

| | | | |
|--------------------|---|--------------------|---------------------|
| Company Name: | Ripley Plumbing & Heating Ltd | Primary Trade: | Plumbers / Plumbing |
| Distance from you: | 0.00Miles | Contact Name: | |
| Full Address: | 110 Huggetts Lane Willingdon Eastbourne | Contact Telephone: | 07868 544408 |
| Postcode: | BN22 0LH | Contact Fax: | |
| Contact Email: | e-mail@ripleyph.co.uk | Contact Mobile: | 07980 300349 |
| Company Website: | http://www.ripleyph.co.uk | | |
| Company Number: | 09192077 | | |
| 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: 163

Customer Service



Quality of Work/Service



Punctuality / Efficiency / Time Taken



Comments from consumers who have used this trader

18-Nov-2023

Ripley Plumbing and Heating once again performed the servicing of our gas boiler to a very high standard of workmanship. We don't hesitate in recommending this Company.

18-Nov-2023

Arrived on time and carried out the agreed work speedily and efficiently. Work included draining down and used protective covers to avoid damage to flooring. Very friendly and professional and we have no hesitation in recommending this company as we have done before.

12-Nov-2023

Excellent work, very knowledgeable and kept us informed at all times of the work needing to be carried out.

12-Nov-2023

Polite, prompt and efficient service to my Weismann combi boiler. Will use again and for further plumbing work.

23-Oct-2023

Annual boiler service. Rhys was punctual and took care to thoroughly check and clean the boiler parts. A very pleasant, polite young man and everything was left clean and tidy. I have used Ripley Plumbing for other work and would not hesitate to recommend them.

20-Oct-2023

Have now used this company a couple of times and they are excellent.

08-Oct-2023

Veryquick and efficient service as usual

22-Sep-2023

Rhys was bang on time as usual, always takes time to explain what is going on and what needs to be done. Very pleasant lad who does his job very well. Thoroughly recommended for any plumbing servicing or heating work!

16-Sep-2023

Ripley is a really good company - Rhys and Glyn are lovely guys, really helpful and competent, reliable and a pleasure to have around doing the work. Whether for annual boiler servicing or called out as an emergency - top marks Ripley!

| | |
|-------------|---|
| 01-Sep-2023 | Outstanding! |
| 18-Aug-2023 | Once again first rate service from Glyn. He replaced four of our radiators with a minimum of fuss, was clean and tidy and extremely helpful throughout. We have used his expertise for many years and can thoroughly recommend his work. |
| 12-Aug-2023 | This job involved removal of an existing toilet, washbasin and cupboard and radiator with replacement with new items and adjustments to the existing pipework and soil drain. The work was carried out to a very high level and the workmanship was excellent. The work area was left clean and tidy at the end of each day and on completion of the job. We are very pleased with the outcome and with the very pleasant and friendly and helpful manner of the installer. We would certainly recommend this company and have already done so in the past to friends and neighbours. |
| 29-Jul-2023 | Quick, efficient service. Professional yet friendly. Very satisfied with work carried out. |
| 27-Jul-2023 | Ripley Heating and Plumbing installed a new unvented hot water cylinder in our loft. The installation went well and we were very pleased with the completed work. Good quality materials were used throughout and the work was carried out cleanly and efficiently. We would have no hesitation in recommending Ripley Heating and Plumbing. |
| 27-Jul-2023 | Rhys Ripley was very helpful and explained what he was going to do. I was sent an estimate beforehand. The work was completed very well. He left everything clean and tidy. He was punctual and did not change any date he had agreed. A really experienced and knowledgeable plumber. |
| 18-Jul-2023 | Excellent |
| 07-Jul-2023 | Glynn was a really good guy to fix our problem, totally reliable and excellent quality of work. We really appreciate his expertise. |
| 07-Jul-2023 | Very efficient and quick service. All completed and left clean and tidy. |
| 20-Jun-2023 | The service is always efficient and quick. Any questions answered in full. |
| 19-Jun-2023 | Needed leaking outside tap replaced urgently. Arrived very promptly and replaced tap etc quickly and efficiently. Would highly recommend. |
| 12-Jun-2023 | I can't praise Rhys, the guy who came out to us (in Eastbourne), highly enough. It turned out to be a wickedly tricky issue - which was why we'd had no luck with previous attempts to fix it! But fix it, he did (fingers crossed!) by going the extra mile, staying until the job was done, and checking back after a few days to ensure all was well. Honestly, I doubt you could do better than to give Ripley's a call. First time we'd used them, but we will definitely be using them in the future. |
| 11-Jun-2023 | Rhys did various plumbing jobs in our house. So |

| | |
|-------------|---|
| 09-Jun-2023 | efficient, polite and tidy. Will definitely be contacting again if any other problems occur! Rhys replaced our gas boiler last year and returned this year for its first annual service and to fit a new kitchen tap. As usual the service provided was exemplary. We can't recommend this firm highly enough and they will be always be our first port of call for any gas boiler / plumbing problem. |
| 27-May-2023 | Rhys was prompt, friendly and courteous. He took time to explain the water hammer problem and the simplest method of correcting it. I have used this business before and would recommend it. |
| 26-May-2023 | I've been using Ripley for many years now, they are unfailingly efficient and polite. Thoroughly recommended. |
| 20-May-2023 | The service was excellent. Rhys, the gas engineer, arrived on time. He was courteous, friendly, tidy and clearly explained the boiler service work as he carried it out. We will use Ripley Plumbing and Heating Ltd again and would recommend them. |
| 28-Apr-2023 | We had several issues that needed fixing and as always Rhys carried out the repairs with his usual efficiency & attention to detail. Always prompt, friendly & courteous, we completely trust the Ripley's to look after our plumbing & heating. We wouldn't use anyone else & always recommend them without hesitation. |
| 21-Apr-2023 | Water leak traced and fixed. Delighted. Rhys came promptly, found the source of the leak and repaired the problem. Could not ask for more. |
| 16-Mar-2023 | On time, friendly, clean worker, efficient, helpful. Look forward to meeting Glyn again. |
| 12-Mar-2023 | Brilliant service provided by Rhys fitting a new shower pump. Work completed to a high standard and work area left very tidy. |
| 12-Mar-2023 | Excellent work done and completed by Rhys. He did the work in extremely cold conditions & nothing was too much trouble to him. He is very pleasant & extremely helpful. In fact, i would say that he goes that extra mile. He just gets on with the job. He tidies up the areas where he works & is meticulous in all that he does, answers any questions & explains everything. We will continue to use his company and would highly recommend them. |
| 19-Feb-2023 | Annual boiler service carried out by Rhys. As always Rhys was punctual, clean and tidy and everything was clearly explained. Would highly recommend. |
| 19-Feb-2023 | Another excellent piece of work undertaken for us at our home by Ripley Plumbing and Heating. We have used them several times and their work is always of a very high standard. |
| 05-Feb-2023 | Excellent and efficient service, friendly helpful engineer. Will use Ripley again in the future. |
| 14-Jan-2023 | We have been using this company for several years for |

| | |
|-------------|---|
| | <p>our central heating and plumbing work and have always received excellent service. Our latest job was completed speedily, professionally and to a very high standard. As always the work required was carefully and fully explained and options given. Work is always completed tidily and no debris left behind. We would certainly recommend this company.</p> |
| 11-Jan-2023 | <p>We have been using Ripley's for the last 10 years for boiler servicing and repair and couldn't recommend them highly enough. The work is carried out professionally and thoroughly with a full explanation of anything that needs to be done and the options available. It is also done tidily and with respect for property. The engineer arrives promptly and with a friendly and polite demeanour. We trust them completely!</p> |
| 21-Dec-2022 | <p>Some more excellent work was undertaken for us by Ripley Plumbing and Heating. Rhys's workmanship and attention to detail is superb.</p> |
| 20-Dec-2022 | <p>Rhys was prompt for arrival. When we called to book, he said he would fit us in when he could and called us back as soon as possible to fix a date. We were very grateful as we had just moved in to the house a few months ago & wanted our boiler serviced for the winter. He was very efficient & also gave us an insight to the works of a combi boiler, as we never had one of these before. Certainly recommend him & the firm.</p> |
| 09-Dec-2022 | <p>Professional, polite, tidy and explained what needed doing. Answered all my queries.</p> |
| 09-Dec-2022 | <p>Rhys arrived at the time arranged, carried out the removal of old boiler and installed new one in a very professional and tidy manner and clearing away all debris and waste. He was very polite and attentive to detail. Would definitely recommend him.</p> |
| 18-Nov-2022 | <p>Rhys carried out a thorough service on our ageing boiler explaining the service details as he carried this out. I cannot rate this company highly enough, they are like a breath of fresh air..... Many thanks.</p> |
| 11-Nov-2022 | <p>Friendly, courteous and quick service. Well performed and at an excellent price.</p> |
| 16-Oct-2022 | <p>Highly recommend the professional, thorough and expert service provided by Ripley Plumbing and Heating Ltd. Glyn did an excellent job of installing new bathroom ware to a very high standard ensuring everything was working perfectly before he finished. It is very reassuring to know the work has been done to a high standard - I don't have to worry about any of it and I have no hesitation in recommending/ asking them again for any future work.</p> |
| 15-Oct-2022 | <p>Very pleased with the overall service. I would highly recommend this company to anyone.</p> |
| 14-Oct-2022 | <p>Thorough service of boiler explaining everything. Clean and tidy worker. Arrives on time. Excellent service.</p> |
| 04-Oct-2022 | <p>Glyn gave us excellent service from start to finish he</p> |

| | |
|-------------|---|
| 30-Sep-2022 | was very helpful with advice when planning the bathroom. Our bathroom is not the easiest shape for installing a shower in as we only have a narrow area. We are so pleased with the shower, new toilet and basin and would recommend Glyn to anyone we have used him over a number of years and have had a new boiler installed recently as well. He is always very professional and thorough with everything he does Rhys is always friendly and helpful, explains any problems, and answers any questions. Wouldn't hesitate to recommend him, and have several times! |
| 20-Jul-2022 | Absolutely excellent, punctual, trustworthy, courteous, considerate, clean and tidy. Not a single complaint from me. |
| 18-Jul-2022 | We only use Ripley for any plumbing and heating issues. They are excellent. |
| 24-Jun-2022 | Rhys was very punctual, courteous and knowledgeable. He explained everything very well and was able to get a radiator working that had never really worked. He left everywhere clean and tidy. We will definitely use his company again and wouldn't hesitate to recommend them to family and friends. |
| 24-Jun-2022 | Rhys is always friendly and helpful, and a clean worker - always a pleasure to have him here |
| 24-Jun-2022 | Rhys explained everything as he went along. He was caring, neat and tidy and cleared up as he progressed. I would not hesitate to recommend this firm to anyone. |
| 21-May-2022 | As always Rhys arrived when he said he would and did the repair quickly. He tidied up leaving the bathroom as he found it. Excellent job! |
| 12-May-2022 | Rhys was prompt, polite and professional. Great service and will definitely use again. |
| 30-Apr-2022 | Since we're new to the area, I found the company through a positive recommendation on the Next Door app. Rhys fully met my expectations from that review. He was very friendly, polite, thorough & answered all queries & questions we had. He considered & explained all possible outcomes to the investigative work we needed to have done (not knowing the history of the house). The quote was timely & accurate to the work when it was undertaken. He was extremely accommodating to the reactive dog we needed to manage while he was here. He went above & beyond in my opinion giving us advice about the boiler, regards contacting the manufacturers directly. Honestly a brilliant experience, 100% recommend |
| 25-Apr-2022 | Quick reliable ,efficient service. Polite, clean cut. Precise information. Absolutely recommend to other property owners. |
| 31-Mar-2022 | Rhys thoroughly investigated a problem as well as doing a first class service on the boiler. Nothing was too much trouble for him. He was punctual, polite, methodical and cleaned up afterwards. He answered all my questions to my complete satisfaction. I would |

| | |
|-------------|---|
| 11-Feb-2022 | highly recommend Ripley's. Excellent customer service and advice. We are having Ripley plumbing come back to do another plumbing job . No hesitation in recommending them |
| 05-Feb-2022 | Glyn came to fit a new gas boiler in our kitchen and remove an existing gas boiler in our loft . Glyn explained exactly what he was going to do and in what order. The work was carried out with great efficiency and minimum inconvenience to us, everywhere was cleaned up at the end of the day. |
| 31-Jan-2022 | Very pleasant , punctual, reliable and trustworthy . First class.□ |
| 29-Jan-2022 | Another example of excellent work provided by Ripley Plumbing & Heating Ltd. |
| 29-Jan-2022 | Annual boiler service carried out, Rhys was punctual, polite and very efficient. He took time to explain exactly what had been done. I have already recommended to numerous friends and will continue to do so. Wonderful customer service. |
| 14-Jan-2022 | Punctual, polite, no mess and no fuss. Exceptional service as usual from Rhys who carried out our annual gas boiler service. |
| 12-Jan-2022 | Rhys has serviced our boiler (1991) for several years. In November it suddenly stopped working. I called Ripley's first thing and Rhys fitted in an emergency visit later that day. He investigated and said he could try to get a replacement part but could not guarantee availability or that it would be reliable if repaired. We decided to have a new boiler. He put forward 3 options, discussed each and we had no hesitation in reaching a decision there and then. Appreciating we had no heating he offered and we accepted 2 Electric heaters and he dropped these back later that day. Rhys and Glyn worked very efficiently together installing the new boiler. They covered the floor and worktops while working and meticulously cleaned up. I have recommended them to 2 neighbours. |
| 07-Jan-2022 | We have used this business for all our plumbing and gas work for many years. On this occasion, as on every other, the standard of service and quality of work were excellent. Rhys and Glyn are always friendly and helpful and carry out the work with great care. |
| 07-Dec-2021 | |
| 22-Oct-2021 | This is the second time I have used this company. On both occasions I have been extremely impressed by Rhys and Glyn's level of professionalism and painstaking approach to all that they do. Excellent service. |
| 11-Oct-2021 | Reliable, clean working, polite. Gave confidence on their appearance and information which they gave Would highly recommend both partners. I have three properties which they have attended to They have always returned my calls and have responded very quickly. |

| | |
|-------------|--|
| 17-Sep-2021 | Rhys is always pleasant and efficient. He explains any issues and answers any questions. Work is always first rate: highly recommended. |
| 14-Sep-2021 | I would not hesitate to recommend this company. Rhys found time in his busy day to call and look at my dysfunctional kitchen mixer tap. He fully discussed my options, at the end of which I requested he send me a quotation for supplying and fitting a new tap. This arrived promptly and was reasonably priced. I requested Rhys to carry out the work as soon as possible and again he squeezed the job into his already busy day. The new tap is of good quality and working perfectly. Rhys is a pleasant and polite young man who really knows his job. |
| 03-Sep-2021 | This company was professional, turned up when expected and completed the fitting of our new boiler well. They were very tidy and cleaned up everything before they left. Friendly and trustworthy. I would recommend them to my family and friend without hesitation. |
| 03-Sep-2021 | We have used this firm for a good number of years and have always found them to be very reliable and accommodating no matter how small the job maybe. We would recommend them to other people who need a reliable and trustworthy company without any hesitation. |
| 29-Aug-2021 | I cannot thank Glyn and Ripley Plumbing enough for an outstanding service: professional, friendly, and expert advice. Disconnecting my water softener was only a small job but Glyn made a fantastic effort to squeeze me in which really got me out of a pickle and I am very grateful. Can't recommend highly enough and will definitely contact in the future if needed. |
| 26-Aug-2021 | Very prompt and efficient service completed in a friendly and efficient manner. |
| 08-Aug-2021 | Rhys supplied and fitted a new outside tap and backplate and ensured that the stability of the tap was improved. He took extra care to ensure that the supply pipework indoors was suitable. As the position of the tap was moved slightly he took the time and trouble to fill the previous holes in the brickwork with mortar. Unfortunately the tap developed a leak, due to a manufacturing fault but Rhys put himself out to come back to replace it very quickly, despite it being outside normal working days/ hours. I would not hesitate to recommend Ripley's service. |
| 01-Aug-2021 | Arrived promptly at the time he stated. Covered all the floors he worked on with dust sheets and worked continuously all day. Very polite and courteous young man and completed the work to our entire satisfaction and explained all the installation work he was going to undertake and answered any questions we raised thoroughly. He also cleaned up after his work every day. We would highly recommend him to others. |
| 27-Jun-2021 | My Worcester boiler has never had such a |

| | |
|-------------|--|
| 24-Jun-2021 | <p>comprehensive and good quality service.</p> <p>I checked on trading standards website first, so felt confident in contacting Ripleys as they had many good reviews. I spoke to Glyn who came round and checked out the problem with the Worcester boiler transmitter/timer. He then 'phoned me with prices for replacement options and came the next day with the chosen replacement and checked it was working. Very happy with service. Would definitely recommend to others.</p> |
| 24-Jun-2021 | <p>Rhys continues to give a first rate service. Polite, informative and very reasonably priced. I have used him before and will continue to do so. Outstanding.</p> |
| 20-Jun-2021 | <p>Discovering that we had bought a property which required far more plumbing alterations than we had anticipated almost became a pleasure with Rhys's care and attention. From the initial consultation through to the end of the mission creep works, he was a pleasure to deal with. We were kept informed every step of the way, Nothing was too much trouble, and when it was, he was too polite to say! Careful, tidy work, respectful of the property and other trades. Like having another friend in the house. Ripley will be our first port of call for any future work we need. They were recommended to us and we will pay it forward with pleasure.</p> |
| 18-Jun-2021 | <p>Excellent service from start to finish, Rhys carried out all work to a very high standard and would not hesitate to recommend to any one.</p> |
| 24-Apr-2021 | <p>As always a fantastic service, I know how busy these guys are (and rightly so), but they still have time to come and "rescue" clients when leaks and dramas occur. Thank you SO much for the great work and for being incredibly nice people to deal with too. Especially important for women to not feel patronised or that they're wasting their time.</p> |
| 23-Mar-2021 | <p>The engineer was first class on time very polite cheerful very clean worker</p> |
| 19-Mar-2021 | <p>Usual outstanding service from Rhys. Fast, efficient, courteous and informative, always giving an explanation as to what was going on and how to rectify the problem. I cannot speak too highly of the service and thoroughly recommend them.</p> |
| 05-Mar-2021 | <p>Ripley's are reliable, offer value for money and thoroughly trustworthy. I cannot recommend them highly enough.</p> |
| 05-Mar-2021 | <p>Ripley's are reliable, offer value for money and thoroughly trustworthy. I cannot recommend them highly enough.</p> |
| 26-Feb-2021 | <p>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</p> |

| | |
|-------------|---|
| | <p>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</p> |
| 10-Feb-2021 | <p>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.</p> |
| 05-Feb-2021 | <p>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</p> |
| 28-Jan-2021 | <p>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.</p> |
| 24-Jan-2021 | <p>Friendly efficient service carried out within two days of requesting a service visit.</p> |
| 17-Jan-2021 | <p>Rhys was very helpful in advising on the type of boiler 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 | 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! |
| 13-Nov-2020 | 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. |
| 13-Nov-2020 | 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. |
| 07-Nov-2020 | 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. |
| 20-Oct-2020 | Simply the best service ever received from visiting technician(s): he arrived within the two hour time window promised (from another job), had already 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%. |
| 12-Oct-2020 | 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. |
| 10-Oct-2020 | 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. |
| 05-Oct-2020 | 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 |

| | |
|-------------|--|
| 23-Sep-2020 | with. Also would let you know how he was progressing. 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. |
| 11-Sep-2020 | 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! |
| 06-Sep-2020 | 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. |
| 29-Aug-2020 | 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 |
| 20-Aug-2020 | I have been using Ripley Plumbing & Heating Ltd services since 2014 for various works (installing a new 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. |
| 14-Aug-2020 | 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. |
| 13-Aug-2020 | Excellent |
| 31-Jul-2020 | Reliably courteous. Outstanding service. |
| 08-Jul-2020 | 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 |

| | |
|-------------|---|
| | <p>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 | <p>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.</p> |
| 12-Dec-2019 | <p>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</p> |
| 16-Nov-2019 | <p>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.</p> |
| 15-Nov-2019 | <p>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.</p> |
| 27-Sep-2019 | <p>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</p> |

| | |
|-------------|--|
| 26-Sep-2019 | first point of call. 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 care of your property and clean up afterwards. Spot on for time of arrival. Cannot fault their work and will certainly use them again. |
| 27-Jan-2018 | 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. |
| 24-Dec-2017 | 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. |
| 19-Jul-2017 | First Class in every way. |
| 24-Jan-2017 | Always prompt, always courteous and always clean and tidy up after they have completed the job. Thank you. |
| 01-Dec-2016 | 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 |

| | |
|-------------|--|
| | <p>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 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 & 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</p> |

| | |
|-------------|---|
| 16-Dec-2014 | queries. They were also very clean and tidy. I would not hesitate to recommend Ripley Plumbing & Heating. 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. |
| 15-Dec-2014 | Always return calls promptly, and always arrive to do the job when they say they will. |
| 15-Dec-2014 | 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 & tidy, and especially courteous & considerate. Thank you so very much for all your efforts and excellent work. |
| 12-Dec-2014 | 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 & Heating without reservation - and have already done so! |
| 12-Dec-2014 | |
| 11-Dec-2014 | Very conscientious and thoughtful. Attention to making minimal mess and disruption. Very happy indeed with service received. Would definitely recommend. |
| 09-Dec-2014 | The Ripley Brothers are very good workers. Efficient, courteous and thoughtful. I am very pleased with the work they have done for me. |
| 09-Dec-2014 | 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 | |