

Company Name: Mugleston's Plumbing and Heating Primary Trade:
Distance from you: 0.00Miles Contact Name: Andrew Mugleston
Full Address: 41 Cottage Road
Stanford In The Vale
Faringdon
Oxfordshire
Postcode: SN7 8HX Contact Telephone: 01884 260122
Contact Email: office@muglestons.co.uk Contact Fax:
Company Website: <http://www.muglestons.co.uk>
Company Number: Contact Mobile:
Comments: Registered with:
Gas Safe
Oftec (Oil Heating Business)
Oftec (Solid Fuel Heating Business)
WIA Approved Plumber
Intergas Platinum installer
Nest Learning Thermostat Pro installer

Location map:



Services Provided:

- Plumbers / Plumbing

Traders Overall Rating:  10 Points

Number of reviews: 55

Customer Service



Quality of Work/Service



Punctuality / Efficiency / Time Taken



Comments from consumers who have used this trader

06-Jan-2019

Andrew goes the extra mile to make sure you are happy.

18-Dec-2018

This is the third time of using Andrew for major work. He provided advice on new bathroom layout, sourcing material and the preparation that was required for him to start. As usual, an excellent job. He is already booked in for our next bathroom in the new year. We are so pleased with the service that he provides and believe him to be so fair and honest, that we no longer get second quotes. As an example, after finishing this latest project, he sent me a revised bill - LOWER than the original! Great service and thanks again.

17-Dec-2018

Andrew has serviced my boiler for the last 3 years and I am very happy with his service. He is very reasonably priced and wastes no time - just comes in and gets straight on with the job, This year he had taken a few days off to get married after which he had a backlog of work and despite my willingness to wait a while for my boiler service he nevertheless insisted on coming at 7pm on a Tuesday evening..

29-Sep-2018

Reliable and skilled business having particular experience with wet underfloor heating.

17-Sep-2018

Very reliable, pleasant to work with. Gave me good advice.

12-Sep-2018

This is the second time that we have used Andrew. The standard of his work is always excellent and he readily gives sound and impartial advice on other jobs that we are considering. We have used various plumbers in the past but we no longer get other quotes as we are confident that Andrew offers an excellent service at a competitive price. We had been experiencing low water pressure in the shower, after he worked his magic, it is as powerful as any other shower that I have experienced. Thanks We are already planning the next phase of work for him.

31-Aug-2018

Andrew is prompt, efficient and experienced. A rare example of an excellent company.

24-Aug-2018	I have not had an oil boiler before... Andrew took time to explain what he was doing. Explained what to check for if there was a problem with the boiler and how to repressurise the boiler. Hot water temperature was also adjusted. Excellent service and highly recommended.
23-Jul-2018	Punctual arrival, excellent service, work professionally and tidily completed. Recommended without reservation
30-Jun-2018	Came out within a few hours for emergency plumbing problem. Very pleasant young man who obviously 'knows his stuff'. Reasonable pricing.
29-Jun-2018	Although initially the installation by Muglestone's appeared acceptable and complete, when further building work was performed on the house, and flooring lifted, it became apparent that the installation was non-compliant with regulations. Pressure relief valves were not plumbed to the outside of the property and boiling water from the hot water tank was released inside the property, potentially causing serious injury as it flooded the utility room downstairs. The 22mm mains cold feed was left hanging without support and banged against the wall it passed through. A professional who I hired to look at the installation described the work as dangerous and "shoddy" and I had to pay for the Muglestone work to be completed and made safe - very disappointed in the whole service - avoid at all costs!. Reply from trader: "I am extremely upset and disappointed in this review, which does not reflect the standard of my work, as can be seen in my many other excellent reviews on this page. I provide a 6 year workmanship warranty on my work, so in the highly unlikely event that there has been an error on my part, I am always happy to rectify it myself, free of charge and at a mutually convenient time. Whilst I admit that on this particular occasion a pressure relief discharge pipe was not fully completed due to my error, I do not agree that the work was either dangerous or shoddy. This particular customer contacted me some three weeks after the alleged flooding incident, and 20 months after the original installation. He demanded payment for an invoice written on a scrap of paper, bearing neither company name / identification nor VAT number, to rectify an incomplete pressure relief discharge pipe and an allegedly damaged ceiling, and threatened legal action if I did not pay up. I stated that I would have been happy to have completed the work free of charge if he'd contacted me first, but as he'd engaged someone else to do the work I would like some evidence to corroborate his claim, upon receipt of which I would be happy to reimburse him. I requested evidence of the flooding and details of the rectifying company, including a proper invoice, their report if they produced one, and photographs of the alleged damage and flooding, so that I could notify my insurance provider.

	<p>He refused to provide any of these (including any invoice for replastering which he says he had to have done) and stated that he did not wish to have any further contact with me on this issue. He has also rejected an offer of professional mediation, which was suggested to him by Trading Standards, and which I would have been very happy to engage in to resolve this issue to his complete satisfaction. I have therefore been unable to confirm whether there was any flooding or damage to his property, nor whether any replastering work needed to be undertaken. As I stated above, I would have been happy to pay his invoice had the reasonably requested evidence been provided, but I cannot simply send money to people who demand it without any evidence to back up their claims. This customer also blamed me for a banging pipe, although he had not mentioned this to me at any time during the preceding 20 months, including during a subsequent visit to fit some radiators for him several weeks after the initial work was undertaken. He has, in the intervening period, had other plumbers working in his property, so I cannot verify whether this was due to my work or someone else's, but again had it been reported to me I would have rectified it immediately. On the very rare occasions when mistakes may have occurred, it is always my priority to rectify the situation to my customer's total satisfaction, provided they give me the opportunity to do so."</p>
13-Apr-2018	<p>We hadn't agreed a date for fitting the washbasin yet, when unexpectedly Andrew had a few hours of availability. So he called me, popped over, installed everything, and it was all done within a couple of hours. Quick, competent, friendly, clean. Fantastic service.</p>
12-Apr-2018	<p>We had a minor fault develop which then resulted in an appointment being set up at a mutually convenient time. The work was combined with a service, it was completed and everything tidied up neatly. All good.</p>
29-Mar-2018	<p>Muglestone's have always provided us with a first class service at very competitive rates with quality a priority in what they do and parts they provide. This we have found after using many other plumbing and heating engineers and we feel reassured knowing we can rely on them for our future requirements.</p>
17-Mar-2018	<p>Thank you, Andrew. Super efficient annual service of our NuHeat system & boiler. See you next year!</p>
02-Mar-2018	<p>Andrew always does a great job, has the necessary parts with him so a return visit is not necessary and is easy to contact</p>
27-Jan-2018	
05-Dec-2017	<p>Andrew from Muglestone's Plumbing catapulted our 17-year-old bathroom into the 21st century! Proper water pressure in the shower! I don't have to jump from droplet to droplet anymore! And thanks for being so patient with our inquisitive cats... :) Top work!</p>

15-Nov-2017

15-Nov-2017

I use Mugleston's Plumbing & Heating for both my business and domestic boiler and heating service and maintenance. Andrew is a very hardworking, honest and reliable expert who has undertaken a complete boiler change and replacement, central heating servicing and on going annual maintenance on oil and gas fired systems. He is our "go to" man for anything to do with plumbing and central heating - highly recommended.

09-Nov-2017

Andrew is a great guy to deal with, honest hardworking and totally reliable. Nothing phases him. He will persevere with an issue until he gets to the bottom of it and just because it may take some time doesn't take the liberty of charging you thousands of pounds for the privilege. The quality of his work is exceptional and the tidyness of his work area's are always left clean. I would HIGHLY recommend this guy 100%

05-Nov-2017

I was desperate for a plumber to fix my heating system prior to onset of winter. Andrew made time to come over and correctly diagnosed the problem. Came in the following week and carried out the work. I had had incorrect diagnoses prior. I was really pleased with outcome. Andrew also replaced my electric shower at no extra labour cost and sourced it locally using his trader's discount. I can't thank him enough. He's definitely a keeper. He now has a star on my contact list.

03-Nov-2017

Andrew is brilliant. I have no hesitation in recommending him.

24-Oct-2017

I can't rate Andy highly enough, from the very first contact to his visit to carry out the work. Superb service, and a really nice man to work with (to say nothing of his gorgeous dog!). The two jobs he did for me were fairly straightforward, but have made such a difference to me in my new home. Thank you so much!

20-Jul-2017

Excellent and efficient as always

07-Jul-2017

Excellent in every possible way

06-Jun-2017

Very friendly and efficient service

20-Apr-2017

24-Feb-2017

Andrew's service was first class from initial contact. Arrived at time agreed, professional, thorough, explained any issues. Completed all relevant paperwork there and then & sent received invoice immediately. Top class service & I would highly recommend.

25-Jan-2017

Andrew came out at fairly short notice and travelled a good distance from Oxfordshire to Marlborough to sort out a longstanding problem with the wiring for the zones in our under floor heating system. He was very efficient, neat and tidy and also very courteous. He also identified the problem quite quickly and sorted it out which our previous electrician seemed unable to do. We would definitely recommend him.

16-Jan-2017	We had problems getting consistent hot water from our boiler for some time and our plumber was unable to solve the problem. On a Saturday afternoon in January the boiler cut out and I was unable restart it (no heating no hot water) I phoned Muglestone's looking for emergency help, half an hour later Andrew was with us, within an hour on site not only had he got the boiler going again he had also diagnosed and rectified the hot water problem, brilliant, will not be going back to our old plumber we will be using Andrew
07-Dec-2016	
30-Nov-2016	If you use this company you will not be disappointed, a friendly family business that has Great customer service, excellent working practices and good competitive pricing. Something you don't always get with big national companies. I had a NEST smart thermostat system installed and once completed he conducted a full demonstration until I was 100% happy with how it worked. great communications and an efficient and simple invoicing system, you can't go wrong I have just found my go to plumber and would recommend you try them out.
29-Nov-2016	Very pleasant to deal with, and efficient.
24-Nov-2016	The level of service provided by Andrew Mugleston was of a very high standard. He was quick and thorough and solved a problem which was not solved by my previous heating engineer. I had no hesitation in straightaway recommending him to a friend.
17-Oct-2016	Initially, Andy gave us a lot of advice which was very helpful in our selection. His installation of the equipment and connection to both the water and electrical services was done swiftly with minimum disruption and mess. Overall we found Andy's work most professional and totally satisfactory.
03-Sep-2016	Prompt, efficient and excellent service . Came when agreed and carried out work to a high standard.
18-Aug-2016	An immediate and very helpful response to my request for help with a water leakage problem. He attended within hours of my call, at 6pm, to identify the problem and came to fix it at 8am next day.
16-Aug-2016	Arrived on time. Boiler service completed in a reasonable timeframe and its been working better since the service.
10-Aug-2016	Attended site in good time, through a busy period. Polite and efficient and fair price charged.
15-Jul-2016	Andrew was efficient, hard working, painstaking, friendly and polite and full of ideas.. He is already booked by my neighbours as recommended by me!
15-Jun-2016	Andrew came the same day I called him. He came up with an ingenious solution for getting our old kitchen tap functioning again. He was pleasant, intelligent and efficient, and his charge was very reasonable.
07-Jun-2016	
23-May-2016	

05-Apr-2016	As always excellent service and very reasonably priced wouldn't hesitate to recommend.
03-Apr-2016	Excellent service, work completed professionally and cleanly, work area left clean too. Hot water cylinder removed, new one inserted. Associated pipework connected in a very tidy manner. The airing cupboard was left in a much more usable state than previously. I highly recommend Andrew as a plumber, could not have wished for better
29-Mar-2016	Absolutely delighted with overall service - would use again and recommend.
18-Mar-2016	Andrew provided an efficient, knowledgeable and professional service replacing our ancient oil fired boiler. No sharp intakes of breath, long delays or messing around, just good advice and positive solutions to fixing the problem. In Oxfordshire he will undoubtedly have many satisfied customers, and he came to us through personal recommendation. Whole boiler replaced and running within one day. Thank you!
15-Mar-2016	Andrew has, single handedly, restored my faith in tradesmen. Absolutely fantastic. Have already recommended him to two friends. Well done Andrew and thanks for a first class job.
10-Mar-2016	Excellent and friendly service... highly professional and trustworthy individual.
10-Mar-2016	
08-Mar-2016	Andrew was excellent. He is a hard worker and knows his profession inside out. He is not one of those trademen who arrives at 9am and leaves at 3pm, disappearing a few times in between. He arrives when he says he will, he is fully equipped and stays until the day's work has been completed. He is polite, tidy and does not rip you off. If you do decide to use Andrew, make sure you have plenty of tea bags - milk, no sugar.
24-Feb-2016	Andrew did a brilliant job, dealing with many complications caused by the original installers of the nest thermostat. They were called Electrasmart, and while wiring up the Nest system managed to disconnect the power supply to the condensate pump - as well as connecting a 240 volt supply to a 12 volt output link. Andrew came back twice to sort the problem out and was exceptional in his attention to detail, which means I now have a fully functional Nest thermostat. I totally recommend him. Thanks Andrew!
17-Feb-2016	
11-Feb-2016	Excellent communication, timely and skilled service.