

Company Name: 1st Glass Repairs (Falcon Design & Construction) Ltd: T/A Windows/Glass/Double Glazing
 Distance from you: 0.00Miles Contact Name: Stephen Shackleton
 Full Address: The Gables
 Watling Street
 HOCKLIFFE
 Beds
 Postcode: LU7 9NB Contact Telephone: 01525 210230
 Contact Email: 1stglassrepairs@gmail.com Contact Fax:
 Company Website: http://www.1stglassrepairs.com
 Company Number: 09144670 Contact Mobile:
 Comments:

Services Provided:
 • Windows/Glass/Double Glazing

Traders Overall Rating:  10 Points

Number of reviews: 60

Customer Service					
Quality of Work/Service					
Punctuality / Efficiency / Time Taken					

Comments from consumers who have used this trader

25-Oct-2021	Excellent response time with availability next day to fit a new window handle. Stephen is very professional, provides a great service with a friendly manner. I would have no hesitation in recommending 1st Glass Repairs to family & colleagues.
09-Oct-2021	Excellent service !
05-Oct-2021	The level of service I received was impeccable . The company were so professional and did a very good job .
01-Oct-2021	Had broken glass in patio door at the weekend, Stephen came round same day to measure up and quote price. Job was repaired very quickly and didn't take long and was very clean and tidy after he had finished, we would recommend him to other people.
01-Oct-2021	I have employed Falcon Design several times for repair work to windows and cannot fault this company in any way. Excellent service and work from start to finish.
25-Sep-2021	Very professional prompt and friendly. This is the second time we have used this company and would

22-Sep-2021	certainly use them again. Steve was very friendly and polite, Double glazed units arrived earlier than expected. All in all a very efficient service.
22-Sep-2021	Replacement of glass in conservatory door measured and completed in time specified by Stephen Shackleton in a very efficient way.
11-Sep-2021	Requested assistance via e-mail message on 07-09-2021 and broken door hinge assessed same day. Repair was made the following day by two workmen in around 15 minutes. Brilliant service! Highly recommend this company for any work which they undertake. High quality work at fair price.
27-Aug-2021	Very efficient and prompt service. Friendly and fair pricing with old persons discount. Fully recommended.
24-Aug-2021	Quick and efficient
21-Aug-2021	Steve and Terry arrived on time and carried out the work quickly and efficiently. We would certainly recommend 1st Glass Window Repair to anyone.
20-Aug-2021	Fantastic service from start to finish, I was contacted and consulted with all the way through. A very professional job. I'm very happy with the work.
12-Aug-2021	Over the years Steve has completed several jobs for me, all carried out with expertise and friendly service. The latest job was to replace my georgian double gazing on a bay window. He gave me advice as to my options and I am really pleased with the finished product. Would not hesitate to recommend this company.
05-Aug-2021	Great service, quick to respond to the initial quote and a fast but quality job performed on the day
03-Aug-2021	I telephoned left a message. Got called back 30 minutes later. Men came next morn 8.30 fixed my patio door. Brilliant service.
29-Jul-2021	The work was carried out to a very good standard and Steve communicated well as to when the parts would arrive and the work would be completed. Very pleased with the overall service.
24-Jul-2021	Couldn't fault Steve's customer service and standard of work. Very patient with my 90 year old mum took time explaining what was needed and although a very busy man took time to chat with mum .
20-Jul-2021	Repairs to my bay front window. The work was done efficiently, quickly with no mess left for me to clean up. Very impressed and would highly recommend.
19-Jul-2021	Very friendly, helpful, professional team. Wouldn't hesitate to recommend or use again in the future.
16-Jul-2021	Steve arrived promptly at the time specified. He carried out the work quickly and competently and made sure I was happy with the work done before he left. He was very tidy and we also received a OAP discount. Highly recommended
14-Jul-2021	This would have been the second job carried out by

	<p>this company and can say without any doubt that it was a first class service, very professional and I was keep informed throughout the order, delivery and installation process. Highly recommended.</p>
11-Jul-2021	<p>Excellent service through out the process. Zero pressure to buy. Lots of great advice and good communication. Job completed on time and to a high standard and very polite and friendly people to have in your home. Would highly recommend.</p>
02-Jul-2021	<p>Highly attentive, prompt, efficient, followed instructions, punctual, good humoured, cleaned and tidied area after all work was completed. Highly recommended.</p>
02-Jul-2021	<p>Excellent service from first contact to completion of work.</p>
01-Jul-2021	<p>From the first phone call and e-mail, to the installation, the service has been outstanding. Honest, trustworthy, efficient. The products are excellent quality and in today's uncertain world, this Company is one of the very best that I have ever dealt with. I can thoroughly recommend them, and indeed, I already have.</p>
26-Jun-2021	<p>Excellent service as usual</p>
26-Jun-2021	<p>Very professional and very pleased with the work carried out. Have had a front door done by Steve a couple of years ago and everything is explained. No hidden costs! An absolute pleasure to deal with.</p>
25-Jun-2021	<p>Excellent friendly service from beginning to end. Very professional and excellent works carried out. Would certainly recommend this company .</p>
23-Jun-2021	<p>Very efficient service, would highly recommend.</p>
04-Jun-2021	<p>It was an excellent performance, the second time that we have employed the co. Will do so again without any hesitation</p>
17-May-2021	<p>Excellent service, very friendly but professional. Clean and tidy and kept me informed of progress. May have given a higher rating for value for money but I didn't have another quote to compare with.</p>
05-May-2021	<p>Brilliant service from a highly professional business. All work completed as discussed and agreed, on time and to the quotation. The work took less than one hour and the issue that we have had for 20 years since the original work was installed by a different company, was fixed beautifully. Everything works really smoothly now. It is just as I would have expected from a new product! You will be very lucky if this business finds the time to do your work. Outstanding work, Cheerful people, Highly Professional and very highly recommended. Thanks very much Steve!</p>
01-May-2021	<p>from first contact with the company to final delivery and installation, the service was first rate. many thanks STEVE.</p>
22-Apr-2021	<p>I found the people who did the work very knowledgeable, helpful. and efficient. They kept to their quote, their work is of a high standard, and they</p>

	left everything tidy. I would definitely recommend them and I intend to employ them to do further work I need done on the conservatory roof.
21-Apr-2021	Excellent service.
18-Apr-2021	Work was complicated due to substandard work previously carried out, all defective parts to the front door were removed and replaced with new fittings giving extra security to the door. Other external door was readjusted to fit correctly, all fittings adjusted and lubricated and drainage holes made due to not provided by manufacture which was causing door fittings to rust.
09-Apr-2021	Dealing with Stephen and his team was a delight from start to finish. Clearly knowledgeable and highly skilled the service and work undertaken was exceptional. I know what great looks like but seldom experience this level either at work or home. Unreservedly recommended.
08-Apr-2021	Steve has done a lot of work for us and our families. He is polite, prompt, trustworthy, knowledgeable and his work is of a very high standard.
06-Apr-2021	The service and work was conducted in a very professional and friendly manner. Everything was left in a very clean and tidy way we are delighted with result.
05-Apr-2021	A comprehensive and thorough installation by a company that clearly take pride in the standard of their workmanship. Where willing to offer good advice and left our premises clean and tidy.
27-Mar-2021	Stephen was very professional from start to finish. A friendly person who completely the work quickly and efficiently. It was my first time dealing with his company and I was very happy with the work carried out.
21-Mar-2021	Great service, very friendly, Steve has been doing our windows for a few years and would highly recommend. I wish every trader was like him.
16-Mar-2021	We have used this company for many years they are reliable, trustworthy and always advise the best course of action for me the home owner. They have fixed doors, windows and on one occasion popped round with a spare window key when we were putting our house up for sale. I have recommended them to several friends who have received the same level excellent of workmanship as we have.
28-Feb-2021	Would highly recommend this company. I had glass replacement as my double glazing had blown. Excellent service, friendly, polite and always wore a mask whilst carrying out the work. Price was also reasonable with a discount for senior citizens like myself.
17-Feb-2021	Steve responded to my call at once and was at the house as soon as he was able. it was a tricky situation as the builders could not access the room they were working in from the outside until the lock was mended.

16-Feb-2021	Replacement bathroom windows. Service was quick, professional and friendly. Steve also took care to explain the issues to us and was helpful throughout. Would definitely use again.
09-Feb-2021	Stephen was recommended to me by a family member due to the professional service he gives and fair rates. He was excellent in communication and ensured the windows were completed promptly for the safety of my child. He was impeccable in ensuring he kept to COVID guidelines too. I would highly recommend Stephen.
25-Jan-2021	Replacement mechanism had to be ordered. This arrived very quickly. Steve arrived exactly at the arranged time to install. Everything was sanitised on completion. Excellent service, thoroughly recommended.
06-Jan-2021	Steve responded very quickly to my e-mail and gave me an accurate estimate of the job cost. He called the following morning, assessed what was needed, returned and fixed the problem (a broken double glazed window lock). We were secure again within the hour. On the first day of lockdown 3, Steve recognised the security risk and gave us priority attention. I can thoroughly recommend him and would certainly use his services again.
03-Jan-2021	We are so thankful that we found Steve. He came to our rescue when our old conservatory roof developed leaks. He has such a warm, caring personality and went out of his way, with his colleague, to reassure and address the issues that had been missed. Service was prompt. The work carried out to an excellent standard - with no recurrence of the problem to date in over a year. We also asked him to address a number of faults to the locks and alignment of old double glazed doors and windows that we had not previously been able to have resolved. He did these with utmost skill and care - it felt like he was our Knight in shining armour at a particularly stressful time. We have recommended him widely since and would not hesitate to give a positive review or to recommend his skills to anyone.
31-Dec-2020	4 months ago, Mr Shackleton & a colleague attended our property to repair a leaking conservatory roof & replace various window locks. The work was completed in a morning to our entire satisfaction & even after the storms & heavy rain endured during the last few months, our conservatory roof remains secure & free from leaks. A recent jammed door lock was quickly & professionally repaired at a very reasonable cost. The standard of work is excellent at all times & Mr Shackleton comes highly recommended.
29-Dec-2020	Fixing leaks in our conservatory. Excellent service. Came to assess what needed doing; quoted a very reasonable price and arranged for the work to be done within a short time. Leaks completely gone. Conservatory looks as good as new. A pleasant experience throughout from a professional and

28-Dec-2020	<p>pleasant trader</p> <p>First class service, responded swiftly, professional and friendly. Excellent workmanship and left area so tidy it was as if they hadn't been there. Didn't invoice us until it had rained and we were able to test there were no further leaks, there weren't. He was able to get parts cheaper than initial estimate so reduced our quote accordingly, we've never come across such honesty before! Applied all Covid safeguarding. Would recommend wholeheartedly.</p>
21-Dec-2020	<p>The contract was carried out efficiently and to the highest standard. The men were polite and punctual. Their work looks superb, I am delighted</p>
19-Dec-2020	<p>Very fast response and very professional approach masked, gloved and cleaned antiseptically all surfaces touched. Kept social distance. The work was outstanding and completed efficiently, we wouldn't use any other people for our double glazing or conservatory work.</p>
17-Dec-2020	<p>Superb service at a very reasonable price. Work was completed extremely professionally.</p>
16-Dec-2020	<p>Work carried out was excellent ,arrived at stated time All covid rules were covered house left clean and tidy, had one window with slight manufacturing fault was cheerfully rectified by Steve</p>
16-Dec-2020	<p>I am always delighted with the cheerful, helpful, friendly service given by Steve, to say nothing of the excellent care and attention and quality of work.</p>
15-Dec-2020	<p>I was very impressed with the performance of Falcon Design & Construction when Stephen came to fix my door which had been almost impossible to lock and unlock. Stephen was very friendly and helpful when I called him and came to repair the door within a couple of days. He diagnosed and fixed the problem quickly and efficiently and gave me helpful advice for the future. I received a clear and helpful report and invoice soon after his visit. I would highly recommend his services and would use the company myself in the future should the need arise.,</p>