

# The Checktrade Report

Apollo Carpets & Flooring Ltd

12 June 2016

## Apollo Carpets & Flooring Ltd

We are a family owned and run business who have been supplying the highest quality, brand name carpets and flooring to homeowners, landlords, developers and commercial enterprises in and around The Forest of Dean and Gloucestershire since 1986.

With over 30 years flooring experience both in the commercial project and the residential home markets.

Our expert estimators and qualified fitters can help you from start to finish; ensuring that your project is easy and stress free, whilst maintaining a quality floor installation.

At Apollo our sound reputation with a wealth of knowledge and experience has seen the ever growing team of

### About This Report

Apollo Carpets & Flooring Ltd are members of the consumer information service Checktrade. Checktrade provide a free, independent service to consumers. We supply you with up-to-date information on trades and service providers, helping you to make informed decisions on whom you employ.

To join, our members are vetted then continuously monitored by feedback from their customers, which we make public. They agree to work to the high Checktrade standard.

We enable our members to print this Report directly from our web site to show you their credentials and customer feedback.



### Useful Contact Information

<b>Name</b>	Mr Robert Capindale
<b>Address</b>	Lydney, Gloucestershire, GL15 5EN
<b>Telephone</b>	0159 484 2600
<b>Mobile</b>	07879 422346
<b>Email</b>	rcappy@apollo-carpets.co.uk
<b>Web</b>	www.apollo-carpets.co.uk

They cannot change or select the vetting details or feedback – this comes unbiased from our database (print quality may vary).

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This Report shows the 25 most recent feedback submissions for this member. Their entire feedback history can be read freely at [www.checktrade.com/ApolloCarpetsAndFlooringLtd](http://www.checktrade.com/ApolloCarpetsAndFlooringLtd) If you have any further questions about this Report or member please call us on **0800 028 2294**.

## Your Feedback Counts

To date we have received **2,418,262** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at [www.checktrade.com/ApolloCarpetsAndFlooringLtd](http://www.checktrade.com/ApolloCarpetsAndFlooringLtd) for the benefit of others. Alternatively, ask them for a customer feedback card and post it back to us free of charge.



**Consumer Hotline: 0800 028 2294**

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# The Checkatrade Report

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## Feedback Summary



Overall Rating	Positive Feedback	Last 6 Months
<b>9.93</b>	<b>100%</b>	<b>10</b>

### What do these Scores Mean?

The **chart** (left) shows this tradesperson's average score out of 10 in four key areas. The numbers are the average of all real customer scores given to this Checkatrade member with nothing left out.

The **overall rating** is the average of all of these scores added together. The **positive feedback rating** shows the percentage of past customers who would recommend them.

Specific customer scores are printed from page 4 of this Report onwards.

## More about the Trader

### Profile

Membership Number: **371599**

Member Since: **11 April 2016**

Total Feedback: **14**

ü **Recommended**

ü **Vetted**

ü **Monitored**

### Vetting

Interviewed: **On 11 April 2016**

Limited Company: **Yes: registered as Apollo Carpets & Flooring Ltd. No. 03919611**

VAT Registered: **No. 7424 526 40**

Public Liability Insurance: **Current - verified 18 April 2016**

Insured by: **Liverpool Victoria**

Coverage Amount: **5,000,000**

Accreditations:



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## References

Received as part of the vetting process upon application for Checktrade membership.

### **Ply deck and vinyl to hall, conservatory and kitchen, double lay carpet to bedrooms and lounge**

Very pleased.

Customer in Lydney, 16 May 2016

### **Contract flooring and Hygienic walling, NHS work.**

Fantastic

Customer in Gloucester, 16 May 2016

### **Carpets for 3 bedrooms, stairs, landing, bathrooms, lounge and dining room. Carpet felt back to attic room.**

They were excellent.

Customer in Coleford, 16 May 2016

### **Bedroom carpets and supply of needle punch and door mats**

They have never let us down. Always cheerful and accommodating

Customer in Lydney, 17 May 2016

### **Contract flooring and hygienic walling, NHS work, recent work at hospital for kitchen flooring.**

We have used them for the last 15 years. Very reliable, courteous and good workmanship.

Customer in Cheltenham, 19 May 2016

## The Checktrade Standard

Our trades and services pledge to you, their customers, to:

- § Be honest.
- § Inform you of any call-out fees before attending the work.
- § Be realistic regarding start dates and how long work will take.
- § Return promptly all phone messages that you leave.
- § Keep all appointments booked and be on time. If unable to make original time or date, they will call you to let you know and reschedule where necessary.
- § Let you know immediately if they are unable to carry out estimated work, referring you back to Checktrade for assistance in finding another tradesperson.
- § Be courteous and respectful to you, your property and your belongings.
- § Keep you notified of all aspects of the work being undertaken.
- § Advise you before commencing any works that generate further costs due to variation from the original contract.
- § Create an additional contract for any variations to the original contract agreement, signed by both parties (you and the tradesperson).
- § Never demand that payments must be cash.
- § Never be threatening, or verbally or physically abusive.
- § Deal with any complaints promptly and professionally.

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## Customer Feedback

The **25** most recent feedback submissions from the public for **Apollo Carpets & Flooring Ltd**. Their entire feedback history can be read freely at [www.checktrade.com/ApolloCarpetsAndFlooringLtd](http://www.checktrade.com/ApolloCarpetsAndFlooringLtd).

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
<b>2 bedrooms and passage completed and hallway tiled.</b> Not the cheapest but the quality was excellent as was the service. Customer in Lydney, 6 June 2016	10	10	10	10	10
<b>Large lounge carpets supplied and fitted.</b> The carpet was checked again for size before fitting. The fitters were very good, friendly and efficient. The work was done in good time and we were extremely happy with the results. I would recommend the company and the fitters. Customer in Cinderford, 4 June 2016	10	10	10	10	10
<b>Fitted carpet</b> Ordered carpet with Nicky, who was very helpful with advice whilst selecting carpet. It was fitted on the day I chose, the fitters were efficient, polite and did a great job. Love my new carpet, thanks to all at Appollo Customer in Lydney, 3 June 2016	10	10	10	10	10
<b>Karndean flooring throughout entire property.</b> Extremely professional and did a fantastic job. Customer in Gloucester, 27 May 2016	10	10	10	10	10
<b>Ply deck and vinyl to hall, conservatory and kitchen, double lay carpet to bedrooms and lounge</b>	10	10	10	10	10

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Very pleased.  Customer in Lydney, 13 May 2016					
<b>Contract flooring and hygienic walling, NHS work, recent work at hospital for kitchen flooring.</b>  We have used them for the last 15 years. Very reliable, courteous and good workmanship.  Customer in Cheltenham, 13 May 2016	9	9	9	9	9
<b>Bedroom carpets and supply of needle punch and door mats</b>  They have never let us down. Always cheerful and accommodating  Customer in Lydney, 11 May 2016	10	10	10	10	10
<b>Bedroom carpet.</b>  Very helpful in the shop and took time to show what was available and we were able to take samples away to try at home. Carpet arrived in a couple of days and fitted soon afterwards. More choice than big chains and much better service and about the same price. Communication was excellent.  Customer in Lydney, 28 April 2016	10	10	10	10	10
<b>Contract flooring and Hygienic walling, NHS work.</b>  Fantastic  Customer in Gloucester, 19 April 2016	10	10	10	10	10
<b>Carpets for 3 bedrooms, stairs, landing, bathrooms, lounge and dining room. Carpet felt back to attic room.</b>  They were excellent.  Customer in Coleford, 14 April 2016	10	10	10	10	10
<b>Fitted carpets in bedrooms and stairs.</b>  Would really recommend Apollo Carpets and Flooring, we were able to visit the office out of hours, took samples home so we	10	10	10	10	10

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<p>could test them out, then ordered the carpet for us. They were great value for money, professional, friendly and efficient. Would definitely use them again!</p> <p>Customer in Chepstow, 10 April 2016</p>					
<p><b>Lounge carpet</b></p> <p>2 polite young guys fitted the carpet and it seemed to take them no time at all to complete the job. They took away all of the small offcuts and left the larger bits that we could make use of. Very pleased.</p> <p>Customer in Newnham, 8 April 2016</p>	10	10	10	10	10
<p><b>New carpet provided and fitted.</b></p> <p>The fitters were very polite and worked hard. They had to lift and move our iron frame piano four times. They did so without complaining. After the fitting they tidied up and gave instructions on the care. Excellent job.</p> <p>Customer in Lydney, 9 March 2016</p>	10	10	10	10	10
<p><b>Carpets to stairs three bedrooms, carpet to dining room; wood flooring to lounge.</b></p> <p>Provision of samples and presentation of quotation was excellent. We were kept informed of delivery and installation dates which were amended to suit our requirements. The fitters arrived on time and were courteous carried out the work efficiently removing all rubbish and leaving the works area clean and tidy. If any furniture had to be moved it was carried out and repositioned on completion.</p> <p>Customer in Lydney, 7 December 2015</p>	10	10	10	10	10
Date joined Checktrade	11 April 2016				
Total amount of customer feedback	14				
Date of last feedback	12 June 2016				
Number in the last 6 months	9 feedback averaging 10				
Average Score	9.93				

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## Customer Checklist

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- ü **Read** through this Report carefully
- ü **Call** our Consumer Hotline on **0800 028 2294** or visit our web site at **www.checkatrade.com** if you want to confirm that the information in this Report is genuine.
- ü If you employ them, ask them for a feedback card that you can post back to us free of charge or please add your feedback for this member online at **www.checkatrade.com/ApolloCarpetsAndFlooringLtd**.
- ü Next time you need some work doing, go straight to our web site **www.checkatrade.com** to find thousands of reputable tradespersons.