



Bodywork Repair Specialists of the Year 2019 - London

Supporting a wide range of motorists, Fleetline Paint and Body draws on its immense industry experience to provide quality bodywork for a wide variety of vehicles. As part of our showcase of a selection of the 2019 UK Enterprise Awards winners we profile the firm and explores how the company has proved itself to be truly dedicated to quality and client service.

Originally established in a railway arch in Fulham in 1981, Fleetline slowly expanded to two arches, then later moving to various other premises around London and Surrey.

Within a few years the firm had outgrown its latest site in Croydon and managed to acquire the site next door adding a further 15,000 square foot. Five years later the company managed to expand into the site on the other side adding another 15,000 square feet.

Finally, Fleetline decided that it needed to create a purpose-built space that would suit its exact needs and offer its valued clients the services they needed. Thanks to the incorporation of the latest technology in both the building and the equipment the firm is now able to repair its customers' vehicles with skill and precision.

Today, the firm's unique drive through is 10 metres high, with 35 metres wide glass and aluminium walls offering a view with total transparency into Fleetline's workshop. This is the largest customer viewing area of any Body Repair Centre anywhere in Europe, giving the firm's customers clear piece of mind that the Fleetline team are treating their valuable assets with total care and attention to detail.

Such a focus on quality is important in today's vehicle repair market, as the industry has a number of repair specialists that are purely focused on price over quality, and this can cause issues for motorists. There are many insurers and networks purely focused on low cost. The very reason an insurer will offer collection and delivery is on many occasions that they really would not want a customer to go to a poorly turned out and poorly presented Bodyshop. Unfortunately, there are still far too many shops like this. Some insurers and networks are short-sighted in not allowing their Bodyshop's to make a reasonable profit to be able to reinvest in their staff, equipment and their shops.

Technology with Aluminium and other Multi composition metals and materials are very technically difficult to repair. Without the correct training and equipment then it is highly dangerous to even attempt a repair. Many shops do not have this knowledge and equipment for a safe repair. As such, clients need to stick with Manufacturer Approved

Bodyshop's for this very reason, and should work with firms like Fleetline to ensure that they receive the quality service they need to keep their vehicle in top condition for as long as possible.

As part of the firm's commitment to providing its clients with the services they need, Fleetline has recently invested in aluminium approval and as part of this focus the firm is in the process of signing up with Mercedes and BMW car repair programmes to be Manufacturer Approved, ensuring clients enjoy peace of mind when they work with Fleetline.

Alongside this development, the firm has also rebranded another part of its business in order to highlight its eco-friendly, green and sustainable facility. Fleetline understands that its customers want to focus much more on looking after the planet and as a business it is ahead of our competition and has been focused on this for quite some time now.

Overall, this forward-focused approach and dedication to both quality and client satisfaction is what sets Fleetline apart from its competitors and marks it out as the best possible option for clients seeking vehicle repairs in the Croydon area.



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