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For immediate release

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Penge trader beats nationwide competition to make the Which? Awards 2015 shortlist

South London Heating, a gas heating services provider based in Penge, is in the running to win a brand new Which? Award, following a national search to find the very best of businesses endorsed by the [Which? Trusted Traders service](#).

For almost sixty years Which? has been helping consumers to make the best choices. Which? Trusted Traders builds on our history of providing independent advice, by giving people confidence when choosing a trader. The Which? Trusted Trader of the Year 2015 Award, highlights traders endorsed by the [Which? Trusted Traders](#) scheme who've worked hard to focus their businesses on what consumers want and have delivered consistently high standards of customer service.

South London Heating is one of only four shortlisted traders and is the only gas heating services provider to be selected. They have been shortlisted because:

South London Heating have been a member of the Which? Trusted Traders scheme for over a year and are also one of the winners of the Face of Which? Trusted Traders competition. They have achieved some very good customer reviews being rated 5 out of 5 in all categories, with one customer saying "The team turned up at 8am and were polite, friendly and careful throughout - my place was left cleaner than when they arrived!"

Mark Gallagher a Which? Trusted Trader, from South London Heating based in Penge said:

"We are absolutely thrilled to be in the running for the Which? Trusted Trader of the Year 2015 Award, particularly as one of only four shortlisted companies across the UK and the only gas heating services provider. We welcome this honour as recognition of our top quality work and excellent customer service.

"Being endorsed by [Which? Trusted Traders](#) has been brilliant because it means that people immediately know my business has been assessed by experts. Being shortlisted for this award is fantastic recognition which reinforces our pledge to continuously strive

Our services and products put consumers' needs first to bring them better value.



to surpass the high standards that we've achieved here at South London Heating. Winning the award would be absolutely amazing!”

It can be difficult for consumers to know who they can turn to when they need an expert. Only a third (33%) of people say that they feel well protected when choosing a trader, the lowest of all sectors we test including energy companies, financial services and the car industry. Overall only a third (31%) say they trust traders to act in their best interests.

Stephen McCluskey, Managing Director at Which? Trusted Traders said:

“Traders like South London Heating that take pride in their work and deliver consistently high standards of customer service are not only good for consumers, they are setting the benchmark for their profession.

“I'm pleased to announce that South London Heating have been shortlisted for this new award, as it recognises those who exemplify the best of what the [Which? Trusted Traders](#) service has to offer. Now in its ninth year, the Which? Awards continue to reward and celebrate the businesses that put customers at the heart of what they do.”

[Which? Trusted Traders](#) is a free-to-use service for consumers, to help them find local, endorsed traders they can rely on. All traders have to pass a rigorous assessment process, including face to face interviews and financial checks, before receiving their Which? Trusted Trader endorsement.

The winner of the Which? Trusted Trader of the Year 2015 Award will be announced at the Which? Awards gala ceremony on 17 June.

Notes to editors:

1. The Which? Trusted Trader of the Year Award 2015 winner will be announced at a ceremony held on Wednesday 17th June.
2. Which? Trusted Traders is one of Which?'s new services. When an important market fails to deliver value to customers, we develop products and services that put customers' needs first. To become a Which? Trusted trader, firms have to pass a rigorous and independent assessment process that includes a face-to-face evaluation by a professional assessor, a company credit check and vetting of customer references. Consumers can go online to access the database of endorsed traders by visiting <http://trustedtraders.which.co.uk/>
3. Along with South London Heating three other companies endorsed by Which? Trusted Traders have been shortlisted for the award: Day and Knight Bedroom Design and Fitting in Slough, James Regan Construction in Ongar and Electricians in Reading, in Reading.



4. In addition to the Which? Trusted Trader of the Year 2015 award, the Which? Awards also recognise the best brands across industries from car manufacturers to supermarkets, banks to mobile and broadband providers.
5. The Which? Awards are completely independent and unlike many industry awards, a company cannot put itself forward. The shortlist is chosen by our experts based on quality of service and feedback from customers.
6. **Methodology:** Which? Consumer Insight Tracker: Populus, on behalf of Which?, interview a representative sample of 2000 UK adults online each month. Data are weighted to be demographically representative of all UK adults. Data is taken from December 2014 and March 2015 surveys. More information at: <http://consumerinsight.which.co.uk/>