

## Natural Waters Plumbing



### Contact Information

**Name:** Mr Rupert Pollard  
**Address:** Eastbourne, East Sussex, BN21 2BL  
**Telephone:** 07816 831153  
**Mobile:** 07816 831153  
**Email:** rfpollard@aol.com  
**Web:** www.naturalwatersplumbing.co.uk



### Checkatrade Monitoring

Member Since: **20 April 2009**  
Membership Number: **119521**

### About this Tradesperson

Limited Company: **No**

VAT registered: **No**

Public Liability insurance: **Current - verified 3 July 2017**

Cover Amount: **1,000,000**

Insured by: **AXA**

Accreditations: **Criminal Background Check, East Sussex Trading Standards Approved, Gas Safe Register**

### Recent Customer Feedback

#### Change a cistern siphon.

10 / 10

My tenant needed this job doing urgently and this company acted quickly and the job was complete within 3 hours of my call. **Customer in Newbury, 4 December 2017**

#### Connected Washer dryer

10 / 10

I was really pleased with his work and I am planning to get him more work soon. **Customer in Eastbourne, 6 November 2017**

#### New wet room fitted.

10 / 10

Excellent work and attention to detail. **Customer in Polegate, 27 September 2017**

#### Remove existing bathroom and partition wall fit new wet room to include all plumbing, new wall, waterproofing and tiling.

5.25 / 10

Removal of existing bathroom and partition, was clean and tidy. Fitting of new wet room shower tray one joist was cut deeper than recommend depth to allow for shower waste. This appeared to be acceptable to Natural Waters, on pointing this out he left saying he would do no more work on the project. I had a 10mm steel plate fitted to strengthen the joist. They agreed to return but would no longer build the wall. This I had done which took a week before NWP continued, but NWP underestimated the amount of tiling by 60% plus Tiling is not straight or aligned, there is also a large gap behind WC **Customer in Eastbourne, 15 June 2017**

Reply from Trader:Natural Waters Plumbing makes great effort to satisfy all customers plumbing requirements even in the most difficult circumstances. When issues arise during the project the customer is consulted with different options, budget implications with mutual respect. Natural Waters Plumbing does not accept intimidating, aggressive behaviour or an atmosphere of non-mutual respect to its staff and reserves the right to

leave a project should it be deemed in the best interest of both parties. The feedback scores and comments given by the customer are not a true reflection of events nor of the quality of work performed by Natural Waters Plumbing.

**Shower cubicle replacement**

10 / 10

Excellent friendly service would recommend to anyone. **Customer in Eastbourne, 15 June 2017**