



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Nu-Walls Decorators

NUMBER OF FEEDBACK FORMS RECEIVED: 88 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7

The following feedback forms have been completed by previous customers, rating their experience of dealing with Nu-Walls Decorators.

ONLINE FEEDBACK PROVIDED	Date received: 13 th August 2024			
	Total cost of work: Not provided			
	Description of work: Livingroom ceiling and walls plastered and painted. kitchen ceiling plastered and painted. Patching up plasterwork on various areas on walls after house rewire.			
	Comments: Lee was very professional and polite, invoice was very clear and showed costs of different aspects of the work undertaken. The plasterwork and decorating are done to a very high quality. we are delighted with the finish and would definitely use Lee again and recommend to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 th July 2024			
	Total cost of work: £700			
	Description of work: Paint walls ceilings skirting door window and radiator in bedroom.			
	Comments: Excellent job done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th June 2024			
	Total cost of work: £6030			
	Description of work: Full re-plastering of the landing, stairs and hallway followed by redecoration.			
	Comments: There was a particular problem with unsightly plasterwork and an uneven surface of the stairs wall which has now been rectified. My wife and I are delighted with the finished work which has transformed our hall and staircase. Lee and his team were a pleasure to have as contractors and worked to a very high standard.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 th April 2024			
	Total cost of work: £1560			
	Description of work: PLASTERING - various room ceilings and toilet walls and ceiling to cover artex. Bonding agent, Base coat, Finish coat			
	Comments: Highly recommend. Very efficient and informative. Excellent work			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 6 th December 2023			
	Total cost of work: Not provided.			
	Description of work: Plaster kitchen ceiling.			
	Comments: First class service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th September 2023			
	Total cost of work: £830			
	Description of work: KITCHEN/DINING-ROOM : - Fit new joint tape to ceiling crack. - Plaster joint tape and small wall section, blending into the existing areas. - Stain block ceiling water stains. - Paint main kitchen ceiling (only) with two coats of white vinyl matt emulsion. - Paint all walls with two coats of acrylic durable matt emulsion. JOB DURATION - 2 DAYS			
	Comments: Found Lee through Trusted Traders. I was looking for someone who could do both jobs - fix water damage and paint. Prompt response to my enquiry. Arranged a convenient date. Polite and on time. Left to get on with job. Went over with my husband at end of job what had been done. Would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th September 2023			
	Total cost of work: £6475			
	Description of work: Repair hole in ceiling and wall. Plaster a whole room. Repair damage in bathroom. Decorate hall, bathroom, kitchen, bedroom and living room.			
	Comments: Professional. Quote before work. No payment until after completion. Good quality workmanship. Clean and tidy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 5 th September 2023			
	Total cost of work: £220			
	Description of work: Replastered bathroom ceiling.			
	Comments: Arrived on time, very professional and skilled. Pleasant manner. Worked hard. Would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 31 st May 2023			
	Total cost of work: £980			
Customer Ratings (Out of 10)	Description of work: Repair of kitchen ceiling due to water damage from above. Removal of the water damaged area in the ceiling, plaster and paint. Painting of walls as well.			
	Comments: Good communication and quality job.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th May 2023			
	Total cost of work: Not provided.			
Customer Ratings (Out of 10)	Description of work: Plastering: Plastering various wall sections to main bedroom. Plastering to all walls in box room.			
	Comments: Lee was very professional and polite. Arrived when he said he would, and did a first class job. Will use him again.			
	Value for money	Quality of work	Service	Tidiness
	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 th May 2023			
	Total cost of work: £90			
Customer Ratings (Out of 10)	Description of work: Repairs to large hole in plaster board.			
	Comments: Great job done. Lee was friendly, courteous and professional. Would not hesitate to use again or to recommend.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th April 2023			
	Total cost of work: £650			
	Description of work: Repaired plaster, then re plastered media wall, sanded and finished off painting 3 walls.			
	Comments: NU walls are excellent, have used them a few times and they never disappoint. Attention to detail is excellent. More than happy with this job and will be using them again in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th March 2023			
	Total cost of work: £270			
	Description of work: Removal of Artex on Ceiling and plastered.			
	Comments: Very happy with the work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th March 2023			
	Total cost of work: £580			
	Description of work: Skim a new wall both sides and fill in the old lighting holes in the ceiling.			
	Comments: I would recommend this company very happy with the work, done a great job and wiped round and mopped up after themselves. Thank you.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd February 2023			
	Total cost of work: £900			
Customer Ratings (Out of 10)	Description of work: Ceiling plastered and room painted.			
	Comments: Excellent job. Everything done as and when promised.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th February 2023			
	Total cost of work: £580			
Customer Ratings (Out of 10)	Description of work: Plastering media wall, with beading, taping etc.			
	Comments: Would recommend highly. Work done to a high standard and it was a complex job. Result exceeded expectations. I would use Lee again, cannot fault him.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th December 2022			
	Total cost of work: £2720			
Customer Ratings (Out of 10)	Description of work: The job was to replace water-damaged ceiling plasterboard, plaster and re-decorate in two rooms.			
	Comments: Lee carried out the works on time to the highest standard, and at a reasonable price. Very much recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th November 2022			
	Total cost of work: £1220			
	Description of work: Bedroom walls plastered. Woodwork painted. Ceiling painted. Walls painted.			
	Comments: Lee turned up to give a quote when he said would. Quote sent and dates of work given. Appeared punctually on given dates. Professional work and everything completed as promised. Lee and Alec explained everything as they went and were friendly. I will be using them again and would highly recommend to anyone looking for a professional job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th October 2022			
	Total cost of work: £1980			
	Description of work: Repaired ceiling after water damage and redecorated open plan lounge and stairs.			
	Comments: Very friendly and professional and finished to a high standard would not hesitate to recommend Lee.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 29 th September 2022			
	Total cost of work: £1180			
	Description of work: Minor repairs to the walls in my hall glossing doors and woodwork and painting our hall upstairs and downstairs.			
	Comments: Great job done by Nu-Walls once again we have used the company before and will definitely use them again. We would highly recommend this company great job again guys.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd September 2022			
	Total cost of work: £690			
	Description of work: Plasterwork carried out in 2 rooms (repair and full skim of large room ceiling and kitchen ceiling repairs including replaced section of coving).			
	Comments: Excellent job. Very professional. Arrived on time. Kept updated on progress of job and made sure happy with workmanship. Tidied up on completion. Polite and respectful. Would certainly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th August 2022			
	Total cost of work: £910			
	Description of work: Paint 2 coats on walls and ceiling at entrance, stairwell and top landing. Repair and paint 2 coats on bathroom ceiling.			
	Comments: Really happy with the work done in the house, Lee and his colleague were both efficient and tidy. Happy to recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th July 2022			
	Total cost of work: £1200			
	Description of work: Lee spent 4 days plastering and painting my son's bedroom.			
	Comments: Lee was very professional, on time and friendly. The finished job is exceptional and my son is absolutely delighted with his bedroom. We would definitely use Nu Walls again and recommend to friends and family, thanks again Lee.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 19th July 2022</p> <p>Total cost of work: £800</p> <p>Description of work: We had a water leak from our upstairs neighbours which had meant the ceiling was damaged plus we had water damage down one wall. This required some taping being fixed, the ceiling re-plastered and painted along with the wall and gloss.</p> <p>Comments: Lee was super reliable, he came out when he said he would and was very professional and knowledgeable about the work being done. He gave us a detailed quote for the work and started when we agreed. Lee was super polite and got on with the job. He done a fantastic job of our ceiling and wall, you'd never know what work had been done - especially on the hottest days! My flat was left in perfect condition and would highly recommend!</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 4th July 2022</p> <p>Total cost of work: £2480</p> <p>Description of work: New ceiling fitted in downstairs landing, downstairs ceiling and walls plastered and painted, upstairs hall walls and ceiling painted and kitchen ceiling and halls painted</p> <p>Comments: Nu Walls came out promptly to provide a quote, gave expert advice around what should get done and explained what he would do. He contacted me shortly after providing the quote with the details and booked him in to complete the work. Throughout Lee arrived at the time he said he would, explained what he was doing, what was done next and ensured the work was done to a great standard. Would definitely use Nu Walls again for any plastering/painting work and would highly recommend them.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 27 th June 2022			
	Total cost of work: £1840			
	Description of work: Repair and re-plaster large section of living room ceiling. Decorate throughout living room when plastering finished.			
	Comments: Lee was amazing. Professional and efficient. Job was quoted and carried out as per the quote and couldn't have been easier to deal with. Would definitely recommend and use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd June 2022			
	Total cost of work: £140			
	Description of work: Repairs to damaged plaster.			
	Comments: Clear quotation. Arrived on time. Used protective covers. Carried out the repairs promptly. Cleared up. Finished job looks good. Left advice on further care and to call if any issues.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th June 2022			
	Total cost of work: £60			
	Description of work: Plaster a hole in the wall.			
	Comments: Good communication, great finish, good price. Be happy to use Lee again. Would thoroughly recommend him!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th June 2022 Total cost of work: £130 Description of work: Fixing a ceiling post bathroom leak and did plastering on a wall where plugs were moved. Comments: I would recommend using Nu Walls. They were great, good service, good costs and professional work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th June 2022 Total cost of work: £220 Description of work: Repair kitchen ceiling due to water damage. Repair bedroom ceiling due to damage from loft. Comments: Excellent professional job done and would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10