

## Advisory list of contractors

Contractors play a vital role in improving people's homes. The advisory list of contractors is one of the ways which Bolton Care and Repair can help someone make an informed choice about who they employ to carry out work in their home.

The list includes:

- Carpenters and joiners
- Decorators
- Damp proof course and timber specialists
- Electricians
- Energy efficiency installers
- General Builders
- Heating engineers
- Plastering contractors
- Plumbing contractors
- Roofing contractors
- Window contractors

## What standards do the contractors have to meet?

A 'code of conduct' has been developed to promote a consistent approach to contractor conduct. It sets standards which we encourage the contractors to adhere to and is based on best practice in customer care. Much of the content is already current practice and has been gathered together in the one code.

All contractors on the list have agreed to the standards in our 'code of conduct.'

This document has been designed to inform you of the 'code of conduct' which all contractors on the advisory list are expected to follow.

## For more information contact us:

Bolton Care and Repair  
154-162 Blackburn Road  
Bolton  
BL1 8DR  
Telephone: 01204 335679  
Email: [boltoncareandrepair@boltonathome.org.uk](mailto:boltoncareandrepair@boltonathome.org.uk)



Helping people  
stay warm and  
safe at home

Last updated: July 2010



# Bolton Care and Repair

## Code of conduct for contractors

### Access and appointments:

- Respond to all enquiries within 10 working days.
- All visits must be made by prior appointment and clients are to be shown identity cards, whether requested or not.
- Having made arrangements these must be kept, this single item is a major source of complaint. If a broken arrangement is unavoidable then the contractor must firstly apologise to the client; secondly explain why; and thirdly make a new appointment.
- Contractors are requested to visit a property before submitting a quotation for works.
- Explain to the client the nature of the work that is to be carried out and approximately how long it will take.

### Care of the property:

- Take all necessary precautions to keep carpets and floors as clean as possible.
- Ensure dustsheets are used for keeping furniture and carpets clean.
- Clean up on completion of the work.
- Ensure all rubbish is removed. If rubbish cannot be removed make sure it is put in a safe place, with the agreement of the client, and that a collection time is agreed.
- Under no circumstances is the client's home to be left insecure or without the use of a toilet, cooker, heating, water or electricity at the end of a working day or weekend.
- Ladders should be removed or secured in the evenings to prevent misuse.

### Conduct in a client's home:

- Treat all clients with courtesy and respect at all times.
- Under no circumstances should you cause offence, inconvenience or personal harassment to a client. This includes unkind, embarrassing, and inflammatory or damaging words or gestures. Respect and sensitivity should be shown for all clients.
- Smoking is not permitted in a client's property at any time.
- Notify the client why you are leaving and when you will be returning.
- Contractors should provide a contact telephone number to the client and respond in the event of an emergency.

## Code of conduct for contractors (continued)

### On completion of the work:

- Ensure that all the works are completed to a satisfactory standard.
- Remove all surplus material, equipment and rubbish, leaving the area of work clean and tidy.
- Inform the client that the work is complete.
- If requested, make good any snagging items identified within 10 working days.
- Advise the client how to operate and maintain all new equipment installed and provide operation manuals if appropriate.
- Provide an invoice and receipt for any monies collected from the client.

### Health and safety:

- Explain to the client how long the work will take and which rooms will be affected. Ask if you can leave materials and tools in a particular place, checking they will not cause inconvenience to the client whilst you are working.
- Where necessary, the required safety clothing must be worn.
- If a hazard is created by the work then the contractor must ensure that adequate warning is given. Particular attention must be given to young children and the elderly.
- Work must be carried out in accordance with the Health and Safety at Work Act and other current safety legislation.

### Insurance:

- In the event of an insurance claim or accidental damage by the contractor, please advise the client that you will try and minimise the damage and contact your insurance company.

# Bolton Care and Repair

## Advice to customers

### What to be aware of when using this list:

The enclosed list of contractors is for advice only and is **not** intended as an 'approved' list.

This advisory list can be changed at any time as we constantly update our information. This list was correct at the time of printing (16<sup>th</sup> December 2009). It is therefore advisable that you contact Bolton Care and Repair on 01204 335679 to check any changes before employing the contractor.

### What to do before employing a contractor:

1. Ensure that the contractor has the relevant insurances in place.
2. Always obtain more than one estimate to ensure value for money.
3. Ask the contractor for examples of work they have previously undertaken.
4. Seek suitable references - a reputable contractor will provide you with this information.

Please note: all contractors on our list have agreed to the standards in our 'Code of Conduct.' The code has been enclosed to assist you with selecting and employing a contractor.

### Your chance to give us feedback:

A [questionnaire](#) has been supplied with this list, for customers to complete and provide feedback on all aspects of the service provided by both the contractor and Bolton Care and Repair.

After employing a contractor, please take the time to complete this form and return in the freepost envelope provided as your feedback is essential to the development of this service.



Helping people  
stay warm and  
safe at home

All for a better Bolton

# Carpenters and joiners

Astra Windows  
Unit 3 Century Mill  
George Street  
Farnworth  
BL4 9QT  
01204 793333

Gill Builders Ltd  
364 Leigh Road  
Westhoughton  
BL5 2JY  
01942 815121

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

J Phillips & sons Ltd  
Wellington Sawmill  
Wellington Street  
Westhoughton  
BL5 3YW  
01942 814605

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

Jack Hamer & Sons Ltd  
200A Bury Road  
Tottington  
Bury  
BL8 3DX  
01204 883867

Gibsons Joiners & Builders Ltd  
Gibson House  
88-92 Manchester Road West  
Little Hulton  
M38 9UT  
0161 7998177

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

Ian Brookes Building Contractors  
590 Darwen Road  
Bromley Cross  
Bolton  
BL7 9RY  
01204 308906

J Waites Builder  
5 Ashdale Avenue  
Bolton  
BL3 4PH  
01204 876661

J.G Redford Ltd  
29 Captain Lees Road  
Westhoughton  
BL5 3UB  
07973 919094

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

## Carpenters and joiners (continued)

JGL  
Unit 6A, Halliwell Mills  
Bertha Street  
Bolton  
BL1 8AH  
01204 388288

John Kay Joinery Services  
8 Hardwick Close,  
Radcliffe  
Manchester  
M26 3XF

Mealey Property Ltd  
BM Plumbing & Tiling  
10 Heaton Court  
Bury  
BL9 9QN  
0161 7639192

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

Professional Remedial Services  
Unit 8, Parkside Industrial Estate  
Edge Lane Street  
Royton  
OL2 6DS  
0161 6200545

JK Building Contractors Ltd  
Unit 23 Peel Industrial Estate  
Chamberhall Street  
Bury  
BL9 0LU  
0161 7634139

Locksafe  
131 Green Land Road  
Bolton  
BL3 2EP  
01204 458136

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

Premier Energy Solutions  
8 Commercial Brow  
Hyde  
Cheshire  
SK14 2JW  
0161 3033800

Tom Gallagher Ltd  
156-158 Derby Street  
Bolton  
BL3 6JR  
01204 389792

# Decorators

Burlington Refurbishment Co Ltd  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

DLP Services Northern Ltd  
54 Cobden Street  
Brindle Health Industrial Estate  
Salford  
M6 6WF  
0161 7361637

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

HR Painters and Decorators  
35 Bellpit Close  
Worsley  
Manchester  
M28 7XH  
0161 7039087

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

JGL  
Unit 6A, Halliwell Mills  
Bertha Street  
Bolton  
BL1 8AH  
01204 388288

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

Dunham Building  
18a Victoria Road  
Hale  
Cheshire  
WA15 9AD  
0161 9297447

Hotls Decorators Ltd  
Newnham Street  
Astley Bridge  
Bolton  
BL1 8QA  
01204 594522  
Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

John Kay Joinery Services  
8 Hardwick Close,  
Radcliffe  
Manchester  
M26 3XF

## Decorators (continued)

John Smith & Son  
203 Ashton Road East  
Failsworth  
M35 9HE  
07985 694558

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

# Damp proof course and timber specialists

B.C Hamer Building Contractor  
The Old Farmhouse, Fernhill Farm  
Belmont Road  
Bolton  
BL7 4QL  
01204 309146

Burlington Refurbishment Co Ltd  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

Gill Builders Ltd  
364 Leigh Road  
Westhoughton  
BL5 2JY  
01942 815121

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

J.G Redford Ltd  
29 Captain Lees Road  
Westhoughton  
BL5 3UB  
07973 919094

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

Blakeley Tonge & Partner Ltd  
Unit 3, Lever Bridge Mills  
Radcliffe Road  
Bolton  
BL3 1RU  
01204 535580

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

# Damp proof course and timber specialists (continued)

Professional Remedial Services  
Unit 8, Parkside Industrial Estate  
Edge Lane Street  
Royton  
OL2 6DS  
0161 6200545

Proten Services Ltd  
Unit 1 Ashfiled Close  
Whitehall Road  
Leeds  
LS12 5JB  
0191 4823885

Red Rose Preservations Ltd  
Unit 23 Caldershaw Business Centre  
Ings Lane  
Rochdale  
OL12 7LQ  
01706 713242

# Electrical contractors

All Building Services  
Thomas House  
Sofa Street  
Bolton  
BL1 4QE  
01204 842232

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

Dennis Finn & Sons  
23 Leigh Road  
Westhoughton  
BL5 2JE  
01942 812005

DLP Services Northern Ltd  
54 Cobden Street  
Brindle Health Industrial Estate  
Salford  
M6 6WF  
0161 7361637

Dunham Building  
18a Victoria Road  
Hale  
Cheshire  
WA15 9AD  
0161 9297447

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

Burlington Refurbishment Co Ltd  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

D Ratcliffe Plumbing & Heating Ltd  
P.O Box 658  
Bolton  
BL1 7ZN  
0781 5533320

Derby Firelec  
195 Derby Street  
Bolton  
BL3 6JT  
01204 395525

DS Building Services LTD  
Unit 7 Wharf Mill  
Kirkebrok Road  
Bolton  
BL3 4JE  
01204 491928

Gibsons Joiners & Builders Ltd  
Gibson House  
88-92 Manchester Road West  
Little Hulton  
M38 9UT  
0161 7998177

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

# Electrical contractors (continued)

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

Mealey Property Ltd  
BM Plumbing & Tiling  
10 Heaton Court  
Bury  
BL9 9QN  
0161 7639192

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

Premier Energy Solutions  
8 Commercial Brow  
Hyde  
Cheshire  
SK14 2JW  
0161 3033800

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

PC Electrical UK LTD  
335 Wigan Road  
Deane  
Bolton  
BL3 5QU  
01204 62936

Tom Gallagher Ltd  
156-158 Derby Street  
Bolton  
BL3 6JR  
01204 389792

# Energy efficiency installers

The Energy Saving Trust can provide a list of installers who can fit energy saving measures.

The areas of work they cover are:

- Cavity Wall and Loft Insulation
- Heating systems and new boilers
- Renewable energy systems e.g. solar water heating, ground source/air source heat pumps, photovoltaics, micro wind, biomass and Combined Heat and Power (CHP).

To find out more and get an up to date list of installers, please contact the Greater Manchester Energy Saving Trust advice centre on 0800 512012.

# General builders

A&L Hope  
4 The Orchard  
Westhoughton  
BL5 3RN  
01942 810322

All Building Services  
Thomas House  
Sofa Street  
Bolton  
BL1 4QE  
01204 842232

B.C Hamer Building Contractor  
The Old Farmhouse, Fernhill Farm  
Belmont Road  
Bolton  
BL7 4QL  
01204 309146

Buildmain Ltd  
213 Bolton Road  
Kearsley  
Bolton  
BL4 9BX  
01204 861743

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

Derek De'Ath Ltd  
29 Market Street,  
Bacup  
OL13 0AJ  
01706 876661

A&N Roofing  
94 Georgina Street  
Bolton  
BL3 3QF  
01204 652212

Andrew Barrett  
27 Hornby drive  
Bolton  
BL3 4RP  
01204 651805

Blakeley Tonge & Partner Ltd  
Unit 3, Lever Bridge Mills  
Radcliffe Road  
Bolton  
BL3 1RU  
01204 535580

Burlington Refurbishment CO.LTD  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

D Ratcliffe Plumbing & Heating Ltd  
P.O Box 658  
Bolton  
BL1 7ZN  
0781 5533320

DLP Services Northern Ltd  
54 Cobden Street  
Brindle Health Industrial Estate  
Salford  
M6 6WF  
0161 7361637

## General builders (continued)

DS Building Services LTD  
Unit 7 Wharf Mill  
Kirkebrok Road  
Bolton  
BL3 4JE  
01204 491928

G Fletcher Builders Ltd  
10 Crediton Drive  
Bolton  
BL2 6LF  
01204 395949

Gibsons Joiners & Builders Ltd  
Gibson House  
88-92 Manchester Road West  
Little Hulton M38 9UT  
0161 7998177

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

Ian Brookes Building Contractors  
590 Darwen Road  
Bromley Cross  
Bolton  
BL7 9RY  
01204 308906

J Waites Builder  
5 Ashdale Avenue  
Bolton  
BL3 4PH  
01204 876661

J.G Redford Ltd  
29 Captain Lees Road  
Westhoughton  
BL5 3UB  
07973 919094

Dunham Building  
18a Victoria Road  
Hale  
Cheshire  
WA15 9AD  
0161 9297447

G Hargreaves Building Contractors  
348 Bolton Road  
Westhoughton  
BL5 3EJ  
01942 818987

Gill Builders Ltd  
364 Leigh Road  
Westhoughton  
BL5 2JY  
01942 815121

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

J Phillips & sons Ltd  
Wellington Sawmill  
Wellington Street  
Westhoughton  
BL5 3YW  
01942 814605

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

Jack Hamer & Sons Ltd  
200A Bury Road  
Tottington, Bury  
BL8 3DX  
01204 883867

## General builders (continued)

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

John Kay Joinery Services  
8 Hardwick Close,  
Radcliffe  
Manchester  
M26 3XF

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

Tom Gallagher Ltd  
156-158 Derby Street  
Bolton  
BL3 6JR  
01204 389792

JK Building Contractors Ltd  
Unit 23 Peel Industrial Estate  
Chamberhall Street  
Bury  
BL9 0LU  
0161 7634139

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

Premier Energy Solutions  
8 Commercial Brow  
Hyde  
Cheshire  
SK14 2JW  
0161 3033800

# Heating engineers

Blakeley Tonge & Partner Ltd

Unit 3, Lever Bridge Mills  
Radcliffe Road  
Bolton  
BL3 1RU  
01204 535580

Buildmain Ltd  
213 Bolton Road  
Kearsley  
Bolton  
BL4 9BX  
01204 861743

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

Dunham Building  
18a Victoria Road  
Hale  
Cheshire  
WA15 9AD  
0161 9297447

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

J&J Crowther Ltd  
Unit H, Waterfront Business Centre  
Burnley Road East, Waterfoot  
Rossendale  
BB4 9HR  
01706 213001

Bolton Heating & Plumbing Services  
Ltd  
509 Tonge Moor Rd  
Bolton  
BL2 3BG  
01204 592306

Burlington Refurbishment CO.LTD  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

D Ratcliffe Plumbing & Heating Ltd  
P.O Box 658  
Bolton  
BL1 7ZN  
0781 5533320

Gibsons Joiners & Builders Ltd  
Gibson House  
88-92 Manchester Road West  
Little Hulton  
M38 9UT  
0161 7998177

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

## Heating engineers (continued)

Jack Hamer & Sons Ltd  
200A Bury Road  
Tottington  
Bury  
BL8 3DX  
01204 883867

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SK14 2JW  
0161 3033800

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81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

Tom Gallagher Ltd  
156-158 Derby Street  
Bolton  
BL3 6JR  
01204 389792

# Plastering contractors

Derek De'Ath Ltd  
29 Market Street,  
Bacup  
OL13 0AJ  
01706 876661

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

Gill Builders Ltd  
364 Leigh Road  
Westhoughton  
BL5 2JY  
01942 815121

Dunham Building  
18a Victoria Road  
Hale  
Cheshire  
WA15 9AD  
0161 9297447

DLP Services Northern Ltd  
54 Cobden Street  
Brindle Health Industrial Estate  
Salford  
M6 6WF  
0161 7361637

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P.O Box 658  
Bolton  
BL1 7ZN  
0781 5533320

J Waites Builder  
5 Ashdale Avenue  
Bolton  
BL3 4PH  
01204 876661

Premier Energy Solutions  
8 Commercial Brow  
Hyde  
Cheshire  
SK14 2JW  
0161 3033800

G Hargreaves Building Contractors  
348 Bolton Road  
Westhoughton  
BL5 3EJ  
01942 818987

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

# Plastering contractors (continued)

Burlington Refurbishment CO.LTD  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

B.C Hamer Building Contractor  
The Old Farmhouse, Fernhill Farm  
Belmont Road  
Bolton  
BL7 4QL  
01204 309146

All Building Services  
Thomas House  
Sofa Street  
Bolton  
BL1 4QE  
01204 842232

John Kay Joinery Services  
8 Hardwick Close,  
Radcliffe  
Manchester  
M26 3XF

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

John Smith & Son  
203 Ashton Road East  
Failsworth  
M35 9HE  
07985 694558

Blakeley Tonge & Partner Ltd  
Unit 3, Lever Bridge Mills  
Radcliffe Road  
Bolton  
BL3 1RU  
01204 535580

Andrew Barrett  
27 Hornby drive  
Bolton  
BL3 4RP  
01204 651805

DS Building Services LTD  
Unit 7 Wharf Mill  
Kirkebrok Road  
Bolton  
BL3 4JE  
01204 491928

Jack Hamer & Sons Ltd  
200A Bury Road  
Tottington  
Bury  
BL8 3DX  
01204 883867

Gibsons Joiners & Builders Ltd  
Gibson House  
88-92 Manchester Road West  
Little Hulton  
M38 9UT  
0161 7998177

J.G Redford Ltd  
29 Captain Lees Road  
Westhoughton  
BL5 3UB  
07973 919094

## Plastering contractors (continued)

JK Building Contractors Ltd  
Unit 23 Peel Industrial Estate  
Chamberhall Street  
Bury  
BL9 0LU  
0161 7634139

Professional Remedial Services  
Unit 8, Parkside Industrial Estate  
Edge Lane Street  
Royton  
OL2 6DS  
0161 6200545

Locksafe  
131 Green Land Road  
Bolton  
BL3 2EP  
01204 458136

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

# Plumbing contractors

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

Gill Builders Ltd  
364 Leigh Road  
Westhoughton  
BL5 2JY  
01942 815121

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

J&J Crowther Ltd  
Unit H, Waterfront Business Centre  
Burnley Road East, Waterfoot  
Rossendale  
BB4 9HR  
01706 213001

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

Mealey Property Ltd  
BM Plumbing & Tiling  
10 Heaton Court  
Bury  
BL9 9QN  
0161 7639192

Drips  
11 Bridge Bank Road  
Littleborough  
OL15 8QX  
01706 378115

Premier Energy Solutions  
8 Commercial Brow  
Hyde  
Cheshire  
SK14 2JW  
0161 3033800

J Waites Builder  
5 Ashdale Avenue  
Bolton  
BL3 4PH  
01204 876661

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

Locksafe  
131 Green Land Road  
Bolton  
BL3 2EP  
01204 458136

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

## Plumbing contractors (continued)

Tom Gallagher Ltd  
156-158 Derby Street  
Bolton  
BL3 6JR  
01204 389792

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

# Roofing contractors

Derek De'Ath Ltd  
29 Market Street,  
Bacup  
OL13 0AJ  
01706 876661

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

Gill Builders Ltd  
364 Leigh Road  
Westhoughton  
BL5 2JY  
01942 815121

Four Mar Ltd  
7 Linstock Way  
Atherton  
M46 0RS  
01942 896800

DLP Services Northern Ltd  
54 Cobden Street  
Brindle Health Industrial Estate  
Salford  
M6 6WF  
0161 7361637

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

Ian Brookes Building Contractors  
590 Darwen Road  
Bromley Cross  
Bolton  
BL7 9RY  
01204 308906

Premier Energy Solutions  
8 Commercial Brow  
Hyde  
Cheshire  
SK14 2JW  
0161 3033800

G Hargreaves Building Contractors  
348 Bolton Road  
Westhoughton  
BL5 3EJ  
01942 818987

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

Butler Roofing Ltd  
Plot 21, Tonge Bridge Industrial Estate  
Tonge Bridge Way  
Bolton  
BL2 6BD

## Roofing contractors (continued)

Burlington Refurbishment CO.LTD  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

B.C Hamer Building Contractor  
The Old Farmhouse, Fernhill Farm  
Belmont Road  
Bolton  
BL7 4QL  
01204 309146

A&N Roofing  
94 Georgina Street  
Bolton  
BL3 3QF  
01204 652212

JK Building Contractors Ltd  
Unit 23 Peel Industrial Estate  
Chamberhall Street  
Bury  
BL9 0LU  
0161 7634139

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

Blakeley Tonge & Partner Ltd  
Unit 3, Lever Bridge Mills  
Radcliffe Road  
Bolton  
BL3 1RU  
01204 535580

All Building Services  
Thomas House  
Sofa Street  
Bolton  
BL1 4QE  
01204 842232

Dunham Building  
18a Victoria Road  
Hale  
Cheshire  
WA15 9AD  
0161 9297447

Jack Hamer & Sons Ltd  
200A Bury Road  
Tottington  
Bury  
BL8 3DX  
01204 883867

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

Gibsons Joiners & Builders Ltd  
Gibson House  
88-92 Manchester Road West  
Little Hulton  
M38 9UT  
0161 7998177

## Roofing contractors (continued)

Hollinhurst Roofing Services Ltd  
Conservation House  
116 Darwen Road, Bromley Cross  
Bolton  
BL7 9BQ  
01204 592200

# Window contractors

Cpec Ltd  
Unit 102, Wigan Enterprise Park  
Skaman Way, Ince  
Wigan  
WN2 2LE  
01942 323351

Premier Energy Solutions  
8 Commercial Brow  
Hyde  
Cheshire  
SK14 2JW  
0161 3033800

A&D Joinery Ltd  
Unit 14 Bolton Road Mill  
Bolton Road  
Westhoughton  
BL5 3JG  
01942 814501

Dunham Building  
18a Victoria Road  
Hale  
Cheshire  
WA15 9AD  
0161 9297447

Ian Brookes Building Contractors  
590 Darwen Road  
Bromley Cross  
Bolton  
BL7 9RY  
01204 308906

H Timmins  
2 Woodbury Crescent  
Dukinfield  
Cheshire  
SK16 4HP

Hughes Brothers Building & Joinery  
2 Hope Carr Way  
Leigh  
WN7 3DE  
01942 607638

Gill Builders Ltd  
364 Leigh Road  
Westhoughton  
BL5 2JY  
01942 815121

G Hargreaves Building Contractors  
348 Bolton Road  
Westhoughton  
BL5 3EJ  
01942 818987

DS Building Services LTD  
Unit 7 Wharf Mill  
Kirkebrok Road  
Bolton  
BL3 4JE  
01204 491928

Derek De'Ath Ltd  
29 Market Street,  
Bacup  
OL13 0AJ  
01706 876661

Carman Plastics Ltd  
Unit 3, Union Court  
Union Road, The Valley  
Bolton  
BL2 2HQ  
01204 398333

## Window contractors (continued)

Burlington Refurbishment CO.LTD  
Walshaw Brook House  
288 Walshaw Road  
Bury  
BL8 1PY  
0161 7052200

B.C Hamer Building Contractor  
The Old Farmhouse, Fernhill Farm  
Belmont Road  
Bolton  
BL7 4QL  
01204 309146

Andrew Barrett  
27 Hornby drive  
Bolton  
BL3 4RP  
01204 651805

DLP Services Northern Ltd  
54 Cobden Street  
Brindle Health Industrial Estate  
Salford  
M6 6WF  
0161 7361637

P J Services Ltd  
Unit 6 Morris Green Business Park  
off Fearnhead Street  
Bolton  
BL3 3PE  
01204 452020

J.A Grundy & Sons Ltd  
134 St Helens Road  
Bolton  
BL3 3QJ  
01204 627130

Blakeley Tonge & Partner Ltd  
Unit 3, Lever Bridge Mills  
Radcliffe Road  
Bolton  
BL3 1RU  
01204 535580

Astra Windows  
Unit 3 Century Mill  
George Street  
Farnworth  
BL4 9QT  
01204 793333

All Building Services  
Thomas House  
Sofa Street  
Bolton  
BL1 4QE  
01204 842232

JK Building Contractors Ltd  
Unit 23 Peel Industrial Estate  
Chamberhall Street  
Bury  
BL9 0LU  
0161 7634139

Gibsons Joiners & Builders Ltd  
Gibson House  
88-92 Manchester Road West  
Little Hulton  
M38 9UT  
0161 7998177

Locksafe  
131 Green Land Road  
Bolton  
BL3 2EP  
01204 458136

## Window contractors (continued)

Mint Joinery & Building Ltd  
Unit 5 Rosebridge Court  
Ince  
Wigan  
WN1 3DP  
01942 497100

Jack Smith & Sons Ltd  
Grafton House  
81 Chorley Old Road  
Bolton  
BL1 3AJ  
01204 847403

Jack Hamer & Sons Ltd  
200A Bury Road  
Tottington  
Bury  
BL8 3DX  
01204 883867

John Kay Joinery Services  
8 Hardwick Close,  
Radcliffe  
Manchester  
M26 3XF

Tom Gallagher Ltd  
156-158 Derby Street  
Bolton  
BL3 6JR  
01204 389792

J.G Redford Ltd  
29 Captain Lees Road  
Westhoughton  
BL5 3UB  
07973 919094

# Bolton Care and Repair

## Advisory list - customer satisfaction survey

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_ DATE \_\_\_\_\_

**Tick One Box Only for each of the following ✓**

**Q1. Thinking about the work at your property how satisfied are you in terms of . . . .  
.?**

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Opinion
a) Arrangements for access	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Attitude of workmen	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) Standard of work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d) Ability to deal with problems on site	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Tick One Box Only for each of the following ✓**

**Q2. When contacting Bolton Care and Repair regarding the Advisory List how satisfied are you in terms of:**

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Opinion
a) Helpfulness of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Ability to deal with your problem	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Tick One Box Only ✓**

**Q3. Now that the work to your property is finished, how satisfied are you with the work that has been done?**

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Opinion
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

# Bolton Care and Repair

**Tick One Box Only ✓**

**Q4. Do you think you received value for money in terms of the work done?**

Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	Don't Know <input type="checkbox"/> 3	
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**Tick One Box Only ✓**

**Q5. Overall, how satisfied are you with the service provided?**

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Opinion
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

If dissatisfied please give details:

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**Q6. To which of these groups do you consider you belong?**

<b>White</b>	British <input type="checkbox"/> 1	Irish <input type="checkbox"/> 2	Any other White Background (Please tick & specify) <input type="checkbox"/> 3 _____	
<b>Mixed</b>	White & Black Caribbean <input type="checkbox"/> 4	White and Black African <input type="checkbox"/> 5	White and Asian <input type="checkbox"/> 6	Any other Mixed Background (Please tick & specify) <input type="checkbox"/> 7 _____
<b>Asian &amp; Asian British</b>	Indian <input type="checkbox"/> 8	Pakistani <input type="checkbox"/> 9	Bangladeshi <input type="checkbox"/> 10	Any other Asian Background (Please tick & specify) <input type="checkbox"/> 11 _____
<b>Black &amp; Black British</b>	Caribbean <input type="checkbox"/> 12	African <input type="checkbox"/> 13	Somali <input type="checkbox"/> 14	Any other Black Background (Please tick & specify) <input type="checkbox"/> 15 _____
<b>Chinese or Other Ethnic Group</b>	Chinese <input type="checkbox"/> 16	Iraqi <input type="checkbox"/> 17	Any other Group (Please tick & specify) <input type="checkbox"/> 18 _____	

Thank you very much for completing this questionnaire.

The information provided will be used to measure your satisfaction with the services we provide