

Below are some questions that get frequently asked, click on them will show the answer.

If you have a question that is not in the list above please give us a ring or better still [Contact Us](#) here, that way we can add it to this page later on.

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General

Are you CORGI Registered?

For Gas we are not CORGI registered.

As from the 1st April 2009 Gas Engineers have to be registered on the [Gas Safe Register](#).

If you are shown a CORGI identity card or are told that the visiting engineer is CORGI registered for any gas related work, tell the [Gas Safe Register](#) and call the police as that person is carrying out work illegally and you must not allow them to do the work! Its your safety and that of your family that is at stake from using a Non-Registered fitter.

What is the Gas Safe Register?

The Gas Safe Register has replaced the CORGI scheme for registered Gas Engineers.

For more information please visit either [CORGI](#) or the [Gas Safe Register](#) website.

Can I verify a Gas Engineer?

Absolutley YES! you should and must check at all time the validity of any Gas Engineer that you have to your property. This can be done at the [Gas Safe Register](#) website, and entering their ID Number. [Click here](#) to see our profile.

From there you can also view an image of the Registered Engineer

Do you do work on LPG (Liquid Petroleum Gas) appliances?

Yes we do and our staff is highly trained in this area.

Do you charge for Quotes or Estimates?

No, we do not charge for quotations or estimates unless you are more than a 20 minute drive from our office, and then we would basicly charge £10.00 towards the cost of fuel.

Do you quote for small plumbing jobs?

As a rule we only quote for large jobs, but we can provide you with a rough cost over the phone or via email based on our standard hourly rate.

Do you do Service Contacts?

Not at this time. This is something that is important to us and we re looking into this with great enthusiasm.

In the meantime we will add you to our database of regular services and send out a letter when your safety check is due, usually this is annually.

Can you flush out Central Heating Systems?

Yes we can, we only rely on a power flush machine using chemicals, please see our page on [power flushing](#).

Gas Appliances

Do you provide Landlord's Gas Safety Certificates?

Yes we provide Safety certificates for both Landlords and private homes, we generally do this when we service a boiler or fire.

Do you do timed appointments?

Unfortunately it is impossible to guarantee a time as a previous job may run on.

We will however; provide you with a rough time or can arrange for the visiting engineer to ring 30 minutes before arrival to provide you with enough time to get home from work.

We will generally try to arrange a visit around you own busy schedule.

Would a Service fix my broken my boiler?

No, booking a service means just that, a service is to check a working appliance is operating properly and in-accordance to regulations, it's a bit like booking in your car for a service and expecting a broken gearbox to be replaced under the same works at the same cost.

Would you clean my boiler?

All services carried out by us consist of a full strip down and cleaning of the appliance, unless otherwise stated in the manufactures installation instructions for that appliance.

All services are done as per the manufactures instruction and if they are unavailable then to our own standards, your safety is paramount to us!

Bathroom Design Refurbishment

Would you fit a new bathroom that we Supply?

Yes we will install any bathroom suite of your choosing.
In-fact many of our customers supply there own bathrooms.

Do you use a 3D Cad program to design kitchens.

No we do use pen and paper to draw out a plan view of the kitchen and then draw the layout, and occasionally we might use the kitchen planner on diy.com, but most of your customers will get Wicks, B & Q or other kitchen suppliers like Magnet to design the kitchen around their own units and then we price according to those drawings.

Kitchens

If I have only 1 toilet would I be without a toilet over night?

Nope not at all.

We will always ensure that each night you will have a working toilet and some means of washing until all works are completed.

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