the middle of 3 quotes obtained. Specially obtained glass samples for the doors for us to view prior to order. Subsequent questions answered promptly via telephone and email. Installation :- Work was carried out efficiently, quickly, and to a very acceptable standard. Virtually no damage to plaster work or wall paper. Minor snag items were rectified with no fuss. Left areas clean and tidy at the end of each day. Work carried out by Carl and Alan. Work inspected at the end of the job by Lee and Paul. Summary :- I would absolutely recommend KJM. They have provided us with a very professional service. **Customer in Andover, 14 November 2011**

#### Installation of Conservatory

9.3 / 10

A very good company who provided a first class product. KJM fitter Steve was excellent, a good communication and a hard worker. KJM as a company could communicate more with the customer, there was no proper handover of the building or follow up on completion so we never really knew when we could start to decorate etc. I would recommend KJM as they install a first class product but need to tweak their customer service a little. **Customer in Andover, 26 August 2011**

Reply from Trader: August was a particularly busy month as we had lots of fitting requests during the month (as our customers were taking time off of work). Unfortunately we had our Installation Manager and other members of staff off at the time (holiday). Whilst no excuse, we do always try to rectify any shortcomings with our service. I am glad to see that you would still recommend us and that you are happy with your conservatory.

#### Replacement windows and conservatory.

10 / 10

I found the trader very efficient, they started the work on the date agreed and finished the work in good time and to my satisfaction. **Customer in Andover, 9 August 2011**

**Windows double glazed**

10 / 10

Excellent company from start to finish, very polite and friendly from day 1 with the quote, ordering and the actual fitting, cannot fault, highly recommend. **Customer in Andover, 23 July 2011**

**Installation of composite front door**

10 / 10

Not only was our door fitted as per specification and to our total satisfaction, but Charlie at KJM "went the extra mile" when I asked if he could recommend some form of extra obscuring on our door glazing that would not detract from the superb leadwork. He checked Online during his lunch break and came back to us with several suggestions of possible window film suppliers one of which we are currently in discussion with. This in my view is outstanding customer service. **Customer in Gillingham, 8 June 2011**

