

## **COMMENTS AND RATINGS** West Lothian Trusted Trader Scheme

## Clyde Windows & Construction Ltd

## NUMBER OF FEEDBACK FORMS RECEIVED: 26

## AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7

The following feedback forms have been completed by previous customers, rating their experience of dealing with Clyde Windows & Construction Ltd.

Total cost of the work £CJ (5-C/C)	Date received	Date received: 17 <sup>th</sup> June 2024				
Description of the work undertakens	Total cost of v	Total cost of work: £915				
	Description of	Description of work: External rear door				
Your comments:	Comments: None provided					
	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		

Total cost of the work & 2.590 Description of the work undertaken: <u>BEMONE AND BERACE 3 WONDOWS, REPAIR 10 MORETARE ARDINAD ONE UNDOW</u> NOUR COmmente: <u>THE WORK WAS CADERED OUT QUICKLY AND PROSESSIONALLY. TAM YERY WATTY</u> WITTH THE BURLITY OF THE WORK	Date received: Total cost of w Description of repair to morta Comments: Th professionally. work.	ork: £2890 work: Remove r around one v e work was ca	and replace vindow. rried out quic	kly and
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> June 2023 Total cost of work: £10,700 Description of work: Replace all double glazed windows, French doors. Comments: Excellent job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> December 2022			
	Total cost of work: £1750			
	Description of work: Replaced french doors with standard back door and side panel. Replaced faulty bedroom window. Comments: Arrived on time, meticulous work, left s very tidy. Will return for further works in future.			ced faulty ork, left site
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 660 - 00	Date received: 23 <sup>rd</sup> August 2022			
Description of the work undertaken:	Total cost of work: £660			
Safet the Interior of Arth Back Door	Description of work: Supply and installation of new back door.			
Your comments:	Comments: None provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> August 2022			
	Total cost of w	ork: £17,000		
	Description of work: Replacement glazing and new roof for existing conservatory.			
	Comments: Very pleased with work. All employees were friendly and polite. Always showed up when they said they would and kept us well informed of progress.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> June 2022 Total cost of work: £23,000			
	<ul> <li>Description of work: Constructing a conservatory in back garden, leading from dining room. Sliding door into garden with steps, tinted glass roof, Edwardian style, replaced connecting doors. Outside brick matching existing house.</li> <li>Comments: Very happy with the work undertaken, we were given diagrams of the work to be done and Graham and Dale very helpful in going over the details at planning stage. The builders were professional and hard working and when there was just a small problem, it was sorted quickly. Finished on time as promised and we are very happy with the conservatory. Would recommend.</li> </ul>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	9	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> June 2022				
	Total cost of w	ork: £6000			
	Description of work: Seven replacement double glazed windows measured, manufactured and installed. Comments: Windows supplied and installed much quicker than expected. Professionally installed. Goo job.				
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	8	10	10	10	

Total cost of the work £ 21,600	Date received: 16 <sup>th</sup> December 2019					
Description of the work undertaken: ULTYZAFVCAWAR J6D 2007	Total cost of work: £21,600					
	Description of work: Ultraframe 360 roof.					
Your comments:	Comments: None provided					
	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		

Total cost of the work $\varepsilon$   $S_1$ , $S_2O$	Date received: 24 <sup>th</sup> April 2019				
Description of the work undertaken:	Total cost of work: £15,500				
TAKE GUTTING LETTING DE PACK & DULARE WHEN AND MULTINGS NO SHEETORE- WAIL WINDOW AND PATTO DODE AND WITCHARDONE Sono lost. Cut out the FORM 2 NOW	Description of work: Take existing lean too back to dwarf wall and install new structure – UPVC windows and patio door and ultraframe solid roof. Cut out and form 2 new windows in the lounge.				
WINDOWS IN THE GUILDER. Your comments: Them The OWNER. MY DEMINIST HIM GYDE IMPRESSION ME. THE WORMANDER WAY Second TO ADORE AND THE WORKE TRAM WORKSD WARD TO THEN MY WIND WITH REPORTY AND CREATED A	Comments: From the outset my dealings with Clyde impressed me. The workmanship was second to none and the whole team worked hard to turn my vision into reality and created a stunning sunroom. If anyone is looking for a company who takes pride in their work and go the extra mile for their clients look no further than Clyde Windows and Construction.				
STUNDED SWEETER THE AND GO THE GOAL A GARANT WHO THERE PROFE IN THE WORL AND GO THE GOAL AND FREETER THEN GOLDE WINDOWS AND GUSTRANTICAL	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work I SOBS-	Date received: 23 <sup>rd</sup> August 2018			
Description of the work undertaken: P Dow OLE GLANED WILLIDOWS, SUPPLIED AND FITTED Vour comments:	Total cost of work: £5085 Description of work: 8 double glazed windows, supplied and fitted. Comments: Excellent quality windows, fitters did a great job. Would definitely recommend.			
EXCELLENT QUALITY WINDOWS, FITTLES DID A GREAT DOB. NOULD DEFINITIVELY RECOMMEND	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total care of the work if 2.7 coto. CO	Date received: 20th July 2018			
Description of the work undertaken:	Total cost of work: £2700			
SWARY AND WSTALLATION OF: Contrain	Description of work: Supply and installation of: 1 door and 4 windows			
Your commenter Very sarriefield with the work done.	Comments: Very satisfied with the work done. The fitters were very pleasant and courteous.			
The fires were very presson a	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ /300 + 000	Date received: 21 <sup>st</sup> May 2018			
Devotation of the work undertakens QUEPLACE FRONT BOOR	Total cost of w	ork: £1300		
	Description of	work: Replace	front door.	
Year comments	Comments: Very pleased with job done.			
TORY YERASED WITH	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	9	9

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Total cost of the work £ 	<ul> <li>Date received: 19<sup>th</sup> March 2018</li> <li>Total cost of work: £595</li> <li>Description of work: Remove back door and supply and fit new double glazed door.</li> <li>Comments: All time scale and work were done to my satisfaction. Fitter was very pleasant and did a good job.</li> </ul>			
BUL TIME SCARE AND WORK WHERE DONE TO MY SPRISHAGION FITTUR WORS VIEW PLUBSURG, PADD DID A GOOD JOIL	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 2390	Date received: 16 <sup>th</sup> February 2018			
Description of the work undertaken: Barrows & aplans 2 & gaveys daw + 1 windows 40 and cus dar repland with pured glass a dam Your comments Way happy with prease from othert to Arish and the cost	<ul> <li>Total cost of work: £2290</li> <li>Description of work: Remove and replace 2 x g doors and 1 window. Up and over door replace panel glass and door.</li> <li>Comments: Very happy with process from start finish and the cost and quality of the work.</li> </ul>		start to	
and publy of the wat. a	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ 15000	Date received:	1 <sup>st</sup> November	2017	
Description of the work undertaken SUPPLY AND INSTRUM GONSERVATORY DISMANTLE EXCISTING WODDEN GONSERVATORY	Total cost of w Description of Dismantle exis	work: Supply a		iservatory.
Your comments: ALL NORK COMPLETED AND OF A HIGH STANDARD	Comments: All standard. No n			
NO HESS LEFT, ALL OND, HOOD REMOUSED	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

Total cost of the work E	Date received: 30 <sup>th</sup> October 2017			
Description of the work undertaken:	Total cost of w	ork: Not provid	ed.	
Supply & installation of 5 Upvc double glaged windows	Description of work: Supply and installation of 5 UPVC double glazed windows.			n of 5
	Comments: A great job.			
A great job.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	8

Total cost of the work £ 217	<ul> <li>Date received: 20<sup>th</sup> September 2017</li> <li>Total cost of work: £217</li> <li>Description of work: Replacement of double glazing unit of window that had moisture inbetween the glass panes.</li> <li>Comments: Had used this company many years ago. Very professional and friendly helpful service again. Have recommended to friends and family already.</li> </ul>			
Description of the work undertaken: Replacement of double glazing unit of window that had moisure inbetween the glass panes Your comments: Had used this company many years ago. Very				en the glass years ago. vice again.
professional and friendly helpful service again. Have recommended to friends and family already.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	9

Total cost of the work \$ 2 800,00	Date receive	d: 10 <sup>th</sup> April 201	7	
Description of the work undertaken: INSULATION AND CLADDING INSIDE OF OUL CONSERDATORY Your comments THE WORKMEN WELE EXTREMY CONSCIENTIONS	Description of our conservation of Comments:	work: £2800 of work: Insulatio atory. The workmen we s and polite. The	ere extremely	,
AND BLITE. SHEY ALSO TOTALLY CLEANED VE	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 444 . 660 - 00	Date received	: 6 <sup>th</sup> March 20 <sup>7</sup>	17	
Description of the work undertaken:	Total cost of v	ork: £44,660/		
TELEO 100F SUM LOUWINE (EXTENSION) + NSHOE PLATERITARY TO RELEASENCE ISSUELINGSV		work: Tiled roc rations to exist	•	(extension)
Your commenta: Extractional Spitzsteron Viet Professional Content .	Comments: Extremely satisfied. Very professional company. Efficient, competent and helpful workford Good value for money.			
EFFERENT CONFIRMT AND MONET	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 29th December 2016			
Description of the work undertaken: <u> しますたみらみ RPCK PDRCH RAD</u> ERECT NEW DNE	Total cost of w Description of new one. Comments: W completion.	work: Demolisl	h back porch	
WE WERE VERY SATISFIED FROM START TO CONPLETION	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ £114-84-00	Date received: 7 <sup>th</sup> November 2016			
Description of the work undertaken. FITTING OF IX French door + 1x ground floor window including removal of anginal door + prindoow. + disposal of these	Total cost of w Description of x ground floor door and wind	work: Fitting of window includi	ng removal o	
Your comments There was no sales pressure, (no hard sell!) Clear, honest pricing - up front with everything Very friendly, service from state to finist.	Comments: Th sell!). Clear, ho Very friendly a finish.		up front with	everything.
t professional	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work & HOOD APPECE HATE FLOWRE AS I REMEMBER DON'T HAVE RECEIPT TO HAND,				
Description of the work undertailors F. TTOD FRONCH DooRS	Total cost of w remember. Do			ure as I
	Description of work: Fitted French doors.			
Vour comments Vally With Work Calkers out Would Use AGAIN,	Comments: Very happy with work carried out. Would use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 😤 585	<ul> <li>Date received: 17<sup>th</sup> October 2016</li> <li>Total cost of work: £7585</li> <li>Description of work: Remove existing polycarbonate conservatory roof, gutters and ring beam and replace with new glass roof, including new external and box guttering and new ring beam.</li> <li>Comments: Pre work the cost and payment terms were clearly explained including cancellation rights. Full quotation paperwork provided. Contractor kept me advised of work progress and fitting dates. Work was carried out entirely to our satisfaction including a minor remedial item, which was quickly and effectively dealt with.</li> </ul>			
Description of the work undertaken. Remean capitality polycultanut concentrativy reaf, guillans and				
any boun a replace with new gloss roof, including new				
Your comments Pre worke the cost and payment thema wave clark appared withding consulation rights hall addition represent precideal. Consultant test me adveced of work paymens and fitting duts work was carried out entirely to an sufficient creating a music provided toom, which				
wes criticly and effectually check with	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	9	10

Total cost of the work £ 9340	Date received: 19 <sup>th</sup> October 2016 Total cost of work: £9340				
Description of the work undertaken: NEW CONSERVATORY GLASS RODE NEW WINDOWS NEW DOOR NEW WINDOW SILLS AND SKIRTINIGS	Description of work: New conservatory glass roof, new windows, new door, new window sills and skirtings.				
YOUR COMMENTS: QUARITY AND WORKMANSHIP WERE OF A HIGH STANDARD. REPRESENTED EXCELLENT VALUE FOR MONEY. BEGAN AND FINISHED THE TOB ON STATED TIMEFRAME. SALESMAN EXAMINED	Comments: Quality and workmanship were of a high standard. Represented excellent value for money. Began and finished the job on stated timeframe. Salesman explained and demonstrated various options and materials very clearly.				
AND DEMONSTRATED VARIOUS OFTIONS AND MATERIALS VERY CLEARLY	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ $N/A_{\rm f}$	Date received: 7 <sup>th</sup> October 2016 Total cost of work: N/A (Paid by landlord)				
Description of the work undertailer: ROPLACE MENT OF WINDOW PANIELOFLETTOR BOX ON					
DODA	Description of work: Replacement of window panel and letterbox on door.				
YOUR COMMENTER & ATM HADRY CLYDE WINDOWS BESPONDED TO THE	Comments: I am happy Clyde Windows responded to the call professionally.				
CALL PROFESSIONALLY	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	N/A	10	10	10	