

NFBP Brilliance in Business Awards 2019

The New Forest District Council
Award for Outstanding
Customer Care



Clearview Aerials

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Clearview Aerials are a Waterside based company who install, repair and maintain television receivers, home cinema, home automation and provide broadband services.

An initial telephone triage service is carried out which in some cases, fixes the problem and removes the need for a callout. If work is required then a full price is agreed in advance with the right to cancel at any point before the work begins.

Installers always seek to go above and beyond customer expectations with, for example care being taken to hide all installation wires out of view. Time is taken to assist those less technically competent with the operation of their equipment to ensure that they are getting the maximum value.

The business works to provide advice and assistance where customers have been the victims of rogue traders at no cost and will only charge where money has been recovered through Trading Standards. Time is invested to improving their knowledge of consumer law to support customers in pursuing claims with numerous examples of success.

Clearview Aerials are rated five stars on the Hampshire Buy with Confidence Trading Standards Service. All staff members are criminal record checked and approved by the Confederation of Aerial Industry. They are also members of the Trustmark scheme, a government backed scheme to recognise reputable tradespeople.

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New Forest
Business Partnership

