

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

## LDM Home & Garden Services Ltd

We are a small Norwich/Norfolk based company specializing in Property Maintenance, Painting & Decorating and Carpentry Services. We are small enough to provide a reliable and personal service and large enough to take on larger jobs offering a fast and reliable turnaround.

### Painting & Decorating

We are a team of three experienced painters, together we are able to provide quality work and fast turnarounds allowing the customer to resume back to normality sooner.

### Useful Contact Information

<b>Name</b>	Mr Lee Money
<b>Address</b>	Badersfield, Norwich, Norfolk, NR10 5JT
<b>Telephone</b>	01603 322552
<b>Mobile</b>	07478 468715
<b>Email</b>	info@ldm-services.co.uk
<b>Web</b>	www.ldm-services.co.uk

## About This Report

LDM Home & Garden Services Ltd are members of the consumer information service Checkatrade. Checkatrade 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 Checkatrade standard.

We enable our members to print this Report

directly from our web site to show you their credentials and customer feedback.

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

This Report shows the 25 most recent feedback submissions for this member. Their entire feedback history can be read freely at [www.checkatrade.com/LdmHomeAndGardenServices](http://www.checkatrade.com/LdmHomeAndGardenServices) If you have any further questions about this Report or member please call us on **0333 0146 190**.

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

## Your Feedback Counts

To date we have received **3,457,017** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at **[www.checkatrade.com/LdmHomeAndGardenServices](http://www.checkatrade.com/LdmHomeAndGardenServices)** for the benefit of others. Alternatively, ask them for a customer feedback card and post it back to us free of charge.

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

## Feedback Summary



Overall Rating	Positive Feedback	Last 6 Months
<b>9.64</b>	<b>100%</b>	<b>9.60</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: **365616**  
Member Since: **17 November 2016**  
Total Feedback: **20**

👍 **Recommended**

👎 **Monitored**

### Vetting

Interviewed: **On 17 November 2016**  
Limited Company: **Yes: registered as LDM Home & Garden Services Ltd. No. 10446385**  
VAT Registered: **No**  
Public Liability Insurance: **Awaiting renewal**  
Insured by: **AXA Insurance and Great Lakes Insurance SE**  
Coverage Amount: **2,000,000**

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

## References

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

### **Various odd jobs.**

#### **Painting, garden maintenance etc.**

He will always let you know if he is running late and always finishes the job.

Customer In Thetford, 9 December 2016

#### **Fence replacement and construction of large log store**

Lee designed and built a large capacity log store which met all discussed specifications result was excellent and exceeded expectations work of a high standard

Customer In Norwich, 14 April 2017

#### **Redecoration of kitchen and breakfast room.**

#### **Fitting window pelmets, very impressed with this aspect.**

#### **Old farmhouse, Lee suggested rustic reclaimed oak.**

#### **He sourced this at very reasonable price.**

Very happy, always courteous and polite. Trustworthy happy to leave them. They are very competitively priced. They are doing the rest of the house including garden and fencing.

Customer In Norwich, 6 May 2017

#### **Fitting moulded starting boards.**

Excellent communication and excellent work from Lee. He fitted our job into his busy schedule for which we were grateful.

Customer In Norwich, 3 November 2017

#### **Decorating living room, deconstruction and removal of fitted furniture in bedroom.**

Excellent work. Great at problem solving. Quick and helpful.

Customer In Norwich, 27 January 2017



Consumer Hotline: 0333 0146 190

Page 4 of 10

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# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

## The Checkatrade 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 Checkatrade 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.



Consumer Hotline: 0333 0146 190

Page 5 of 10

**Checkatrade.com**  
Where reputation matters

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

## Customer Feedback

The **25** most recent feedback submissions from the public for **LDM Home & Garden Services Ltd**. Their entire feedback history can be read freely at [www.checkatrade.com/LdmHomeAndGardenServices](http://www.checkatrade.com/LdmHomeAndGardenServices).

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
<b>Laminate flooring and skirting boards.</b> We were extremely pleased with everything. Very easy to deal with, professional, polite, reliable, trustworthy, and the quality of the work was outstanding. We would highly recommend this company to anyone, we are thrilled with the results. <i>Customer in Norwich, 30 January 2018</i>	9	9	10	10	9.50
<b>House painting.</b> Lee and his two colleagues (Shane and Liam) painted my house recently. I found them polite, approachable and reliable. Lee is very kind and taught me to lit the fireplace when my boiler was broken and he even brought me a bag of coal in order to keep me warm over Xmas, which is much appreciated. I wish his business grow and would highly recommend him. <i>Customer in Norwich, 18 December 2017</i>	9	10	10	10	9.75
<b>Lounge decoration.</b> We employed them to redecorate our lounge. Work was completed to high standard. We will definitely be using them for further decorating work. <i>Customer in Norwich, 30 November 2017</i>	10	7	10	9	9
<b>Fitting moulded starting boards.</b> Excellent communication and excellent work from Lee. He fitted	10	10	10	10	10



Consumer Hotline: 0333 0146 190

Page 6 of 10

**Checkatrade.com**  
Where reputation matters

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

our job into his busy schedule for which we were grateful. Customer in Norwich, 3 November 2017					
<b>Repairs to staircase</b> Excellent help and good tradesmen, will use again. Customer in Cambridge, 3 September 2017	10	10	9	10	9.75
<b>Painting walls and woodwork hall stairs and landing.</b> Polite and efficient. Returned to deal with minor problem. Cleaned up well. Customer in Norwich, 3 July 2017	9	7	10	9	8.75
<b>Redecoration of kitchen and breakfast room. Fitting window pelmets, very impressed with this aspect. Old farmhouse, Lee suggested rustic reclaimed oak. He sourced this at very reasonable price.</b> Very happy, always courteous and polite. Trustworthy happy to leave them. They are very competitively priced. They are doing the rest of the house including garden and fencing. Customer in Norwich, 6 May 2017	10	10	10	10	10
<b>Patio laid in rear garden.</b> High quality workmanship and very reliable. Would use this company again. Customer in Norwich, 29 April 2017	9	9	9	9	9
<b>Fence replacement and construction of large log store</b> Lee designed and built a large capacity log store which Met all discussed specifications result was excellent and exceeded expectations work of a high standard Customer in Norwich, 17 March 2017	10	10	10	10	10

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

<p><b>Decorating living room, deconstruction and removal of fitted furniture in bedroom.</b></p> <p>Excellent work. Great at problem solving. Quick and helpful.</p> <p>Customer in Norwich, 13 January 2017</p>	10	10	10	10	10
<p><b>Washing machine not working</b></p> <p>Very good work explained what the problem was and how to rectify in the future if it happens again. This many trades people would not do. Was impressed as he took his boots off before entering my house. Highly recommend</p> <p>Customer in Norwich, 5 January 2017</p>	10	10	10	10	10
<p><b>Replaced glass in cabinet, and fixed it to the wall.</b></p> <p>This chap replaced the glass and fixed it to the wall. First class workman ship in every way. This gentleman came a couple of months ago to do a small job which no-one else was willing to do. We was so impressed with the work we have asked him to do this also other jobs. Very hard working and very tidy and do not give and price then change it after job is done like some others we have had. If you want a honest hard working company he is your man.</p> <p>Customer in North Walsham, 23 December 2016</p>	10	10	10	10	10
<p><b>New kitchen floor. LVT flooring installed.</b></p> <p>Very professional. The floor was levelled and allowed to dry. Then the LVT was applied. My kitchen has never looked so good. Some of the flooring had been delivered damaged. Mr. Money (LDM HOME AND GARDEN SERVICES LTD) had these replaced as quickly as possible so that he could continue with the work. I am very happy with his work and will definitely use his services again.</p> <p>Customer in Norwich, 16 December 2016</p>	10	10	10	10	10
<p><b>Various odd jobs.</b></p> <p><b>Painting, garden maintenance etc.</b></p>	8	10	10	10	9.50



Consumer Hotline: 0333 0146 190

Page 8 of 10

**Checkatrade.com**  
Where reputation matters



# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

<p>He will always let you know if he is running late and always finishes the job.</p> <p>Customer in Thetford, 8 December 2016</p>					
<p><b>Painted Kitchen</b></p> <p>Very interesting and polite young man and very neat and tidy.</p> <p>Customer in Norwich, 7 November 2016</p>	10	10	10	10	10
<p><b>Guttering work.</b></p> <p>Excellent workmanship. Brilliant after care. Impressed. Very good and very reliable.</p> <p>Customer in Norwich, 17 October 2016</p>	10	10	10	10	10
<p><b>Laminate flooring in living, dining room and hallway</b></p> <p>Fantastic service from Lee and his company LDM. They were very professional, reliable and the price was very reasonable compared to many other quotes I had received. He has subsequently done a few other DIY jobs for me and the excellent service has been consistent. I would highly recommend.</p> <p>Customer in Norwich, 7 October 2016</p>	10	9	10	10	9.75
<p><b>Fencing.</b></p> <p>Very courteous, helpful and willing. Hard working. Very happy with service. Good attitude. Good advice and informative.</p> <p>Customer in Thetford, 12 August 2016</p>	8	8	10	9	8.75
<p><b>Three class rooms lobby and entrance area decorated.</b></p> <p>All polite helpful and tidy staff.</p> <p>Customer in Norwich, 15 July 2016</p>	9	9	9	9	9
<p><b>Bespoke built in under stair cupboard.</b></p> <p>Lee was reliable and punctual. He is perfectionist and took time to completed the job to a high standard, cleaned up behind</p>	10	10	10	10	10



Consumer Hotline: 0333 0146 190

Page 9 of 10

**Checkatrade.com**  
Where reputation matters

# The Checkatrade Report

LDM Home & Garden Services Ltd

1 March 2018

himself.

Customer in Norwich, 1 November 2014

Date joined Checkatrade **17 November 2016**

Total amount of customer feedback **20**

Date of last feedback **6 February 2018**

Number in the last 6 months **5 feedback averaging 9.60**

Average Score **9.64**

## Customer Checklist

- ü **Read** through this Report carefully
- ü **Call** our Consumer Hotline on **0333 0146 190** 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/LdmHomeAndGardenServices**.
- ü Next time you need some work doing, go straight to our web site **www.checkatrade.com** to find thousands of reputable tradespersons.



Consumer Hotline: 0333 0146 190

Page 10 of 10

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