



My Plumber: a testimony to a company that cares

Local maintenance manager Richard Tolworth pipes up

I am the maintenance manager of a residential care home based in Richmond. The home, though small, suffers from lots of different plumbing problems. These need to be dealt with quite quickly to ensure that the residents receive proper care. I spent a long time researching various local plumbing companies, as I wanted to use just one company for all our work – the theory being that, if I used a single company, it should become familiar with the home's plumbing set-up.

After discussing my plumbing concerns with various local companies, I have to say that one stood out a mile from the rest. This firm was *My Plumber Limited*. My first contact was by telephone with a friendly and helpful girl in the office. Immediately she arranged for Jamie, the senior engineer, to come over to the home to discuss the issues with me.

Initially, Jamie let me explain exactly what I was looking for, and then spent a couple of hours looking around the home with me. One of the main problems that I wanted to sort out related to the heating of the residents' bedrooms, which the residents always complained were not warm enough. Some radiators had cold patches, and some just didn't work. Jamie explained that the problems were due to valves being old and worn, or in need of replacement, or the radiators being full of sludge. The home has two boilers and I was relieved to be told that they did not need to be replaced.

Jamie came back to me with a detailed written estimate within a day. I was pleasantly surprised to find that *My Plumber* could do the work within the time I wanted, and at a reasonable cost.

The work was scheduled in and carried

out quickly with the least disruption possible. I was particularly impressed because the plumbers not only did a fantastic job, but also spent time tidying up at the end of each day, so that the area was safe.

Since this time, *My Plumber* has solved numerous plumbing problems for me – everything from simple dripping taps to boiler faults. If you want to get the job sorted out, *My Plumber* is definitely the company to call! It has never let me down, and you too will find it a pleasant surprise to discover a local company that really cares.

Call My Plumber on:
0870 777 3980

or email on: services@my-plumber.co.uk
or visit the website: www.my-plumber.co.uk