



Zoe Silvaya

# Perfect plumbing on tap

Discover a truly personal local service

When I first called *My Plumber* over a year ago, I must admit that I thought that it would be like any other plumbing company! Despite reading the excellent reviews on [www.chiswickw4.com](http://www.chiswickw4.com), I wasn't expecting to hear a friendly voice at the end of the phone and I certainly wasn't expecting an appointment to be arranged on the same day. My reason for calling was that my shower was leaking. My husband was not well and, to be honest, I just wanted the problem to be sorted out with as little aggravation as possible.

Anyway, I was pleased when, later that day, an engineer was sent round to have a look at the problem. After a short amount of time, he established that my shower required a new cartridge. You can imagine

my delight when he told me that he had called the local plumbing merchant and that the relevant cartridge was in stock. He collected the part and fitted it in a jiffy! So it was all sorted within a day of contacting *My Plumber*.

The other nice touch was the fact that one of the girls in the office called me a couple of days later to check that I was happy with everything and that I had received the service that I was expecting. I was even asked whether I had any feedback, negative or positive, to help them maintain high customer services standards.

Not only does *My Plumber* tackle all the little plumbing problems, but it has an installations team headed by Jamie Glasson (who, I recently discovered, won the London round of *Britain's Favourite*

*Plumber*), who really knows his stuff. He is going to update our central heating in the spring. Jamie came over and gave me a free estimate and lots of advice on the best type of system for me. I did get some other estimates, just for comparison, but once again all the other companies failed to impress. Jamie must have spent two hours with me covering every possible angle and explaining in depth the options that I had.

All in all, I am very happy to have found myself a reliable, local plumbing company. But don't take my word for it – try it for yourself!

**Contact My Plumber Limited  
on 0870 777 3980  
or email [services@my-plumber.co.uk](mailto:services@my-plumber.co.uk)  
website at [www.my-plumber.co.uk](http://www.my-plumber.co.uk)**