

The Checkatrade Report

Xtant Bathroom Renovations

22 August 2018

Xtant Bathroom Renovations



We are a local Hampshire based Company who specialises in quality and luxury wet rooms and bathroom refurbishments, in and around the Hampshire and Surrey area. We have been installing, quality bath, shower rooms, kitchens and bedrooms since 2001.

We will design, supply and install your next wet room, bathroom, cloakroom, or en suite. The whole process is covered from the design stages to completion by us, so no need to organise different trades as we complete the whole job.

Useful Contact Information

Name	Mr Steve Jones
Address	Hazeldene Road, Liphook, Hampshire, GU30 7PH
Telephone	01428 481 844
Mobile	07786 866639
Email	info@xtantrenovations.co.uk
Web	www.xtantrenovations.co.uk

About This Report

Xtant Bathroom Renovations 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/XtantRenovations** If you have any further questions about this Report or member please call us on **0333 0146 190**.

Your Feedback Counts

To date we have received **3,803,682** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at

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www.checkatrade.com/XtantRenovations for the benefit of others. Alternatively, ask them for a customer feedback card and post it back to us free of charge.



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Feedback Summary



Overall Rating	Positive Feedback	Last 6 Months
9.97	100%	10.00

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: **217218**

Member Since: **24 May 2011**

Total Feedback: **91**

✓ **Recommended**

✓ **Vetted**

✓ **Monitored**

Vetting

Interviewed: **On 18 May 2011**

Limited Company: **No**

VAT Registered: **No**

Public Liability Insurance: **Current - verified 12 January 2018**

Insured by: **NIG**

Coverage Amount: **2,000,000**

Accreditations: NICEIC - Part-P Domestic Installer no.

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References

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

Complete re furbishment of bathroom, fitting of a shower, toilet, sink and cabinets along with tiling

He was always prompt at starting work, willing to discuss ideas and was a very tidy and competent worker

Customer In Farnborough, 24 May 2011

Bathroom installation

Steve was a very diligent worker and could be trusted completely.

Customer In Sandhurst, 24 May 2011

Bathroom and wet room installation

Pleased with Steve's work. He organised all the work including plumbing, electrics, plastering and tiling. Everything supplied and finished to a very high standard.

Customer In Camberley, 24 May 2011

Renovations

Good efficient service. Good workmanship prepared to go the extra mile. Trustworthy and worked happily alone in home.

Customer In Fleet, 24 May 2011

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.



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Customer Feedback

The **25** most recent feedback submissions from the public for **Xtant Bathroom Renovations**. Their entire feedback history can be read freely at www.checkatrade.com/XtantRenovations.

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
New bathroom. We are absolutely thrilled with our new bathroom, it is everything we hoped for and more. From start to finish Steve was exceptionally helpful, thorough and trustworthy, and he takes so much pride in his work. Steve took time to truly understand what we needed, and gave us so much time to get the best bathroom for our needs. The standard of his work is exceptional, with every single detail given attention to. He is truly skilled in what he does, and a pleasure to have around. There is no-one else we would use for any future bathroom fittings, we simply can't recommend Steve more highly. Customer in Godalming, 16 August 2018	10	10	10	10	10
Renovation and revamp of ensuite. Steve has done a fantastic job renovating our tired and dated ensuite. He was punctual, polite and extremely tidy. His workmanship is excellent and his experience guided us through the decision making on tile and fitting choices that are sometimes so hard to make. We would recommend him to family and friends without hesitation. Customer in Liphook, 23 July 2018	10	10	10	10	10
Refurbish Bathroom. Steve has done an excellent job refurbishing our bathroom	10	10	10	10	10



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replacing all the units, plastering the ceiling, replacing the light fitting and re-tiling. His advice throughout has been first rate and together with his quality workmanship has led to an end result that we are very pleased with. This is the second job he has done for us and we would not hesitate to recommend him. Customer in Guildford, 20 July 2018					
Refurbished cloakroom. I was impressed with Steve's professionalism throughout the planning and execution of the project. He made suggestions as to products and was happy to discuss ideas of ours. He was on site and approachable through the whole process and made sure we were happy with everything along the way. We knew exactly what we would be paying and when the job would be started and completed. The site was left clean and tidy with everything taken away. I would recommend Steve to anyone. Customer in Bordon, 11 January 2018	10	10	10	10	10
New bathroom fitted. Steve Jones has done an excellent job. The scope included bath, shower, toilet sink etc, heated floor, lighting, porcelain tiling, modifying pipework etc. We are delighted with the finished bathroom. The attention to detail has been excellent. His workmanship, tidiness and timekeeping have all been perfect. He was accommodating, offered design improvements and where appropriate and took time to discuss issues. We wouldn't hesitate to recommend Xtant to friends. Customer in Petersfield, 29 November 2017	10	10	10	10	10
Refit of shower room. Xtant offer a trusted, reliable and quality service. They did what they said they were going to, to spec and to price. They were also helpful in making recommendations. We were so pleased with the work we are booking them again for our bathroom refit. Customer in Liphook, 9 October 2017	9	10	10	9	9.50

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Refurbish en-suite Steve was recommended to us by a previous customer and proved to be an excellent choice. He was extremely helpful during the planning stage, making good suggestions for layout and fittings, and replied promptly to any queries. He started work on the forecast date and worked efficiently to complete the task to a very high standard within the allotted timescale. He was invariably polite and very tidy, removing all debris at the completion of the work. It was a pleasure to have Steve working with us and we highly recommend him to anyone contemplating a similar kind of work. Customer in Farnham, 7 July 2017	10	10	10	10	10
Full Shower room Refurbishment From the initial consultation to discuss our plans with Steve, leading him to specifying products, all the way through to the completed room, he was prompt, courteous, and meticulous, with a keen eye for detail. The end result is a lovely finished shower room with fantastic quality fittings, all within the agreed price and with no hidden extras. We are so happy with the end result and would definitely use him for other rooms in the house in the future.. Customer in Aldershot, 12 May 2017	10	10	10	10	10
Installation of ensuite wet room I wouldn't hesitate to recommend Steve for a wet room installation. Throughout the project he was punctual, incredibly tidy, polite and very hard-working. He took all of our design requests on board and carried them out perfectly. All equipment and materials arrived in good time and Steve was very accommodating when a couple of slight adjustments were made to the agreed specification. He also kept us well informed at every stage of the project. The job was finished in good time and Steve left our property extremely clean and tidy, removing all waste materials. We will be using him again. A+ Customer in Godalming, 10 April 2017	10	10	10	10	10

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New bathroom, downstairs w.C and upstairs w.C fitted We are absolutely delighted with all three rooms. From the first meeting Steve was helpful, giving plenty of advice as to what would work well in the space we had to work with, whilst listening carefully to what we wanted. The work began exactly when he had told us it would, and we were always made aware of costs beforehand. Steve is polite, friendly, trustworthy and conscientious. He was always prompt and at the end of every work day he left all areas tidy, removing all rubbish when the work was completed. All work was completed to a very high standard. We cannot recommend highly enough! Customer in Lightwater, 20 February 2017	10	10	10	10	10
En-suite replaced. I was very pleased to have found Steve via Checkatrade, he came promptly to view and followed up with a very detailed pro forma of the work to be done. We made a couple of amendments and again received a complete new estimate. Steve arrived for work each day at the time arranged and worked through, cleaning up each evening. We are very pleased with our transformed en-suite, it is perfect, I have already recommended Steve to neighbours and I hope they contact him. Customer in Petersfield, 4 December 2016	9	10	10	9	9.50
New wet room fitted and downstairs cloakroom renovation. Steve has just completed a new wet room for me installed a new basin and toilet in cloakroom and new low energy lights throughout house. Wet room required complete redesign of old bathroom which Steve executed in a very professional manner to a very high quality and I am really happy with the result. No hesitation in recommending him. He was always on time, very tidy and final price as per agreed quote. Customer in Guildford, 21 November 2016	10	10	10	10	10



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Complete bathroom refit Couldn't fault it excellent in all respects Customer in Bordon, 31 August 2016	10	10	10	10	10
New en-suite shower refurbishment. After having Steve refurbish our bathroom some 4 months ago, we decided to ask him to refurbish our en-suite shower. As previously for the bathroom, Steve provided a superb professional service, advising on design and specification with the final installation being completed to an excellent standard and fully meeting our expectations. The choice and quality of fittings and workmanship is superb and we are absolutely delighted with our new en-suite, a complete transformation. Steve provides an exemplary service and we have no hesitation in recommending him for any bath or en-suite installations. Customer in Haslemere, 3 August 2016	10	10	10	10	10
Removed an old en-suite bathroom and replaced with new, including new pipework, tiling, electrics, plastering and sanitary units. I would strongly recommend Steve, he was very professional, provided me with a very detailed quotation for the work, took time to ensure that the design and choice of shower would be appropriate for the water pressure and supply and installed all the items including doing electrics, plastering and tiling himself to a very high standard. Customer in Liphook, 23 July 2016	9	10	10	10	9.75
Cloakroom refurbish. Courteous, reliable and timely. Kept us informed daily of progress. Customer in Midhurst, 28 June 2016	10	10	10	10	10



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New Wet Room Installation. We are extremely pleased with our new wet room which has been installed to a very high standard with a minimum of fuss and disruption. Steve has been a pleasure to work with from the initial quote through to the finished project. He kept to the timetable, worked in a tidy manner and explained everything as he was going along to make it a stress free experience. Steve is very professional, courteous and punctual and we would have no hesitation in using him again for a future project and will be recommending him to family and friends. Customer in Camberley, 12 May 2016	10	10	10	10	10
Complete refitting of family bathroom. From the initial enquiry to the completion of our bathroom refit, Steve has provided an exemplary service. His quotes are fully detailed and responses to questions are always prompt and fully explained. The works area was always tidy and Steve was always polite and considerate of our use of the house whilst the works were on-going. Steve was always prepared to discuss any aspect of the job and offered very useful advice on even the smallest design detail. The quality of the work is excellent and we will be using Steve to refurbish our ensuite shower later this year. We highly recommend Steve. Customer in Haslemere, 12 April 2016	10	10	10	10	10
Complete refurbishment of family bathroom and downstairs cloakroom. From initial design stage through to installation Steve was a pleasure to work with. Whilst I had an outline idea of what I wanted Steve helped refine this during the design and provided suggestions that have resulted in a bathroom far superior than I had ever anticipated. The use of quality products matched with quality workmanship and attention to detail have given a fantastic end result. Steve was courteous throughout, responds promptly to queries and allows you the opportunity to make decisions on	10	10	10	10	10



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the smaller issues that often have a big impact on the end result. Very highly recommended. Customer in Fleet, 10 March 2016					
Full bathroom refurbishment. Steve had done a bathroom for our neighbour, some time ago and seeing his workmanship, got him to do ours. The products used were real showroom quality, and the work was done to a very high standard with attention to detail, any questions I had, he was always willing to discuss and explain in a friendly manner, very pleased with the result. Customer in Camberley, 19 February 2016	10	10	10	10	10
New family bathroom fitted. Excellent job all round, including good input / suggestions into the scoping process, lots of options and ideas re: specifications, very clear and easy to follow quotation, job was done on time, to a very high standard, minimal mess/disruption and very friendly and professional service. Very good value, overall, highly recommended. Customer in Haslemere, 15 January 2016	10	10	10	10	10
New wetroom in loft conversion. This is the 3rd time we have used Xtant and as per the previous jobs the design and work was carried out to an extremely high standard. The job required designing a wetroom in a loft conversion with difficult angles and inconsistent headroom, so quite a challenge - the result is no less than you would expect to find in a 5 star hotel. The build and installation has the attention to detail we have come to expect from Xtant and other tradesmen have commented on the high standard of workmanship. Customer in Camberley, 7 January 2016	10	10	10	10	10
New En-suite bathroom Steve was an absolute pleasure to do business with, extremely professional from quotation through to completion of the	10	10	10	10	10



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installation. Steve designed the bathroom himself and I am delighted with the end result, my new bathroom looks like something from a 5* Hotel and is beautiful. The products used and his workmanship were of the highest standard and I can highly recommend Xtant Renovations. Customer in Farnham, 26 November 2015					
New bathroom/shower room. Very impressed with the standard of work. Customer in Aldershot, 9 October 2015	9	9	10	9	9.25
Bathroom refurbishment. Steve was excellent from start to finish. He has vision that stretches beyond your own expectations and has solutions for all problems. We are extremely pleased with our bathroom refurbishment, it looks fantastic. Steve was courteous throughout and always kept us informed of progress and any necessary changes as the job developed. I would happily recommend Steve to anybody and thanks Steve for going the extra mile, we love it! Customer in Aldershot, 2 September 2015	10	10	10	10	10

Date joined Checkatrade **24 May 2011**

Total amount of customer feedback **91**

Date of last feedback **16 August 2018**

Number in the last 6 months **3 feedback averaging 10.00**

Average Score **9.97**

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Customer Checklist

- ✓ **Read** through this Report carefully
- ✓ **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.
- ✓ 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/XtantRenovations**.
- ✓ Next time you need some work doing, go straight to our web site **www.checkatrade.com** to find thousands of reputable tradespersons.



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