



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Clan Electrical Partnership

NUMBER OF FEEDBACK FORMS RECEIVED: 250 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9

The following feedback forms have been completed by previous customers, rating their experience of dealing with Clan Electrical Partnership.

ONLINE FEEDBACK PROVIDED	Date received: 12 th February 2024			
	Total cost of work: £171.92			
	Description of work: Sourced new bathroom spotlights and kitchen fan. Replaced old bathroom spotlights and kitchen wall fan. Also replaced wall double gang socket for the bathroom.			
	Comments: Colin from Clan Electrical attended property. Replaced wall socket and returned later to replace bathroom spotlights and a wall fan in the kitchen. A great job done with the minimum of ease and carried out to a high standard. Colin has been to our property in the past to install outside door lights and to install smoke alarms and heat detector. A great electrician which we highly recommend for his work, advice and friendly nature.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th February 2024			
	Total cost of work: £335			
	Description of work: Fire and Smoke alarms replaced and installed			
	Comments: Very tidy work			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th February 2024			
	Total cost of work: £1083			
	Description of work: EV charging point fitted to garage wall.			
	Comments: Colin installed an EV charging point for us. Fantastic service from beginning to end from Clan Electrical. The quote was broken down into individual parts and labour and very reasonable. Excellent workmanship from Colin. Great communication throughout from Eilidh. We are really pleased with the final job and will definitely use Clan Electrical again. Highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th February 2024			
	Total cost of work: £303.65			
	Description of work: EICR check and repair to wiring in kitchen.			
	Comments: Colin and Eileen are very professional and helpful. Went out of their way to help us with an electrical fault in my elderly mothers home. Excellent service and value for money. Will be calling them again any future electrical work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th January 2024			
	Total cost of work: £328			
	Description of work: 5 double sockets added in total to 2 bedrooms.			
	Comments: Colin and Eilidh were great to deal with. Eilidh spoke with me on phone a couple of times to discuss work needing done and timeframe I needed this done, very accommodating. Messaged day before to confirm. Colin arrived when he said he would, completed all work and very pleasant to deal with. Tidied after and I'm very pleased with work. Would contact again in future for any electrical work I needed done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd January 2024			
	Total cost of work: £730			
	Description of work: New fuse board, testing or rings and sorting cross overs in wiring.			
	Comments: We were quoted £4-7k for a re wire from 4 other companies. Clan came in and ran a series of tests and gave us a certificate which pointed out all the issues requiring fixing. They never pushed us for a re-wiring as it wasn't needed so the costs were hugely different and came in at £730. When you buy a new house a company like clan are a breath of fresh air, they tell you what needs done rather than tell you you need everything.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th January 2024			
	Total cost of work: £114			
	Description of work: Fitting new electric hob from gas. Hole was far too small and over cupboard. Colin had to spend additional time creating the correct size of space. Friendly and professional. Would certainly recommend and use again.			
	Comments: Fantastic job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th January 2024			
	Total cost of work: £50			
Customer Ratings (Out of 10)	Description of work: Renew socket and pendant.			
	Comments: Very helpful and friendly trader. Job done very satisfactorily. Have no complaints.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th December 2023			
	Total cost of work: £214			
Customer Ratings (Out of 10)	Description of work: Additional indoor sockets, changing several sockets to incorporate USB and installation of outside socket			
	Comments: Found details for Clan Electrical on West Lothian Council Trusted Trader Website. Reviews were very good so decided to contact them for a quote, which I found acceptable. Colin was very professional and left no mess. We were delighted with the work carried and have arranged for Colin to come back at a later date to install some outdoor lighting. The only downside is that Colin is booked up well in advance although that tells you how good he is and offers great value for money!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 th December 2023			
	Total cost of work: £363.40			
Customer Ratings (Out of 10)	Description of work: New smoke alarms, extractor fan and plug socket fitted.			
	Comments: Very professional and friendly, explained all costs before starting job and gave good price breakdown, very happy with work.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 th December 2023			
	Total cost of work: £73.69			
	Description of work: Replacing the driveway floodlight.			
	Comments: I have used Clan Electrical Partnership before and was quite happy with their work, so I went back to them when I needed an electrician. They are professional, knowledgeable and polite. They turn up at the agreed time and keep you informed of any changes. I would use them again and definitely recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd November 2023			
	Total cost of work: £50			
	Description of work: Add new double socket off existing one.			
	Comments: Done quickly and without fuss. Cheerful and helpful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th November 2023			
	Total cost of work: £398.50			
	Description of work: Various socket moves and new sockets and spurs fitted			
	Comments: I cannot praise Clan Electrical highly enough, they've been brilliant. We've been kept informed every step of the way, arrived when they said they would, very tidy jobs, great value for money and a pleasure to deal with. I'd recommend them without hesitation.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th October 2023			
	Total cost of work: £45			
	Description of work: Remove faulty bathroom extractor fan and install replacement.			
	Comments: Colin explained he was very busy but would call when he could go the job, 2 days later he managed to attend and complete the job. He removed a faulty bathroom inline extraction fan and installed a new one which I had sourced. Efficient and friendly I would definitely use Colin again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd September 2023			
	Total cost of work: £203.82			
	Description of work: Installed mini board in garage. Disbursed item from Screwfix: BG 3571X board @ £27.49 From van stock: 1 x 16A MCB, 1 x 6A MCB, 2 x 32A MCB, 1 x BW20S gland, 2 x 20mm compression Glands, 1m x 6mm earth wire, 2 x 20mm pyrahna nuts £33.00 Labour £143.33			
	Comments: We needed to replace the splitter board in the garage & regland the wires. From our first call to Eilidh through to completion of the job we received top quality service & advice. Eilidh & Colin explained everything & their quote was thorough. Colin's workmanship was excellent & immaculate. We will definitely use Eilidh & Colin again for any electrical work we need carried out in our home. For top quality electricians look no further than Clan Electrical Partnership.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th July 2023			
	Total cost of work: £904			
	Description of work: Supply & fit fuseboard, EICR/PAT & remedials			
	Comments: Delighted to have found this trustworthy electrician. The work was carried out perfectly and completed much sooner than we expected. Colin and Eilidh were a pleasure to communicate with and we will definitely use them again/recommend them to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th July 2023			
	Total cost of work: £205.18			
	Description of work: Investigate and fix faulty deck lights. Replace existing soffit lighting with weather sealed lighting units x8. Install video doorbell.			
	Comments: All work undertaken and completed to a fantastic and very high standard.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th June 2023			
	Total cost of work: £1170			
	Description of work: Supply and install an Electric Vehicle charger point at my home.			
	Comments: First class service and quality of work from the team at Clan Electrical. They helped explain all the options and costs and ensured the installation was as unobtrusive as possible. I would highly recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th June 2023			
	Total cost of work: £500			
Customer Ratings (Out of 10)	Description of work: Fitting bathroom lights, new linked smoke alarms and new sockets and light in workshop.			
	Comments: Really excellent service. Great communication and very efficient in all areas. Would definitely recommend!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th June 2023			
	Total cost of work: £270			
Customer Ratings (Out of 10)	Description of work: New lights and wiring throughout entire home, removal of transformers (one of which had went on fire). Safety check of other lights including loft check and retidy of previous shoddy work by other tradespersons.			
	Comments: If you're not using Clan Electrical then more fool you. Very polite and organised. Happy to do the little jobs. Great price. Turn up on time. My go to electrics going forward.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th May 2023			
	Total cost of work: £250			
Customer Ratings (Out of 10)	Description of work: Exterior lighting and socket relocation.			
	Comments: Very pleased in all respects. I will use Colin's firm in the future. Nice people.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th May 2023			
	Total cost of work: £56			
	Description of work: Change of electrical supply routing.			
	Comments: Friendly and helpful. Great work at very reasonable cost.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th April 2023			
	Total cost of work: £180			
	Description of work: The electrician changed all smoke detectors and Carbon Monoxide alarm to make them compliant.			
	Comments: It was a pleasure working with Colin and Eilidh of Clan Electricals. The customer service and attention I received was second to none. The work was efficient and professionally done. I would work with them again. Thank you!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th March 2023			
	Total cost of work: £906.45			
	Description of work: Replace fuse box, install car charger point and fault find.			
	Comments: First class helpful and friendly service from Colin and Eilidh. This is the 2nd time I've had Clan Electrical to do work for me!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th March 2023			
	Total cost of work: £100			
	Description of work: Installing 10 energy efficient downlighters to living room.			
	Comments: Colin was totally professional throughout. Communication was excellent and kept us informed. Due to how busy he is we were given a date in June but he managed to fit us in. Excellent service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th February 2023			
	Total cost of work: £675			
	Description of work: Supply and fit a new large distribution board to accommodate Solar Panels, Air Source Heat Pump, Car EV Charger, Generator Backup and Security System, in addition to all normal domestic requirements.			
	Comments: The work was completed on the agreed date/time efficiently and tidily. Everything left fully operational and rubbish cleared and boxed up for disposal. A good, tidy job from a great trader. Will definitely be using Clan Electrical again whenever we need any electrical work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th January 2023			
	Total cost of work: £633.12			
	Description of work: Fit new fusebox with surge protection, fit new additional electrical socket with integrated USB charger. Remove a couple of old switches and replace with flat plates.			
	Comments: Colin completed the work for us in a very efficient manner and to a high professional standard.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th January 2023			
	Total cost of work: £55			
Description of work: Installed a new light in the kitchen which I had bought myself. Fixed the outside light at the front door and fitted a new light as well.				
Comments: Brilliant company to speak to on the phone, and in person when they come to the house as well. This is the second time I have used them – they previously installed all new smoke/heat alarms for the new code – and I will always use them in the future.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>69.48</u> <hr/> Description of the work undertaken: <u>LIGHT BUDGET £23.00</u> <u>LAMP £1.48</u> <u>LABOUR £45.00</u> <u>SUPPLY & FIT</u> <hr/> Your comments: <hr/> <hr/> <hr/>	Date received: 11 th January 2023			
	Total cost of work: £69.48			
Description of work: Light £23.00 Lamp £1.48 Labour £45.00 Supply and fit.				
Comments: None provided.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th January 2023			
	Total cost of work: £116.80			
Description of work: Changed all our spots to LED with transformers and installed dimmer for lights and exterior security lighting.				
Comments: First class service and would highly recommend 🍷				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10