

Company Name:	Ripley Plumbing & Heating Ltd	Primary Trade:	Plumbers / Plumbing
Distance from you:	0.00Miles	Contact Name:	Rhys & Glyn Ripley
Full Address:	110 Huggetts Lane Willingdon Eastbourne		
Postcode:	BN22 0LH	Contact Telephone:	07868 544408
Contact Email:	e-mail@ripleyph.co.uk	Contact Fax:	
Company Website:	<a href="http://www.ripleyph.co.uk">http://www.ripleyph.co.uk</a>		
Company Number:	09192077	Contact Mobile:	07980 300349
Comments:			

Location map:



Services Provided:

- Bathroom Design & Installation
- Gas Engineers/Serviceing
-

Heating - Oil Fired Boilers / Installation & Domestic Fuels

- Heating Engineer
- Heating Services
- Plumbers / Plumbing

Traders Overall Rating:  10 Points

Number of reviews: 77

Customer Service



Quality of Work/Service



Punctuality / Efficiency / Time Taken



Comments from consumers who have used this trader

26-Feb-2021

Rhys and Glyn have serviced our Worcester boiler annually since 2011. We would not want anyone else to do the work. It is usually Rhys, but both are equally good. On arrival, their shoes come off and, where necessary, the floors are protected. Any work needed on the boiler beyond the basic service is explained and options discussed. This time the boiler needs a part replaced and the system will need to be drained. We are happy to accept Ripley's quote for doing the work. Rhys also fixed the leak under the sink for us, caused by the hose on the integrated washing machine. Rhys and Glyn are the most pleasant, polite and tidy workmen we have ever encountered and I have no doubt at all that they are entirely trustworthy. VERY HAPPY TO RECOMMEND

10-Feb-2021

Annual boiler service carried out by Rhys who followed Covid protocols, was punctual and excellent workmanship as always. I have no hesitation recommending this company to family and friends.

05-Feb-2021

Rhys did a fantastic job on replacing our old gas boiler in the loft and we were kept informed every step of the way. We are really pleased with the finished job and will thoroughly recommend this company to friends. This is the third job Rhys has done for us and we won't hesitate to use his company again. Thank you Dave and Fran Mitchell

28-Jan-2021

Rhys and Glyn replaced three of our upstairs radiators. They altered the pipework to make the installations much neater than previously and the work was finished to their usual exceptional standards. They also very thoughtfully provided heaters as it was an extremely cold day.

24-Jan-2021

Friendly efficient service carried out within two days of requesting a service visit.

17-Jan-2021

Rhys was very helpful in advising on the type of boiler

	<p>used and the work involved in its installation. He worked under covid rules and was professional, quiet and methodical in the installation of my new boiler. He cleared all rubbish and cleaned up every day. He is friendly and helpful and I felt comfortable having him working in my house. Before he left he explained the guarantees and paperwork and showed me how to operate the programmer. I have no hesitation in recommending him to prospective customers.</p>
11-Jan-2021	<p>We have used Ripley for our heating and plumbing requirements for some years. They are excellent. Our system is insured by Corgi and when we have had cause to call them we insist that Corgi only send Ripley's to do the necessary work or boiler service. They are always punctual, courteous, efficient and price the work sensibly.</p>
10-Jan-2021	<p>A very good quality service.</p>
24-Dec-2020	<p>Annual boiler service and as usual Rhys was spot on with arrival time,covid aware,clean and tidy workmanship. Explained everything he did, and a very competitive price.We have used Ripleys for a few years now and will continue to do so. Excellent friendly service.</p>
23-Dec-2020	<p>This is the second time I have used Ripley Plumbing and Heating. Outstanding service on both occasions, as my rating indicates.</p>
23-Dec-2020	<p>Rhys was efficient, friendly and helpful.</p>
14-Nov-2020	<p>Ripleys are pleasant to deal with, attend when they are expected, carrying out work effectively and clear up afterwards, hence the perfect score. I cannot remember giving such a high score in any other review for anything!</p>
13-Nov-2020	<p>From the moment we contacted Rhys at Ripley Plumbing and Heating we felt very well looked after, the communication was great, price was competitive and Rhys did a great job changing our kitchen taps. Everything was explained and Rhys left our kitchen really tidy. We won't hesitate to use this company again and will certainly recommend them to others.</p>
13-Nov-2020	<p>Sound advice received on choosing replacement central heating boiler and its installation. Very professional throughout the whole process, great attention to detail and workmanship. Thank you Rhys for a superb job and I do not hesitate in recommending Ridley Plumbing and Heating Ltd.</p>
07-Nov-2020	<p>Outstanding service. Rhys was punctual, courteous, efficient and scrupulously tidy. He took the trouble to explain everything in detail, some of his explanations saving us money. By far the best provider of this kind of service we have ever used. Extremely good value for money, I would not hesitate to recommend Ripley Plumbing and Heating.</p>
20-Oct-2020	<p>Simply the best service ever received from visiting technician(s): he arrived within the two hour time window promised (from another job), had already</p>

	<p>consulted the boiler company with queries on issues, worked tidily and super-professionally whilst asking key questions on past history of boiler etc and finally gave excellent and sensible advice on replacement horizon and things to watch out for. I have never experienced such professionalism until now: I do not hesitate to recommend them 100%.</p>
12-Oct-2020	<p>Glyn arrived promptly and introduced himself. He was friendly and all geared up for Covid 19 protection of me and himself. He serviced the boiler thoroughly and explained what he had done. He also cleared up afterwards. It was the completely different to the usual 15 minutes other engineers had taken when it had cost me £23 per month on contract (which I would never take out again). I would have no hesitation in recommending this company and will certainly use them again.</p>
10-Oct-2020	<p>From the initial telephone enquiry through to completion of the job, the service we received was excellent. Rhys was punctual, polite and friendly, with a positive and helpful attitude. The boiler servicing was carried out efficiently and without fuss and Rhys provided us with helpful advice on some related issues.</p>
05-Oct-2020	<p>I would highly recommend Ripleys. Glyn fitted new shower cubicle and tray. Excellent workmanship. He also cleaned up after himself at the end of each day of work. Value for money. Great guy to have conversation with. Also would let you know how he was progressing.</p>
23-Sep-2020	<p>Rhys was efficient, effective and highly skilled. The standard of work was excellent and carried out in a very professional yet friendly manner. All at an affordable price. I'm quite happy to recommend Ripley to anyone. If you need any plumbing or heating work doing, then I strongly advise you ask these guys for a quote.</p>
11-Sep-2020	<p>We wanted to remove and install a new shower cubicle and asked Glyn if he would help by a) removing the WC to give us more room b) connect the waste pipe and fit on/off taps to the hot and cold water feeds and finally, refit the WC once we had finished. All this was done with as little waiting time as could be expected from a busy successful outfit. Many thanks Glyn for, as usual, giving excellent professional and customer service!</p>
06-Sep-2020	<p>Was covid aware and wore a mask. Took off shoes to enter the house. Covered floor areas where he worked and vacuumed up afterwards. Explained everything he did and got me to test the cistern before he went. Fantastic.</p>
29-Aug-2020	<p>Glyn arrived on time and was friendly, efficient and thorough. He wore Covid protective equipment throughout the visit. We would have no hesitation in recommending him having already done so to two friends</p>
20-Aug-2020	<p>I have been using Ripley Plumbing &amp; Heating Ltd services since 2014 for various works (installing a new</p>

	<p>boiler, moving radiators, installing an electric shower, upgrading bathroom taps, servicing the new boiler every year). I have found Rhys and Glyn Ripley utterly professional, approachable, polite and diligent. They always explain clearly the work they are carrying out and are not afraid to answer questions clients may have. They are very aware of their environment when working; they make sure the area around their work is well protected and leave the site in pristine condition. I highly recommend Rhys and Glyn Ripley.</p>
14-Aug-2020	<p>I was hugely impressed with Glyn who came to carry out a boiler service. He was courteous and did a very thorough job. He was well organised and I didn't have to ask him to put a mask on as he already had one on. Plus he put covers over his shoes and a dust sheet down. What exemplary service and I have already recommended the company to friends. He went about his business so efficiently. Highly recommended.</p>
13-Aug-2020	<p>Excellent</p>
31-Jul-2020	<p>Reliably courteous. Outstanding service.</p>
08-Jul-2020	<p>This work was removal of our existing gas boiler and installation of a new boiler with the necessary pipework, fittings and other replacement parts of the system. All the work was completed to a very high professional standard, in a timely manner with feedback and information provided as needed during the process. The work was all done by Rhys with his pleasant and friendly manner and the system was thoroughly tested and explained to us at the end of the job. During the job the work areas and access into our property were well protected and kept very clean and tidy and everything was cleared away at the end of each day. Overall an excellent job which we could not fault in any way. Thank you again Rhys for another first class job done for us.</p>
28-Jun-2020	<p>Excellent service and communication at all times. I genuinely rate Ripleys 10 out of 10 and would not hesitate to recommend them.</p>
22-Jun-2020	<p>Installed boiler and immersion tank last year to very high standard.</p>
29-May-2020	<p>Always pleasant, smiling and trustworthy and a company we would have no hesitation in recommending. Clean and careful workers. Prices always seem fair.</p>
02-Mar-2020	<p>Excellent communication throughout. Job well done. Good value for money.</p>
09-Feb-2020	<p>I find Ripley's to be an extremely professional and reliable company and wouldn't consider using anyone else. Rhys is very friendly, courteous and efficient and always explains procedures in a way that I can understand. I wouldn't hesitate to leave Rhys or Glyn in my home if necessary as they are very trustworthy and always tidy up after themselves. I often recommend them to others as I know they will do a great job at a very competitive price.</p>

17-Dec-2019	Have been using Rhys and Glynn now for a couple of years and they are a pleasure to do business with. Always prompt, courteous, friendly and efficient. The quality of their work is always first class and prices are very fair. I have no hesitation in recommending them to anyone.
12-Dec-2019	Excellent: tidy work, explaining everything as needed, with responsible and sensible advice on state of boiler. Excellent customer service. I will not hesitate to use as our only boiler engineer in future
16-Nov-2019	I asked Rhys to replace my boiler. From start to finish, his service was excellent - reliable, tidy, minimum of disruption and everything clearly explained. I recommend him without hesitation.
15-Nov-2019	Excellent service. Only a very small job to fix a leak, but arrived on time, completed to a high standard and tidied up afterwards. Would recommend them highly.
27-Sep-2019	We have used the company now for several jobs = new boiler, water pump, install new radiators and an emergency call out. I can not recommend highly enough. Most jobs have been completed when we have been unable to be present (trusted with key) and except for the fact the job has been done to perfection you would never know they had been in our home - so clean and tidy. Have offered objective advice and guidance with no pressure at all and with our new radiators saved space and money. Very happy and will always be our first point of call.
26-Sep-2019	New Gas Boiler inc Radiators / New Gas Supply pipework all work carried out to the agreed programme. Full explanation of Boiler operation provided. Old Hot and Cold water supply repaired and replaced were agreed. No leaks clean and tidy workmanship.
23-Jun-2019	Rhys Ripley of Ripley Plumbing and Heating undertook the servicing of the gas boiler at our home to a first class standard. We would have no hesitation in recommending him to our friends and family.
04-Jun-2019	Prompt friendly service and excellent workmanship. Would recommend.
31-May-2019	Rhys and Glyn are by far the best plumbers and heating engineers I have ever contracted. They are far superior in every way to anyone else I've ever used. The quality of their work is outstanding and they approach every job thoughtfully and with the utmost professionalism. They considered our needs from the start, offered excellent advice and left our house scrupulously clean. On top of this they are the nicest, most trustworthy people you could meet. I cannot recommend them highly enough. Our bathroom looks absolutely beautiful. Rhys also was able to recommend other top notch trades people and as a result the bathroom is of extremely high quality.
17-Apr-2019	Excellent from start ( assessment and advice) to finish installation of a replacement shower pump. No

	problems or issues whatsoever. Very thorough, knowledgeable and tidy professional, job was completed as per quotation. Would absolutely recommend without hesitation.
19-Mar-2019	Outstanding. Rhys and Glyn very friendly Explained everything to the technologically ignorant. Cleaned up immaculately every evening and when I had to have outside flues etc. installed on the outside wall, 3 floors up, they even wiped all the window sills and cleaned off pipe work all the way down! There were a number of unexpected problems to be dealt with but they were never fazed in dealing with them. I heard of them by recommendation and I would never use anyone else now. They rarely ever wanted a cup of tea or coffee. But Rhys does like Oreo biscuits - it suits his diet!!
03-Mar-2019	This was the first time I had used Ripley's to service my gas central heating, following the retirement of my previous contact. I discovered them through the BWC scheme. Rhys arrived punctually and was helpful, courteous and tidy throughout. I would recommend him without hesitation.
03-Mar-2019	Quick friendly and helpful.
17-Dec-2018	The second time we have used Rhys for work at our property, and as before the service received was highly professional and courteous together with extremely competitive pricing. I would recommend Ripleys to anyone needing a decent honest tradesmen who arrive on time and clear up when they have finished the job.10 out of 10
03-Dec-2018	This company provide an excellent service on our boiler annually. They are also really lovely people, trustworthy and informative. They will always find out what is best suited to the individual. Best company, I would recommend them to anyone. I have called them out for emergencies as well. They are prompt, efficient and friendly. So rare these days.
30-Nov-2018	The service was excellent, very professional and a very fair price.
04-Nov-2018	Quality from start to finish. Great advice, professional installation, all done by a nice bloke too. Thanks Rhys. More than happy to recommend this company and wouldn't hesitate to use them again.
05-Oct-2018	Replaced gas boiler, installed heated towel rail in the bathroom, removed gas fire in living room. I found Ripleys to be a very friendly and professional company who explained each part of the work involved, very pleasant and gave good advice. Very tidy work and I would recommend them to anyone. First class service.
22-Jul-2018	
02-Mar-2018	Excellent
16-Feb-2018	Ripleys managed to move some ugly radiator pipes, successfully get a 'cold' radiator working that hasn't worked for years - and replaced a radiator. I have used the guys before and on all occasions they take great

	<p>care of your property and clean up afterwards. Spot on for time of arrival. Cannot fault their work and will certainly use them again.</p>
27-Jan-2018	<p>As a residential Chartered Surveyor, I meet a lot of plumbing and heating engineers but there are some contractors that stand out from the rest. Ripley Plumbing and Heating is a small firm who provide a very friendly, professional service based on experience and a sound knowledge base. They always take the time to discuss your requirements and, wherever possible, give you several options based upon your budget and time constraints.</p>
24-Dec-2017	<p>From first contact with your company, especially Gyn, you have been prompt, efficient, and extremely professional. Your standard of work is excellent and I would have no hesitation on recommending you to other people, I'm only glad someone recommended you to me.</p>
19-Jul-2017	<p>First Class in every way.</p>
24-Jan-2017	<p>Always prompt, always courteous and always clean and tidy up after they have completed the job. Thank you.</p>
01-Dec-2016	<p>Absolutely fantastic service! Value for money. Everything was explained and all questions answered. Superb customer service. Very tidy and care given to working environment. Can not thank them enough for the great work they carried out which looks marvellous. They also stayed on late to ensure that the whole system was in full working order, to ensure that my family would'nt be cold overnight. I consider Rhys and Glyn Ripley to be an absolute credit to their profession and would have no hesitation in requesting their services again and recommending them to others.</p>
01-Aug-2016	<p>Fitted new shower room and plumbed in new kitchen sink. Connected new water main to ancillary building. From start to finish these guys are totally professional and exactly what you hope for, but rarely get, when you employ tradesmen. They respond to calls quickly and send detailed estimates. They turn up when they say they will and think their way around problems as they come up, providing clever solutions that don't stop the job. Their pipe work is beautifully neat and tidy. They talk you through the job in terms that you can understand and when the bill comes, it matches the estimate. Great communications, punctual, tidy and obliging. What more can you ask. Thank you so much Rhys and Glyn.</p>
09-Jul-2016	<p>Excellent quality, willing and able to discuss and solve problems, clean, friendly.</p>
03-May-2016	<p>The service of this company was excellent. Very professional, knowledgeable. Rhys explained everything he did whilst servicing our boiler. So glad we found this company. Will trust them to undertake any other work we need to have done, and will recommend them to all our friends.</p>
19-Feb-2016	<p>In urgent need of a plumber and as I had used Ripleys</p>



	<p>before I called them straightaway - we had a serious escape of water and Rhys was on the job within 20 minutes of the call - and stopped the flooding - fantastic. Ripleys have fitted heating system a few years back and at least 2 bathrooms - One cannot fault their work or their courtesy.</p>
31-Jan-2016	<p>We received an outstanding level of service, They were very professional and efficient but still very friendly and courteous. Great guys, very respectful and fantastic tradesmen. Highly recommended.</p>
23-Dec-2015	<p>I arranged the plumber for my elderly mother who is very deaf. Her taps had stopped working but she really did not want a new bathroom. Glen spent a morning trying to resolve the issue and got the water running despite some very ancient plumbing. His kind reassurance and persistence was much appreciated. He went beyond the call of duty. He even took his boots off when doing the job which was so appreciated! Such a relief to find a plumber we can trust.</p>
18-Dec-2015	
11-Apr-2015	<p>Excellent communication and extremely thorough job. Refit of shower room ensuite - and downstairs clockroom. Polite and pleasure to deal with.</p>
17-Dec-2014	<p>Ripley Plumbing &amp; Heating installed a new combi boiler in my home. I found them very trustworthy, diligent and polite. They always kept me informed about the work they were carrying out and answered all my queries. They were also very clean and tidy. I would not hesitate to recommend Ripley Plumbing &amp; Heating.</p>
16-Dec-2014	<p>I found them to be both polite and courteous and they made good effort to keep the work area clean with the minimum of mess. The work carried out was first class and I would have no hesitation in recommending them to others.</p>
15-Dec-2014	<p>Always return calls promptly, and always arrive to do the job when they say they will.</p>
15-Dec-2014	<p>Rhys and Glyn replaced an electric storage heating system to a very high standard and with careful attention to detail. They were both a real pleasure to have in the house for the duration of the job as they were reliable, extremely neat &amp; tidy, and especially courteous &amp; considerate. Thank you so very much for all your efforts and excellent work.</p>
12-Dec-2014	<p>The service Rhys and Glyn Ripley give is first class. They offer excellent advice, backed up by detailed estimate and invoices. They are courteous, efficient, clean and tidy workers. A pleasure to have in one's home. I would recommend Ripley Plumbing &amp; Heating without reservation - and have already done so!</p>
12-Dec-2014	
11-Dec-2014	<p>Very conscientious and thoughtful. Attention to making minimal mess and disruption. Very happy indeed with service received. Would definitely recommend.</p>
09-Dec-2014	<p>The Ripley Brothers are very good workers. Efficient,</p>

09-Dec-2014

courteous and thoughtful. I am very pleased with the work they have done for me.

Ripley's carried out the annual maintenance on the boiler in my new home. The work was carried out efficiently, without fuss or inconvenience at the quoted cost. What really impressed me though was the enthusiasm and knowledge of Rhys who explained in laymen's terms the workings of a condensing boiler and watch points between services. I would highly recommend Ripleys whether it be for an annual maintenance, or other heating and plumbing services.

09-Dec-2014