

The Checktrade Report

Head4Heights Tree Surgery

7 November 2016

Head4Heights Tree Surgery

Head4Heights Tree Surgery - Your Local Tree Surgeons in Pulborough, West Chiltington, Horsham and West Sussex.

We are fully insured, City and Guilds qualified and ISA Certified (International Society of Arboriculture). We do tree pruning and removal, hedges, garden maintenance and professional tree inspection.



Useful Contact Information

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About This Report

Head4Heights Tree Surgery 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.

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.checktrade.com/Head4heightsTreeSurgery 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 **2,600,844** feedback submissions from consumers like you. If you decide to employ this member, please add your

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comments online at

www.checktrade.com/Head4heightsTreeSurgery

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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Feedback Summary



Overall Rating	Positive Feedback	Last 6 Months
9.95	100%	9.97

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: **323391**

Member Since: **26 November 2014**

Total Feedback: **172**

👍 **Recommended**

👎 **Monitored**

Vetting

Interviewed: **On 26 November 2014**

Limited Company: **No**

VAT Registered: **No**

Public Liability Insurance: **Current - verified 22 March 2016**

Insured by: **Zenith**

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

Accreditations: ISA, Lantra Awards, NPTC - Tree Surgery

References

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

Cutting back an Ash and an Oak tree to boundary line

Very professional service and I would absolutely recommend him.

Customer In Horsham, 27 November 2014

Ash tree dismantle and fell

He was very polite, tidy and on time and I have already recommended him to others.

Customer In West Sussex, 27 November 2014

Poplar and Field Maple dismantled, small sections in tight space using climbing and rigging

Excellent job at a very competitive price, I would certainly recommend him.

Customer In Sussex, 27 November 2014

Reducing and trimming hedge back at bottom of garden

I would recommend this company. Totally reliable and the scores speak for themselves.

Customer In Horsham, 4 December 2014

Eucalyptus fell and walnut reduction.

He was very obliging, extremely efficient and tidy, a real please pleasure to have has a workman. Very polite, professional and reliable, I couldn't fault him. If I had more trees, I would have him back!

Customer In Bognor Regis, 9 December 2014

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 **Head4Heights Tree Surgery**. Their entire feedback history can be read freely at www.checkatrade.com/Head4heightsTreeSurgery.

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
Removed two trees and a hedge. James did a great job with removing two trees and a nasty pyracantha hedge especially as the weather turned very wet! He is hardworking, knowledgeable, reliable and very polite and friendly. I would highly recommend him and his company to anyone looking for any tree and hedge work. Customer in Pulborough, 4 November 2016	10	10	10	10	10
Pollard reduction to 2 Maple Trees. Very friendly, professional, efficient, done a good job and tidied up. Very happy with the work. Customer in Pulborough, 3 November 2016	10	10	10	10	10
Trees cut back. Very friendly, helpful, cut back all the trees and left the street clean and tidy. I would highly recommend this company. Customer in Horsham, 2 November 2016	10	10	10	10	10
Large oak tree, cut back. Would use them every time. The tree is in our back garden, they worked hard to make sure that it looked a really good shape. We are very pleased with the results and will now be using them for all our tree maintenance. They were very friendly and explained everything they were going to do thank you.	10	10	10	10	10



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Customer in Pulborough, 19 October 2016					
Removal of tree and stump and sawing of subsequent logs	10	10	10	10	10
Nothing was too much trouble...can't rate highly enough...nice to find honesty and hard work...thank you James!					
Customer in Newhaven, 6 October 2016					
Tree shaping and reduction.	9	10	10	10	10
Nice job, friendly and helpfully.					
Customer in Pulborough, 5 October 2016					
Remove pine tree.	10	10	10	10	10
Very good service.					
Customer in Pulborough, 3 October 2016					
Tree and stump removal.	10	10	10	10	10
Very friendly and knowledgeable. Completely happy with work.					
Customer in Steyning, 21 September 2016					
Removal of very large hedge and undergrowth.	10	10	10	10	10
Not an easy job owing to restricted access. Hedge was about 12' high and 30 metres long with a large amount of brambles and other prickly plants. All professionally removed and chipped and left clean and tidy.					
Customer in Pulborough, 20 September 2016					
Crown pruning to 2 large oak trees, private residence.	10	10	10	10	10
Excellent and faultless service. Very professional, thrilled with results, would definitely recommend Head4Heights.					
Customer in Pulborough, 16 September 2016					
Removing hedge, cutting back trees	10	10	10	10	10

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Excellent service, really professional job. Customer in Pulborough, 14 September 2016					
Hedges cut back and tree pruned by a third. James and Craig did their utmost to meet our rather fussy requirements. This in spite of working in a temperature of +28C on one of the hottest days of the year! We would thoroughly recommend these guys and have them back for further work in the future. Customer in Pulborough, 13 September 2016	10	10	10	10	10
Reshape a silver birch. Discussion about works to be undertaken and quote. Prompt start on the day booked. Delighted that they delivered on all levels, especially I was not there. Very satisfied and will recommend, and use them again. Customer in Horsham, 12 September 2016	10	10	10	10	10
Garden clearance (conversion of jungle back to a garden!). Following their excellent tree surgery/hedge work (per previous review), Alex, James and the team were back to save our garden from the effects of long neglect. Over two days they cleared huge amounts of out-of-control growth, rotovated beds, trimmed hedges, pruned trees, etc all while preserving/relocating plants of interest in an expert manner. We were all amazed at the size of the resulting garden, which with their ongoing help we will now maintain as such. Delighted to have found Head4Heights Tree Surgery, lovely people to have around, delivering excellent results, of which we look forward to more! Customer in Pulborough, 10 September 2016	10	10	10	10	10
Cutting back conifers and oak trees and willow tree. Polite, helpful suggestions. Customer in Pulborough, 12 August 2016	10	10	10	10	10

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<p>Pruning and shaping of large and small trees.</p> <p>Very pleased with this company. It was very important that the trees looked good after their pruning as they are in very visible parts of the garden. They did a very pleasing job on the different trees they dealt with. I would definitely use them again. They were also knowledgeable and courteous.</p> <p>Customer in Haywards Heath, 11 August 2016</p>	10	10	10	10	10
<p>Trimming of large hedge next to main road.</p> <p>Delighted with the work. We have a very tall hedge at the bottom of our garden, which was in an extremely unkempt and precarious state following years of neglect, overhanging the pavement next to a busy main road. Luckily Head4Heights were able to fit us in quickly - the hedge now looks super-neat and is no longer a danger to passing pedestrians or traffic! Pavement and surroundings were left in total tidiness, with every trace of trimmed leaves and branches taken away. Really nice people, who went out of their way to fit us in - very excited to see what they can do to the rest of our garden!</p> <p>Customer in Pulborough, 8 August 2016</p>	10	10	10	10	10
<p>Emergency tree felling.</p> <p>We called James and Alex in an emergency to help rescue our greenhouse from the tree that was about to fall on it. Embarrassingly as a result of our intervention! James offered to come out immediately and was here within five minutes to assess the situation, then returned with Alex and the appropriate equipment just 15 minutes later. With some well positioned rope and appropriate manpower, the tree came down on the lawn as first intended within minutes. Thank you James and Alex for saving our greenhouse and potentially our marriage!!!!</p> <p>Customer in Pulborough, 6 August 2016</p>	10	10	10	10	10
<p>Gardening.</p> <p>Work was done as requested and to a good standard. Invoice</p>	10	10	10	10	10

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was charged as agreed. Customer in Pulborough, 4 July 2016					
Removal of dead tree. James and Lewis were polite and friendly, explained the job, discussed further work they are going to quote for. Tidy workers, left some manageable sized logs. Look forward to their return to address the Beech Tree. Coffee will be waiting!!!! Many thanks. Porchway House Customer in Worthing, 1 July 2016	10	10	10	10	10
Leylandii cypress tree and stump removed. Very good, efficient and friendly service. Customer in Pulborough, 24 June 2016	10	10	10	10	10
Tree and stump removal. I cannot fault the job carried out by James and his team. Punctual, courteous, good communication throughout and tidied the site well. Customer in Redhill, 22 June 2016	10	10	10	10	10
Cutting back a tree. Pleased with job completed. Customer in Horsham, 21 June 2016	10	10	10	10	10
Removal of large conifer that had died, raising the crowns of a number of trees and pruning back lower branches away from fence line. Excellent experience overall. Estimation was dealt with quickly and efficiently, quick friendly responses to communications, turned up on time as expected and completed the work efficiently, effectively and tidily, I had no tidying to do at all. On top of that James and his partner are friendly and very personable. I would recommend to anyone.	10	10	10	10	10

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Customer in Pulborough, 16 June 2016

2 days work cutting dead work from large oak tree, reducing Laurel and removing 3 smaller trees.

This was quite difficult work. Laurel was extremely overgrown and out of control but is now a manageable size and fits much better our garden. The oak tree is very old and needed to be treated gently to cut out dead wood - and it was - now looks much, much better. James and colleagues were left with a major clear up operation but worked late to tidy up and left our garden spotless. They worked extremely hard over 2 very hot days. Combined with great knowledge and advice I could not recommend these guys any higher.

Customer in Horsham, 9 June 2016

10	10	10	10	10
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Date joined Checktrade **26 November 2014**

Total amount of customer feedback **172**

Date of last feedback **5 November 2016**

Number in the last 6 months **36 feedback averaging 9.97**

Average Score **9.95**

Customer Checklist

- ü **Read** through this Report carefully
- ü **Call** our Consumer Hotline on **0800 028 2294** or visit our web site at **www.checktrade.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.checktrade.com/Head4heightsTreeSurgery**.
- ü Next time you need some work doing, go straight to our web site **www.checktrade.com** to find thousands of reputable tradespersons.