

Company Name:	Dorset Property and Drainage Solutions	Primary Trade:	
Distance from you:	0.00Miles	Contact Name:	Darren Green
Full Address:	89 Medway Road Ferndown Dorset		
Postcode:	BH22 8UR	Contact Telephone:	01202 922911
Contact Email:	info@dpds-drainage.co.uk	Contact Fax:	
Company Website:	https://www.dpds-drainage.co.uk		
Company Number:		Contact Mobile:	07713 354675
Comments:			

Location map:



Services Provided:

- Drains / Drainage Services
- Water Engineers/Treatment

Traders Overall Rating:  10 Points

Number of reviews: 86

Customer Service



Quality of Work/Service



Punctuality / Efficiency / Time Taken



Comments from consumers who have used this trader

04-Nov-2023

Amazing service Prompt on the phone. Clear in terms of quote and timing. Came early in a real emergency. Worked really hard to fix it quickly

26-Sep-2023

Our fixed rainwater pipe was blocked causing excess water overflowing from the water butt. Darren was able to provide a great solution by fitting a new gulley and pipe to our soak away inspection pit. The service we had from our initial call to a very friendly and pleasant Romy, Darren's knowledgeable advice and to the prompt service of the work carried out was second to none. We will certainly use this company again if need be and recommend to our friends and neighbours.

09-Sep-2023

We had a problem with our surface water entering a neighbours garage, and ultimately flooding her garden. This was a huge worry for us and the neighbour. I contacted DPDS, and very quickly a site visit was carried out. The problem was identified, and a quote for the necessary work provided that same day. I accepted the very fair quote, and the work was completed within two weeks! I was kept constantly updated, and at the end of each day I was emailed a set of photos of the progress. Particularly useful as I couldn't be there in person, and they are useful to keep too. The work is of a high standard, carried out by a company who care, and the site, a back garden, was left neat and tidy. Brilliant job. Thank you.

20-Jun-2023

Absolutely superb service from start to finish removing our old Victorian interceptor trap that kept blocking. After filling out the web site enquiry form I had a call back within 20 minutes from Romy and after sending some site photos, I had a quote within a couple of hours. Excellent communication throughout the process and very reassuring clearly explaining what happens. Work was done quickly and efficiently within a few hours just using hand tools, and the area was left clean and tidy. Process was topped off with a CCTV survey to check everything. Very competitively priced and they were willing to travel from Dorset to Reading in Berkshire. I hope my rodding poles never see the light of day again but I just wish I had had this work done years ago. Really cannot recommend this

09-Jun-2023	<p>company highly enough.</p> <p>We arranged a drain survey on a property we are buying. It was very easy to book an appointment and we were informed of the outcome a few hours after the survey. It was a detailed report with pictures highlighting the problems. The company has excellent customer service and we have no hesitation in using them for the repairs.</p>
29-May-2023	<p>The standard of work and customer service was outstanding. Darren and Jay worked really hard installing the drainage system in my garden. They were extremely neat and tidy and left my garden looking like nothing had happened despite two deep ditches being dug and a chamber being installed. They were extremely polite, courteous, knowledgeable, enthusiastic and hard working. Romy kept my family informed on progress sending out a report and photographs every day. The level of customer service from the whole team was really outstanding and I would not hesitate in recommending DPDS to anyone.</p>
17-May-2023	<p>Friendly service from the moment I called, explaining exactly what they would do and why to solve a persistent interceptor drainage problem. Then the work was carried out as soon as I asked and completed with no fuss. The bonus? at a price less than half of what other companies quoted me.</p>
19-Apr-2023	<p>Very prompt and efficient. Arrived at the time booked and replaced manhole. All debris removed and left a very clean tidy job. Excellent service.</p>
19-Apr-2023	<p>Great service from beginning to end. Prompt reply to request for help. Thorough assessment and clear explanation of required works. Fast quote and work carried out within days. Polite, pleasant, dog friendly team, they worked hard and conscientiously, clearing up as they went. They will definitely be my 'go to' if I have any drainage issues in the future. Great customer service from Romy in the office and Darren and his team. Thanks so much</p>
27-Mar-2023	<p>These guys are the right team for the job. They were professional, courteous and kept us updated at all times. We are very happy with the work carried out and would highly recommend them to anyone.</p>
06-Feb-2023	<p>They are brilliant! I sent them a query, via their website, for the replacement of 3 manhole covers, and within 2 hours they responded via email, and then phoned me. They quoted me over the phone and booked a day in to do the work. When they came to do the work they were extremely professional, courteous, and very tidy. The work was immaculate. I found them utterly brilliant - efficient at every point of contact, and I just can't praise them highly enough. I have used many tradesmen, as I have restoring a house and they are by far the best. You are in safe hands with them.</p>
10-Jan-2023	<p>From my initial enquiry to the completion of the work I couldn't praise DPDS more highly for their</p>

	<p>professionalism. The job was mainly to replace the original heavy manhole covers with lighter ones, but on opening the drains Darren quickly discovered on rodding the drainage system that the pipes were almost blocked in several places with the build up of fibrous roots of our many oak trees. With ingenuity and unfailing good humour the job was completed to a very high standard. I would also like to mention Romy who dealt with our enquiry in a very efficient and pleasant manner.</p>
07-Dec-2022	<p>I called them up to replace a faulty gully and the service has been amazing from start to finish! Romy was polite and professional on the phone, and Darren did a fantastic job too! It doesn't look like it's been touched, even considering they had to lift a few slabs! Will absolutely recommend</p>
14-Oct-2022	<p>Quick response to initial request for a quote. Very helpful and freindly customer service (thank you Romy). Work was carried out on time and the area was left clean and tidy. Freindly and polite engineers. Very happy with the standard of the work carried out - a Manhole cover and frame needed replacing on our driveway. Would definitely recommend their service.</p>
12-Oct-2022	<p>Replaced a broken manhole on my front drive. Because it was an urgent repair (I couldn't use my drive) the guys turned up early and on time the next day and did a professional job. Pleased with the standard of work carried out and left the area clean and tidy. Would definitely rather recommend!</p>
10-Oct-2022	<p>From sending my email enquiries to the job being completed, the professional service provided was faultless, the whole job explained and quoted in layman's terms. Highly recommend this company.</p>
08-Oct-2022	<p>Very happy with the interceptor removal. Called up in the afternoon and they were here the next day. We havent had issues with blockages since.</p>
07-Oct-2022	<p>Excellant service, very helpful and knowledgeable, reacted immediatel . Contractors very helpful and polite, work was carried out quickly and efficiently and the site was left in perfect order. The lady on the phone was also very helpful and knowledgeable.</p>
26-Aug-2022	<p>They came to replace a rusting manhole cover. They were very professional and friendly. They arrived on time and replaced the manhole cover. A very neat and tidy job and it looks very good. Couldn't ask for more. Excellent communications and would definitely use them again. Thank you for a great service.</p>
24-Aug-2022	<p>From 1st Contact to job completion 1 week. very impressed :) . Darren & Romy thank you so much, you are Polite, Respectful, Friendly and you did a swift job sorting out our drains to perfection, clean & tidy all work areas. NO Call out Fee, Sensible pricing. telephone updates, great contact. I still think you should buy your wife a little present. she's a gem. If your need drain work, you would be hard to find a</p>

	better service 5*****
23-Aug-2022	Very hard Woking team very good standard of work .very professional company
13-May-2022	We have just had a new soakaway installed by DPDS - so efficient and professional - we have no hesitation in recommending Darren & his Company DPDS
28-Apr-2022	Excellent service. The problem was dealt with very quickly, coming to our property the day after we contacted them. The blocked drain was cleared very quickly and I was able to see everything via the CCTV camera both before and after the work was done. Highly recommended!
21-Apr-2022	Work was completed as promised. Darren is a very hard worker who knew exactly how to solve our problem of a flooding patio which was causing deterioration of a retaining wall and threatening to rise above the damp proof course. He did exactly what he said he would in a timely and tidy manner, ably supported by Romy's efficient administration and customer service skills. I can understand why this company is one of the few to be listed on the Trading Standards site. Will definitely use again should I have any drainage problems in the future.
04-Apr-2022	Absolutely fantastic service start to finish. Highly recommend to anybody looking for a quick survey pre-purchase.
30-Mar-2022	I had a problem with my main drain regularly blocking and was advised to have the inceptor removed. Within 48 hours of contacting DPDS Darren came and fixed the problem. When I contacted them about this the service and response was excellent. Thank you.
22-Mar-2022	Fast, efficient, professional, trustworthy. No hesitation in recommending dpds
28-Feb-2022	Really happy with the work carried out. Arrived on time as promised. did a neat job and left the area clean and tidy. Can recommend.
26-Feb-2022	We contacted Dorset Water Services to install a new water main after being let down by other contractors. Darren and Jay turned up on time, worked quickly and left the site tidy after the job was completed. In addition, they identified a drainage problem with a gutter downpipe discharging directly into the ground, and resolved it by resiting the downpipe and installing a new hopper connected to the main drainage at no extra cost. Excellent service from a friendly and professional company, I would use them again and recommend them without hesitation.
28-Jan-2022	From estimate to completion of the work was a quick and very impressive service. The work involved the removal of an old drain interceptor, repairs to the inspection chamber and the fitting of a new manhole cover and frame. This was all carried out in a quick and very professional manner. I would have no hesitation in recommending DPDS and would certainly use them again myself if the need arose.

29-Nov-2021	Excellent service I needed to have my toilet rerouted installed new chamber new gully. Can't thank Darren enough for his expertise. Romy has an excellent knowledge also every time I rang office. Regards J Power
19-Nov-2021	Excellent efficient service. Highly recommend.
08-Nov-2021	Absolutely fantastic service! Dorset Property and Drainage Solutions came highly recommended by a family member and did not disappoint in any way. When telephoned, Mrs Green was friendly, knowledgeable and reassuring concerning a drainage issue that may have proved difficult and expensive to resolve. After our initial conversation on Tuesday afternoon, the investigation and clearance was undertaken straight away and I received the report and invoice at 8.10 am the following morning. I was extremely grateful for their prompt attention and am confident in their assessment and resolution of the problem. With such professional and efficient service, I will certainly use them again and have no hesitation in recommending Dorset Property and Drainage Solutions to others.
04-Nov-2021	We liked being able to talk someone immediately, who gave us very personable service. We liked that DPDS negotiated with the property owner to agree a specific time slot at short notice. We liked that they took initiative to do essential extra (drain clearance) work and so avoided having to make a return visit, when access arrangements could have been more difficult.
27-Oct-2021	Darren was prompt to attend to look at work required. He was informative about what needed to be done and gave a quote on the spot. This was emailed through very promptly by Romy in the office. Very friendly but professional service. Darren and his colleague arrived promptly at the agreed time and date. Work was completely quickly and everything was left neat and tidy. Would definitely recommend.
30-Sep-2021	Responded immediately to enquiry on the website with a competitive quote and were here the next morning before 8am. They did a great job replacing an old broken cast iron manhole cover with a nice new plastic one, leaving the place clean and tidy. If only every company was so efficient, responsive and good at their jobs, getting work done on the house would be so much easier.
11-Aug-2021	Very prompt service. Really happy with the completed work, took time to make sure all the work was to our satisfaction. Lovely chaps who did great, clean and tidy work
09-Aug-2021	I cannot recommend DPDS highly enough. From the initial call until the job was completed, Darren and Roma were prompt, polite, professional and helpful. All work was carried out to the highest standard with all rubbish cleared away afterwards. Darren and his team have great integrity, combining fair and honest advice

	with effective and economical solutions. For drainage solutions, DPDS should be the first company to call before all others.
26-Jul-2021	If you need a replacement manhole sorted, do not look any further. Quote within hours of online enquiry submitted, work carried out at a date and time of my convenience, on time, friendly and quick completion. Will be using for my other manhole in a few months for sure.
21-Jul-2021	Excellent customer service. Prompt efficient and honest.
21-Jul-2021	DPDS installed a new heavy duty gully in my driveway. Turned up on time, carried out the work according to the quote and left everything clean and tidy. Very professional service, highly recommended.
09-Jun-2021	Punctual, Courteous, Technically proficient, trustworthy, clean and tidy. I would recommend their services. A breath of fresh air to get a 5 Star service . W. I. R. Long Branksome Park, Poole
27-May-2021	Absolutely first class efficient. A pleasure to have received such exemplary service. Just moving into a house and rain survey needed quickly . Carried out the next day. Outstanding communication.
03-May-2021	I was phoned back immediately with a date Darren could attend to provide a free quotation. He arrived promptly and the quote provided the same day. Darren completed the work (on a Bank Holiday!). What superb service and a great job provided, I am so grateful!
23-Mar-2021	thank you, my experience with dpds was excellent, From ringing to get a quote, to the work taking place to a very high quality
03-Feb-2021	
30-Jan-2021	The company DPDS was very professional. Great communication from start to finish. They know what they are doing. Started job when they said they would. Efficient, tidy and quiet. A great crew - thank you guys. I will recommend them to my friends and family and use them again myself.
02-Dec-2020	Outstanding service by there Drainage engineer Jay, great price to. Couldn't be anymore pleased. 5 stars.
05-Nov-2020	Great workers. It made me exhausted just watching them. Very tidy, punctual and polite workers, I cannot recommend them highly enough. The site was left tidier than when they started.
21-Oct-2020	Excellent service .Did a wonderful job in filthy weather.Came on the day as planned very efficient and very pleasant. Cleaned up the site when they had finished. You would hardly know they had been, apart from the fact we now have a drainage system that works well.I would highly recommend this business to everyone
20-Oct-2020	A recent spell of prolonged heavy rain resulted in much of the large gravelled frontage to our bungalow becoming flooded. I found DPDS by chance when

	<p>Googling for a local firm who could advise me on options and install the preferred solution quickly. Arrangements were made for a site visit the next morning and a very fair quote was emailed to me the following day. Within days of accepting the quote Darren and Jay made a 'crack of dawn' start on the work that needed doing and arrived equally early on the 2nd day to finish the work. I have no hesitation in recommending DPDS. Communication with the office by phone and email was excellent, Darren and Jay worked exceptionally hard throughout and left the site looking as if nothing had been disturbed. A fantastic job at a very fair price A+++</p>
28-Sep-2020	<p>Informed , professional, Quick all done with a smile and cleared up as though nothing had happened.. Robert</p>
11-Sep-2020	<p>An excellent service from the moment we contacted them. Prompt, efficient, knowledgable and great value.</p>
03-Sep-2020	<p>Job done next working day - replacing main water supply pipe. No damage to imprinted concrete path, front garden restored to normal appearance. Excellent.</p>
31-Aug-2020	<p>First class customer service throughout the work carried out. Site left in a clean and tidy condition</p>
26-Aug-2020	<p>Very efficient service, from initial estimate to completion of work.</p>
17-Jul-2020	<p>Excellent all round service from my first E mail to job completion and receipt of payment.</p>
06-Mar-2020	<p>Early last year Darren Green of Dorset Property & Drainage Solutions replaced our failed front soakaway, doing a brilliant job and leaving garden very neat and tidy without any sign of the excavation. Last month our rear soakaway failed and a significant amount of flood water from neighbouring gardens exacerbated the situation. He suggested drainage be installed below the rear garden which he completed despite heavy rainfall and further flooding whilst he was working. Again the area returned to pristine, virtually unmarked lawn. Highly recommended.</p>
18-Dec-2019	<p>Prompt, efficient and quick service. Reliable, Tidy work, well pleased with the job</p>
18-Nov-2019	<p>Two workmen arrived punctually on the due date, efficiently carried out work required and left the site in a tidy manner as it was before the work began.</p>
15-Nov-2019	<p>work very quick and left our garden the same as they found it you would think they had never been.</p>
13-Nov-2019	<p>very nice people to deal with with and did what they said!</p>
08-Nov-2019	<p>The job was to renew the water main to our property. From the first contact Romy in the office was very helpful and the quote for the work seemed sensible. Darren and his colleague obviously knew their stuff and the work was carried out with great efficiency. I wouldn't hesitate to recommend to others.</p>
16-Oct-2019	<p>Knowledgeable, professional, helpful, friendly. Arrived on the dot at 7.30 am. Respectful of our home. Would</p>

03-Oct-2019	use again and definitely recommend. Very pleased with how quickly DWS responded to the inquiry, follow up visit and the subsequent work carried out. The job was completed quickly and everything left tidy. We're happy to recommend them.
02-Jun-2019	Excellent service from start to finish. Thank you.
04-Apr-2019	
07-Mar-2019	After discovering a leak between the meter and my internal stop cock, I phoned DPDS, they came out to look at the job and told me my options on the Thursday, I decided to get the whole supply pipe replaced by them, from old galvanised pipe to new blue plastic. Job complete by the following Tuesday at a great price. What a service!!
19-Feb-2019	The service we received was prompt. Darren went above and beyond what we had expected and was able to solve a tricky problem we'd had with our drainage. He consulted us on what was needed throughout and only left when he was happy that the work had been completed . We would thoroughly recommend him.
12-Feb-2019	Quick, efficient, professional and helpful service. Would recommend
03-Nov-2018	Excellent service and communication would highly recommend
14-Sep-2018	Excellent service. Completed on time and date stated and within quote. A very tidy professional job. Highly recommended.
14-Sep-2018	Excellent service. Completed on time and date stated and within quote. A very tidy professional job. Highly recommended.
15-May-2018	
14-Jul-2017	Truly first class. So helpful. Sound advice plus solution to improve drain system.
14-Mar-2017	Highly recommended. Professional, prompt, friendly service at a competitive price.
18-Feb-2017	We have always found DPDS to provide a good quality reliable service and would happily recommend them to anyone!
14-Dec-2016	Prompt, clean. A new service company to me but would use them again. Have recommended to family and friends.
15-Nov-2016	DPDS arrived onsite at the pre-arranged time and the operatives were efficient, knowledgeable and friendly. We were most satisfied with the work undertaken and the information provided.
30-Sep-2016	Darren offered to do a site survey on a no obligations basis. He clearly knows his trade. There was no sales pressure. He gave good advice. I would not hesitate to call him back.
07-Sep-2016	The service was very good, they explained everything that they were going to do, plus cleaned up all the mess. Very pleased with what they have done.
16-Dec-2015	CCTV Drain Survey and report □Darren arrived on time,

	<p>and got straight to work. He identified a problem quickly(root infestation) and was able to clear the blockage with rods. Throughout the process he kept me informed what was going on, and was able to give me some invaluable advice on how to avoid further problems. Very courteous gentleman, easy to talk to, and charged a fair rate for the work carried out. I've had other drains companies out in the past, but in the future should there be a problem, I won't be going anywhere other than Dorset Property and Drainage Solutions.[]</p>
17-Mar-2015	Unblocked main house drain
03-Mar-2015	very quick and easy service, with quick report generation. happy with the whole process
13-Jan-2015	Very quick and knowledgeable. On a Sunday!
15-Dec-2014	The contractor attended very early to work around my working hours. He arrived at the time specified. He cleared the blockage in my shower (and it has remained clear since, for the first time in 6 months). He was polite and friendly throughout his visit.