



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# RJS Plastering & Tiling

**NUMBER OF FEEDBACK FORMS RECEIVED: 29**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

The following feedback forms have been completed by previous customers, rating their experience of dealing with RJS Plastering & Tiling.

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> January 2026			
	Total cost of work: £280			
	Description of work: Remove & replace water damaged ceiling plasterboard, secure remaining plasterboard and skim ceiling			
	Comments: Within 1 week of contacting Ricky he came to the house provided an estimate and completed the job. Brilliant! He came at the times he had arranged for both the quote and work. There was no mess, the house was as clean as it was when he arrived. The cost was cheaper than I was expecting. I would not hesitate recommending / using Ricky in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 10<sup>th</sup> September 2025</p> <p>Total cost of work: £390</p> <p>Description of work: Cut out water damaged plasterboard ceiling, replace and re-plaster.</p> <p>Comments: Ricky explained how he would do the job and the potential pitfalls. He demonstrated excellent communication in agreeing a date to do the job. On the day he was punctual, laid carpet protector, and got on with his work. I was kept informed of his progress and movements when he needed to pop out for materials. It was a stress-free job. Highly recommended, and yes, I would use him again. Payment by bank transfer.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 2<sup>nd</sup> April 2025</p> <p>Total cost of work: £1500</p> <p>Description of work: Full plastering of living room including a newly constructed media wall.</p> <p>Comments: Ricky showed up at the agreed time to give me an estimate, and took the time to understand what I wanted and the timeframe that I had in mind. On the agreed day, Ricky showed up promptly but he encountered problems with one of the walls that involved a lot of extra work on his part for only a small increase in price. Ricky finished the job on the third visit and his workmanship is impeccable. The walls are extremely smooth and ready for paint with no additional work required.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> July 2024  Total cost of work: £460  Description of work: Remove "peaks" from existing Artex plasterwork. Apply PVA adhesive and two coats of plaster. Polish finished work. The work was to ceilings in dining and living room. Richard laid plastic covering from front door to the work area. Covered the floor, radiators, patio doors and a piece of furniture we didn't move in the work area. He put up plastic film between living and dining room to stop dust moving between the rooms. The work was undertaken over two days.  Comments: Richard arrived on date and time that we agreed. Covered all surfaces and worked very hard to complete the job. Great job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> May 2023  Total cost of work: £380  Description of work: Removal of artex from living room ceiling and full re-plaster and living room wall re-plastered.  Comments: Excellent service from start to finish. Provided professional courteous and considerate service throughout. Work completed to excellent standard, superb work!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> December 2022  Total cost of work: £1300  Description of work: Plaster to two bedrooms and a two storey hallway.  Comments: We cannot find any faults with RJS work. The plastered walls are just immaculate. There was zero mess left in our house. Ricky was professional, on time, courteous and had the best music playlist! We will be booking them again in the near future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> June 2022  Total cost of work: £200  Description of work: I needed my quite long and high ceiling re-plastered.  Comments: Quote given, job done efficiently and courteously. Thanks Ricky.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> April 2022  Total cost of work: £3600  Description of work: Remove existing leaking shower/ wet room and install new bath, wet walls, electric shower/screen & flooring.  Comments: Ricky and his team of excellent tradesmen made a great job of transforming an existing leaking shower room into a proper bathroom. They always left the work area clean at the end of the day and this was particularly appreciated by our tenants. Ricky kept me fully updated throughout and the quality of the work and his attention to detail was second to none. His quote was very reasonable, and I would have no hesitation in recommending RJS Plastering to anyone looking for a new bathroom.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> March 2022  Total cost of work: £3000  Description of work: Full house skimming, dot and dab rebuild of a chimney, ragging filled. Ceiling included.  Comments: This was a really big job, double skimmed, and completed over 3 weeks. Ricky was amazing, kept me informed, had a laugh and did an excellent job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> February 2022  Total cost of work: £2500  Description of work: Plastering of walls, ceilings, lounge, hall and staircase. Replacing coving in lounge, hall and staircase.  Comments: We are really happy with the work Ricky carried out for us. Will definitely be using him again. We would highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> February 2022  Total cost of work: £1000  Description of work: Plastering walls and ceilings throughout my house.  Comments: Ricky did an excellent job throughout my house. His standard of work is exemplary and his knowledge of plastering is second to none. He always left the work area tidy and completed his work on time and on budget. His work was extremely reasonably priced and worth every penny. I would have no hesitation in recommending Ricky to anyone looking to have top quality plastering work done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> October 2021  Total cost of work: £610  Description of work: Removal of artex on ceilings in living room, kitchen and hallway and plastering them to a smooth finish.  Comments: Ricky did a fantastic job. He arrived punctually each day and completed the work on time. He put sheeting down on the stairs and all the work surfaces etc. He also patched up some holes in the kitchen ceiling where new lights had been fitted. He was also the only tradesman that put shoe covers on his boots when he turned up to give us a quote.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 19<sup>th</sup> August 2021</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Complete plastering of bedroom with coving.</p> <p>Comments: Ricki operated to a very high professional standard in his dealings with us. He explained all aspects of the job and advised about the correct preparations. The availability of some materials was an issue but Ricki went beyond and came back for an extra day to finish the work. The standard of the finished work is exemplary.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 29<sup>th</sup> June 2021</p> <p>Total cost of work: £260</p> <p>Description of work: To re-plaster kitchen ceiling.</p> <p>Comments: Ricky did work on a kitchen ceiling in a previous house of mine in early 2019. He was very professional, approachable, all round nice guy. He came to the house to inspect the job, explained in detail what it would involve, including health and safety aspects. Ricky was tidy, communicated clearly and regularly and kept disruption to a minimal. He'll be back with us to re-plaster our new house.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 7<sup>th</sup> April 2021</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Plastered kitchen ceiling.</p> <p>Comments: Ricky plastered our kitchen ceiling, from 1st Consultation over the phone Ricky was very professional and could not have been more helpful. The ceiling wasn't in great shape (water damage) and his attention to detail and finished job were superb. Highly recommend and will use in the future.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> May 2019  Total cost of work: £230  Description of work: Plastering 2 walls after a door had been removed.  Comments: Ricky was very professional and visited me to give me a quote on the job, offering useful tips, as I was also getting some other work done. He was punctual, did a great job and tidied up afterwards. I wouldn't hesitate to use him again or recommend him to friends.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> October 2017  Total cost of work: £150  Description of work: Plastering of 2 walls after ensuite work.  Comments: Excellent plasterer, which shows as we had to wait a few weeks as he was fully booked, but worth the wait as quality of job was brilliant.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> October 2017  Total cost of work: £840  Description of work: Asbestos check of artex on ceiling. Preparation and skimming of ceiling and four walls.  Comments: There was a lot of work to do in respect of this job. The standard of the work undertaken by RJS was excellent. The area is transformed and looks amazing. Great attention to detail and ensuring the finish is perfect and it certainly was. I am delighted with the end result. I am impressed that an asbestos check was undertaken. With artex, this is both important and necessary.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> July 2017  Total cost of work: £380  Description of work: Patched in replacement plasterboard to livingroom ceiling and replastered whole ceiling to a perfectly smooth finish.  Comments: Ricky is very accommodating, friendly and really knows his trade. Room was very well covered to protect from dust and tidied up afterwards.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> January 2017  Total cost of work: £1270  Description of work: New ceiling plastered, light fitted, painted full room, varnished wood work.  Comments: First class job was kept informed of each step of the job and what time workmen would be arriving at. Clean workmanship. I would recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> January 2017  Total cost of work: £1640  Description of work: Replacement of ceiling due to water damage – removal of existing ceiling. New plasterboard, plaster skim coat and coving. Painted ceiling, coving, walls, woodwork and replaced lighting.  Comments: Ricky was very professional and is an excellent tradesman, taking a great pride in his work. The entire job was completed in a week. Ricky coordinated the work of the other tradesmen involved (who were also excellent) and they always arrived when they said they would. Everything was always tidied up at the end of the day. We are delighted with the finished job and would have absolutely no hesitation in recommending RJS Plasterers to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> November 2016			
	Total cost of work: £1000			
	<p>Description of work: Re-plastered dining room ceiling and re-decorate the whole room following water damage from leaking en-suite shower-room above.</p> <p>Comments: Absolutely delighted with the services offered by RJS Plastering. Ricky is an absolute perfectionist and made an impeccable job of plastering the ceiling in dining room which had suffered water damage. Similarly, Colin painted the newly plastered ceiling and the rest of the room incl woodwork, and his attention to detail was absolutely faultless. Both tradesmen are very professional and worth their weight in gold – I would highly recommend them, and will definitely be using them again myself.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> October 2016			
	Total cost of work: £650			
	<p>Description of work: Plastered large bedroom walls and also the top landing walls and ceiling.</p> <p>Comments: Very impressed. Came when he said, price was competitive, especially for quality of the job - pristine finish and no probs when painting after. Everything masked and sheeted so no mess left. Although not doing the ceiling he patched in a bit where I took wall down. Helpful, friendly, trustworthy - absolutely recommend. Plan to get him back to do harling in the spring. 10 out of 10.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> September 2016			
	Total cost of work: £460			
	Description of work: Installation of a mixer shower and tiles above a bath.			
	Comments: More than happy with the work carried out. Both the tiler and plumber were very meticulous and took pride in the end product. Bath and shower were spotless afterwards. Have already recommended to a colleague.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work \$ 1300. Description of the work undertaken: Replastering of landing Your comments: High standard of work. Reliable. Clean & tidy job.	Date received: 7 <sup>th</sup> June 2016			
	Total cost of work: £1300			
	Description of work: Replastering of landing.			
	Comments: High standard of work. Reliable. Clean and tidy job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work \$ 400 Description of the work undertaken: Re-plastering bedroom ceilings & walls. Your comments: Marks on the previous page say it all. I thought this was a fantastic job from start to finish. Tradesman's work ethic, effort & attitude was excellent. He clearly takes great pride in what he does and this shows throughout. Highly recommended.	Date received: 19 <sup>th</sup> January 2016			
	Total cost of work: £400			
	Description of work: Re-plastering bedroom ceilings and walls.			
	Comments: Marks on the previous page say it all. I thought this was a fantastic job from start to finish. Tradesman's work ethic, effort and attitude was excellent. He clearly takes great pride in what he does and this shows throughout. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £2,500</p> <hr/> <p>Description of the work undertaken: <u>FOUR ROOMS PLASTERED, WALLS AND CEILINGS</u> <u>ALSO COVING FITTED.</u></p> <hr/> <p>Your comments: <u>REALLY PLEASED WITH THE WORK THAT WAS</u> <u>CARRIED OUT, EXCELLENT WORKMANSHIP WOULD HIGHLY</u> <u>RECOMMEND HIM.</u></p> <hr/>	<p>Date received: 17<sup>th</sup> December 2015</p> <p>Total cost of work: £2500</p> <p>Description of work: Four rooms plastered, walls and ceilings. Also coving fitted.</p> <p>Comments: Really pleased with the work that was carried out, excellent workmanship, would highly recommend him.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>£170</u></p> <hr/> <p>Description of the work undertaken: <u>Master Bedroom ceiling plastered.</u></p> <hr/> <p>Your comments: <u>Couldn't have asked for a better job done. Delighted with</u> <u>the results and have recommended this person to</u> <u>anyone looking for a plasterer since. I wouldn't look</u> <u>elsewhere if/when I need another plastering job done.</u></p> <hr/>	<p>Date received: 14<sup>th</sup> December 2015</p> <p>Total cost of work: £170</p> <p>Description of work: Master bedroom ceiling plastered.</p> <p>Comments: Couldn't have asked for a better job done. Delighted with the results and have recommended this person to anyone looking for a plasterer since. I wouldn't look elsewhere if/when I need another plastering job done.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>1790.00</u></p> <hr/> <p>Description of the work undertaken: <u>REPLACEMENT PLASTERING, UNITS, TILING</u> <u>DUE TO WATER DAMAGE IN KITCHEN</u></p> <hr/> <p>Your comments: <u>Very, clean, tidy, professional work carried out</u> <u>to high standard. Work completed to time-</u> <u>line given.</u></p> <hr/>	<p>Date received: 20<sup>th</sup> November 2015</p> <p>Total cost of work: £1790</p> <p>Description of work: Replacement plastering, units, tiling due to water damage in kitchen.</p> <p>Comments: Very clean, tidy, professional work carried out to high standard. Work completed to time-line given.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10