

## Kingsland Floors



### Contact Information

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### Checkatrade Monitoring

Member Since: **15 April 2008**  
Membership Number: **111815**

### About this Tradesperson

Limited Company: **No**  
Public Liability insurance: **Current - verified 23 May 2017**  
Insured by: **A Plan Insurance**

VAT registered: **No**  
Cover Amount: **1000000.0**



### Recent Customer Feedback

#### 2 bedrooms, landing and stairs.

10 / 10

Thank you Tom for a great, fast and efficient job and a top quality service and product. I would recommend Kingsland Floors to all without any hesitation. Well done for doing a great job. **Customer in Christchurch, 11 April 2018**

#### Faulty carpet replacement

4.5 / 10

No replies to emails. Fitter left muddy boot marks all over hall. Walked same boots on new white carpet in lounge. Moved furniture without permission opening personal belongings to do so. Left all furniture stacked against newly decorated walls didn't put drawers back. Left carpet roll rubbish thrown in bedroom. Mess everywhere never hoover up. Carpet offcuts left in every room. Initial carpet went flat after 3 weeks took 5 months to get replacement. Never reply to emails asking for an update. Ignored email about how property was left. Very unhappy with the lack of respect shown for my property **Customer in Bournemouth, 27 March 2018**

Reply from Trader: We installed carpet in the customer's property which displayed a pile flattening. We have not had an issue regarding this carpet before and subsequently no longer sell this product due to this complaint.

Unfortunately, we are at the mercy of our suppliers with regards to time scales and we must comply with their carpet complaints procedure. We agreed to fit the replacement carpet over 2 days, however we wanted to get the job done as quickly as possible for the customer. Our fitter moved furniture and put it back again, at no extra cost to the customer. The pieces of carpet that were left at the customer's home were substantial pieces and customers usually request to keep them to use as mats etc. The fitter did not go through the living room at any time so any feet marks on the living room carpet were not made by our fitter. I was awaiting an update regarding the customer's complaint as she wanted to check everything before letting us know. I did not hear from the customer so assumed there was no further action needed. We have attempted to resolve any issues the customer has but they have been declined.

#### New bedroom carpet with underlay.

10 / 10

Underlay and carpet fitted and tidied up in a very short time. Result amazing. Thank you. **Customer in Ringwood, 23 March 2018**

**New carpet in lounge/dinner. Hall. Stairs. Landing.**

10 / 10

Top job by top tradesman. Would recommend very strongly. **Customer in Poole, 11 January 2018**

**Fitting of bedroom carpet (did cupboards too)**

10 / 10

Service is always brilliant from initial contact to quoting and fitting. **Customer in Poole, 6 January 2018**

