

Company Name:	Rhino Surface Solutions Ltd	Primary Trade:	Driveways / Tarmac / Paving
Distance from you:	0.00Miles	Contact Name:	David Shoesmith
Full Address:	Units 141, Leyland Trading Estate, Irthlingborough Road, Wellingborough, Northamptonshire.		
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Contact Email:	rhinoinfo@btinternet.com	Contact Fax:	
Company Website:	http://www.rhinosurfaces.co.uk	Contact Mobile:	07884 492909
Company Number:	8423787		
Comments:			

Location map:



Services Provided:

- Driveways / Tarmac / Paving
- Driveways/Paving - Cleaning/Sealing

Traders Overall Rating:  10 Points

Number of reviews: 82

Customer Service



Quality of Work/Service



Punctuality / Efficiency / Time Taken



Comments from consumers who have used this trader

02-Apr-2021

Excellent work ethic from each person. At every stage of layout confirmed we were happy with what they were doing. Got on with the job in hand, no messing around. Neighbours and passers by have all commented on the finished Drive and we are very pleased with the excellent job and will be having them return to do another pathway at the rear of the property. Would highly recommend

13-Mar-2021

If you are looking to have your patio or driveway surface changed to a resin bonded surface I would highly recommend this company to carry out the work because they are a very experienced, and professional company. Staff and workforce were well organized, friendly, polite and very knowledgeable on the preparation and product application. I would definitely recommend Rhino in the future.

08-Mar-2021

Could not fault anything or anyone. Very helpful and friendly knowledgeable initial consultation and advice regarding product and procedure. The workforce who did the job were always on time and delivered what they said they would each day, sometimes staying extra time to complete this. They were polite and courteous and friendly. They kept us informed of progress throughout and cleaned up after themselves each day. The finished product was faultless and we were overjoyed with our new driveway and front garden. Would not hesitate to recommend this company.

24-Feb-2021

The drives look wonderful! The team have done a great job and were so professional and friendly, and as a bonus they tidied/cleaned up thoroughly each day; a credit to the company.

18-Jan-2021

First class service from start to finish. The staff working on the installation were courteous, conscientious and showed great pride in what they were doing, obviously very happy in their job. A pleasure to have such happy

09-Jan-2021	<p>smiley people working on our property.</p> <p>the members of the company I spoke to were polite and stuck to their word. The person who did the work was incredibly hard working and efficient. I receive almost daily compliments from passers by and delivery agents and would recommend this company to anyone and everyone. Thank you for a fantastic job.</p>
14-Nov-2020	<p>The level of service to the customer from this company is their top priority. From the admin side to the installation of the driveway and path, everything ran smoothly. The whole team dealt with the job in a very professional manner. This company is a local and very well run business and I would recommend them to anyone.</p>
13-Nov-2020	<p>Professional, friendly service. Kept us informed of what was happening. Beautiful drive, high standards.</p>
09-Nov-2020	<p>Excellent service from the very beginning (planning stage) to the final completion, the staff worked tirelessly through the bad weather to get the original base lifted and lay down the new sub-base. They were also polite, professional, hard working and also at hand to talk through any queries. The end result was better than we ever expected so very pleased with the result.</p>
06-Nov-2020	<p>Kept us fully informed throughout. Fantastic work ethic. Polite and friendly at all times. Cleared up so well you couldn't see where they'd been. Excellent job.</p>
29-Oct-2020	<p>Excellent service throughout, very professional and friendly. Really pleased with the final result.</p>
29-Oct-2020	<p>Excellent, extremely pleased with the finished result, would thoroughly recommend Rhino Surfaces.</p>
18-Oct-2020	<p>Right from the start it was very easy to deal with the team at Rhino Surface Solutions. The sales process was how I like them to be - not in the slightest bit pushy. Questions were answered and the quote arrived quickly. The install went just as well as the sales process - smoothly. The team doing the installation were a good bunch and when they'd finished we were thrilled with the end result. We plan to have our patio regenerated and will definitely be planning to have the team at Rhino back to do the work.</p>
12-Oct-2020	<p>Very professional service, friendly and considerate workmen. Excellent result to our garden and drive.</p>
06-Oct-2020	<p>We are extremely pleased with the patio and pathways which the Rhino team have just finished in our back garden, they look fabulous. In these times when it seems fashionable to always complain it was wonderful to deal with a set of lads who were friendly, courteous and very hard working, and we would like to extend our thanks for a job very well done. As when you did our drive last year we shall be pleased to recommend you to our friends and neighbours.</p>
14-Sep-2020	<p>1. Apparently the wrong colour stone was delivered & was only checked on the morning of the finishing date. Subsequently the finish date was delayed leaving the</p>

pool surrounded by large stones for a few days. 2. A primary reason for choosing Rhino was that they would re-align a run of kerbstones while preparing the base. Sadly, this was not done. 3. I finally managed to source two matching weathered kerbstones to insert where there were two missing. They were 10" wide x 5" thick concrete & yet they still managed to break one of them! 4. The lawn was left long to protect it from any works traffic, unfortunately there were over 100 large stones left in it that we had to remove by hand, to protect the mower blades. 5. Large sharp edges were left on the ends of the edging strip around a pool!

Response from Rhino Surface Solutions Ltd: Thank you for your feedback. Customer satisfaction is of paramount importance to us so we will always seek to learn from any feedback. That being said, we would've also appreciated these issues being communicated to us so we have the opportunity to resolve them swiftly. Despite our email conversations over the last few days regarding your outstanding balance, none of the issues mentioned in your feedback were communicated to us (apart from the stone delivery issue which was rectified at the time). Please be assured that if these issues had been raised after the job was completed or during our recent email conversations, we would've dealt with them straight away - and are still happy to rectify anything that you are unhappy with that was part of the job quoted for. in terms of the specific issues raised: Issue 1: Incorrect stone delivered. Yes, this indeed was the case and although this hasn't happened to us before in our 12 years of trading, we have now changed our procedures to ensure specific stone requirements are now checked three days before planned install date rather than on install day itself. Stone is delivered to us 28 pallets at a time and the 1.5 pallets that represented your job was missed - an error on our part that the new procedures will address. For this, we apologise that the installation was delayed from the Saturday to the Tuesday. Issue 2: Re-aligning run of Kerbstones. We provide written and detailed quotations of the work. This acts as confirmation of the elements of the job. 'Re-aligning run of the kerbstones' was not quoted for or specified. In this particular case, you asked us to install 2 of these for you for which no additional charge was made. This was a goodwill and accommodating gesture. Issue 3: See above: Issue 4: Large stones left in the long grass. We are always vigilant that the area is left clean and tidy after the work is complete. The maximum size of hardcore used is 40mm and if some of these were missed in the long grass, then please accept our apologies. We have re-briefed our teams to be extra vigilant in this final stage of clearing up. Again, if you had contacted us to let us know, we would've sent a team member to retrieve the stones from the long grass. Issue 5: Large sharp edges on edging strip: Again, this is the first time this concern has been raised and I would re-iterate that

	<p>our reputation demonstrates that should a client raise an issue - it will be dealt with quickly and to their satisfaction. However, I have inspected the detailed pictures of the edging strip and its position and the edge you refer to is underneath your shed and there was no other way of terminating this by your sloped edging stones. Its location doesn't present a hazard It is entirely your right to give feedback on our performance, and we will always seek to learn from such feedback, however, we would've appreciated it if these issues had been raised when the job was completed so we could have had the opportunity to rectify them. Having spoken to my installers, they have both assured me that feedback from yourself and your partner at the time was specifically that you were very happy with the job. I have also been informed that when the job was finished, you shook our lead installer's hand, inspected the job with him and said 'its a really nice finish and a nice job' - Hence the surprise of everyone at Rhino for receiving this feedback from you. If it at point you would like to discuss this, please feel free to contact me and I can assure you, we will bend over backwards to address any genuine issues.</p>
12-Aug-2020	<p>New Patio Service from initial visit to discuss and take measurements to visiting the warehouse to the actual installation - very happy with it all and the men who carried out the work were polite and tidied up everything, and cleaned up when work complete.</p>
12-Aug-2020	<p>Absolutely brilliant, Great product, great team - Highly Recommended</p>
12-Aug-2020	<p>Great service from these guys. Very professional team, and the finish looks great</p>
22-Jun-2020	<p>The company have just completed my resin drive. It has been transformed! The men involved all turned up on time each morning and worked hard. Removal of previous drive was quick with no huge lorries blocking the street. Due to heavy storms the work took a little longer than planned but the finished drive is excellent. Thanks to all the staff, that did a great job.</p>
01-Mar-2020	<p>I would highly recommend this company. The level of service was outstanding throughout the process. All the members of the team were extremely professional and they completed the work on time.</p>
13-Feb-2020	<p>Fantastic service, Jack, Harry and Shane worked really hard and the finished job looks amazing. Even made a step which has really improved access to the back door. Highly recommended, polite and courteous team, you won't go wrong in employing them to do the job.</p>
03-Feb-2020	<p>An efficient and friendly service. The team were good at their job and kept us informed about progress. The site was left tidy and clean.</p>
21-Jan-2020	<p>Brilliant service - Excellent communication, competitive price.</p>
13-Jan-2020	<p>Excellent service from start to finish. Very polite</p>

25-Nov-2019	hardworking staff and excellent finish. New Path and Entry Path. Cannot praise them highly enough, great product, fantastic team, knowledgeable hard working, so helpful (would recommend them to anyone).
31-Oct-2019	Replaced Patio
22-Oct-2019	Rhino did a great job of resurfacing our drive. A large drive which was completed in 6 days. They worked on a Saturday too to complete in dry weather.
04-Sep-2019	Work done to a very high standard, workforce always very helpful and cheerful. We are very pleased with the overall result.
16-Aug-2019	Excellent, the team kept me informed of the work progress, questions asked answered politely & friendly.
08-Aug-2019	Produced the driveway we wanted From start to finish we were kept up to date on the works progress. The two guys, Dave & Harry, were both pleasant & helpful. VG job.
29-Jul-2019	New driveway surface Excellent surface throughout
24-Jul-2019	The service was outstand, the men worked so hard and were very polite and friendly. The finished product is amazing. Better than anticipated, and has been admired by many passers by.
11-Jul-2019	Good reliable company from quotation to the end of installation. Kept us informed through the whole process. Knowledgeable and pleasant staff.
11-Jul-2019	Very impressed with standard of work & very pleased with outcome.
01-Jul-2019	Laying of path in churchyard. Excellent work by very pleasant workmen.
19-Jun-2019	Above and beyond the "JOB Role"- Very courteous, and helpful in every part of the process from choosing the colours to laying the driveway and going out of the way to be helpful - RECOMENDED TO ANY + EVERYONE!!
04-Jun-2019	Excellent standard of work and attention to detail throughout. Very thorough preparation. Initial consultation was not rushed, all parts of the process were fully explained. The guys who did the work were friendly, polite and left the over really clean. Fabulous job - it has transformed the front approach to our house.
29-May-2019	Prompt arrival, excellent workmanship - worked above + beyond our expectations. Friendly workmen - would not hesitate to recommend. Brilliant result!!
23-May-2019	Very professional & tidy job
16-May-2019	Resurfacing of back garden. Excellent service from whole team. Dug out by hand, disposed of soil, 10 tons aggregate brought in compacted and new surface - all by hand. Team were professional, courteous, helpful - brought in my shopping from car - hardworking.
12-Apr-2019	Service was excellent. The lads turned up everyday 8-4:30 worked all the time, kept us informed + explained each stage of our new drive. Tidy up each

	day. I would highly recommend Rhino Surface Solutions Ltd.
06-Mar-2019	Fantastic service helpful, kind, on time, clean & tidy. Communication great
06-Mar-2019	Brilliant!
06-Mar-2019	Excellent service on time, very tidy, lovely job
06-Mar-2019	What a transformation to our drive, it looks great. Super product and good competent workers. Very pleased.
30-Jan-2019	Good service, tidy workers. Reliable - trustworthy
17-Dec-2018	I had the utmost confidence in the team that carried out the work on my drive. Extremely professional, friendly and very hard working
07-Dec-2018	Very good service. The workers were very polite and hard working
15-Nov-2018	Resin & stone surfacing patio, also a full garden redesign with hard landscaping
05-Nov-2018	Work completed to a very high standard. All the guys were friendly tidy and professional. 5 star service
05-Nov-2018	Excellent customer service and excellent work carried out. All staff members were friendly, polite and willing to answer any questions
01-Nov-2018	Very professional. All staff very pleasant
09-Oct-2018	Wanted to use a local company. Very pleased he did excellent job, looks amazing. Good communication
25-Sep-2018	Replaced concrete patterned driveway with resin bound one
12-Sep-2018	Excellent quick efficient professional and polite was a pleasure to have used this company
12-Sep-2018	Drive was replacement
10-Sep-2018	Rhino explained the product in detail & supplied many samples for us to try out. The workers- punctual, reliable and very communicative - constantly showing any variations for us to decide the exact job, doing over and above all our expectations. In all an exceptionally professional job that we are extremely happy with
06-Sep-2018	Complete re-model of front of property inc driveway. Rhino resin bound permeable stone surface and associated ground work in prep.
06-Sep-2018	Very professional company hard working polite and passionate about their business
05-Sep-2018	Excellent, would recommend them
02-Aug-2018	Used Rhino Surface Solutions in the past and again their work was FIRST CLASS - genuine hardworking team carried out the job exactly as we required resulting in our complete satisfaction. If you want this type of work done look no further than Rhino Surface Solutions.
31-Jul-2018	Excellent service, very professional, the two tradesmen, Jack and Harry were a lovely couple of lads, very friendly, pleasant, hard working, clean and tidy,

24-Jul-2018	cannot fault the quality of the workmanship in any way. Would be proud if they were our grandsons. Well done lads. Would not hesitate to recommend them to anyone. Dave Shoemsmith, the boss, was also very professional in his approach. Overall excellent service
20-Jul-2018	Driveway resurfaced with resin bound gravel.
20-Jul-2018	Had excellent service from day one. Jack and his team were a nice bunch of guys who worked really hard in this hot weather. Kept informed of what was going on. Would recommend.
19-Jul-2018	Delighted with work and quality of Rhino. Great team who kept us advised every step of this job. Trustworthy group of people whose advice and experience is second to none. Their pride in their work is evident with attention to detail. My added bonus? They have enhanced the value of my property overnight.
19-Jul-2018	Resin bonded gravel path installation.
28-Jun-2018	Work was completed quickly and professionally, well within the time frame given. Good helpful service with no hidden extras - everything done as was explained and quoted for.
14-Jun-2018	A really good product (driveway) done by really neat/polite/professional people.
14-Jun-2018	Good customer care from day one. Work force (Jack & Harry) worked extremely hard to ensure the job was done very professionally and with great care and attention. Could not have asked for more. Well done Rhino.
07-Jun-2018	Very good service and very efficient.
01-May-2018	Excellent. I share a drive with a neighbour and we had the driveway done together, my neighbour is a retired builder and he said that he had never seen a team of lads get on so well together. We were both really pleased with the work.
01-May-2018	Very polite, pleasure to have on site, lovely group of lads, worked very cleanly.
24-Apr-2018	Re-laid driveway and paving around house.
03-Apr-2018	All of the workmen were very friendly, polite and hard working. We were happy with their attention to detail.
22-Mar-2018	Thoroughly professional from start to finish. As polite and pleasant a group of workers as I have ever met.
20-Mar-2018	Very pleased with all aspects of works carried out. Excellent team!
19-Mar-2018	Friendly and courteous staff. Always checked with us if they required agreement on work in progress. Excellent value for money.
09-Mar-2018	I have nothing but praise for the men working on my property. They were all most considerate & made sure everywhere was safe for me to get about.
26-Feb-2018	Excellent service. Professional & friendly. Kept us fully updated. Would highly recommend.
23-Jan-2018	An excellent service from a highly skilled professional



team. Clear communication from start to finish and an outstanding product.