



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Clan Electrical Partnership

**NUMBER OF FEEDBACK FORMS RECEIVED: 278 (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: 14 <sup>th</sup> March 2025			
	Total cost of work: £55			
	Description of work: Removing & disconnecting wall light. Checking electrical safety: removed fuse & checked that it was the only one on the board.			
	Comments: They went out of their way to fit in this small job at very short notice enabling us to put our new bookcase in place. This was exceptionally kind as we were new customers. Colin came first thing in the morning before going on to another job. Despite this he took the time to do a thorough job. The charge was very reasonable - prior estimates & call out charge were waived in this instance. Very helpful & courteous service. Will use Clan Electrical again & would strongly recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 12<sup>th</sup> March 2025</p> <p>Total cost of work: £750</p> <p>Description of work: Replacement of a number of old or non-functioning light fittings inside the house, replacement and additional light fittings and sensors outside the house, installation of exterior socket and installation of linked heat and smoke alarm (cost includes that alarm and sundry consumables).</p> <p>Comments: Really good communication from Eilidh at Clan HQ and thoroughly professional and pleasant service from Colin and Mackenzie over two visits in the last couple of months. I felt costs were very reasonable and we'll definitely approach Clan again for future electrical work. Highly recommended.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 7<sup>th</sup> March 2025</p> <p>Total cost of work: £170</p> <p>Description of work: Landlord EICR &amp; PAT testing certification.</p> <p>Comments: This is now the 5th time I have used Clan Electrical and once again they have done an amazing job. Colin and Eilidh are the friendliest and most capable people you could ever meet; nothing is too much trouble and when presented with an unexpected problem Colin just gets on and fixes it! This is a rare, wee gem of a firm which I cannot recommend highly enough.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> February 2025			
	Total cost of work: £85			
Customer Ratings (Out of 10)	Description of work: Install new illuminated bathroom mirror (purchased by me before the installation) and fit new external switch outside bathroom.			
	Comments: Very friendly company who handled the whole process in an efficient manner. Will definitely use again for any electrical work I need in the future.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> January 2025			
	Total cost of work: £600			
Customer Ratings (Out of 10)	Description of work: New sockets, new fuse box and install oven.			
	Comments: I found Clan Electrical so accommodating and professional. They came when they said they would and completed the work with no additional surprise costs. I was provided with an accurate fee quote and breakdown of the work. I would highly recommend Clan Electrical for all your electrical work.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> December 2024			
	Total cost of work: £42.49			
Customer Ratings (Out of 10)	Description of work: Fit new light switch.			
	Comments: Brilliant from first phone call to payment. Very happy.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> December 2024			
	Total cost of work: £55			
	Description of work: Identify reason for failure of underfloor heating system and then returned to fix the fault once part arrived.			
	Comments: Hugely grateful to the Clan Electrical team who assisted when our underfloor heating gave up in -4 temperatures. Eilidh managed to get the team out to us within a day and they quickly identified the problem and advised what was needed (thankfully that wasn't a whole rip out!). As soon as the part arrived (which I ordered myself) we were fitted in again and heat was restored. Incredibly grateful and fairly priced as always.			
	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> November 2024			
	Total cost of work: £190			
	Description of work: Installed 4 light fittings. Changed light switches and plug sockets.			
	Comments: Brilliant from start to finish! Eilidh gave us a clear breakdown of costs and Colin did a fantastic job installing 4 light fittings and changing our light switches/plug sockets. They are both so helpful and professional. Will definitely be our go-to for 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: 18 <sup>th</sup> November 2024			
	Total cost of work: £161.05			
	Description of work: Further investigation/remedial work for EICR Oven installation.			
	Comments: Trader is easy to deal with, efficient and excellent communication. They have carried out various jobs for me and I will continue to use them. I honestly can't believe how good they have been and will recommend them to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> November 2024			
	Total cost of work: £107			
	Description of work: Fitting two light switches and two down lights.			
	Comments: Eilidh and Colin were brilliant from start to finish. Communication was really quick and very clear, they stuck to the dates and times that were agreed and the work was done to a high standard. We are very pleased and would definitely use them again!			
	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 2024			
	Total cost of work: £337			
	Description of work: Investigation and repair of trip fault in electrics			
	Comments: Excellent company, left everything very tidy and completed work in reasonable time. Charges very reasonable as well. Highly recommend and would use again without hesitation.			
	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 2024			
	Total cost of work: £250			
	Description of work: Installation of exterior lights and various other jobs over a couple of separate visits.			
	Comments: Eilidh and Colin are both great to deal with, professional and punctual. Eilidh is great in communicating and providing a hassle free, supportive and punctual admin service. Colin and Mackenzie came when they said they would and completed the jobs as agreed despite various challenges we didn't initially expect. We've used Clan before and its certain that we will keep using them, whenever we need electrical work. A pleasure to deal with!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 15<sup>th</sup> October 2024</p> <p>Total cost of work: £240</p> <p>Description of work: Supplied and fitted two new bathroom extractor fans to replace old ones, replaced halogen lights under kitchen cabinets with new LEDs, and fixed/replaced some loose pattresses.</p> <p>Comments: Clan Electrical are an absolute dream to deal with! Eilidh is always incredibly helpful on the phone and their system of organisation is just excellent. They came when they said they would, communication was super clear, what the options were and what the costs would be with a full breakdown. Colin is really friendly and very kindly brushed up the mess when he was done. This was the second job they've done for us and they'll be our first port of call next time for sure.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 8<sup>th</sup> October 2024</p> <p>Total cost of work: £55</p> <p>Description of work: Move baton light.</p> <p>Comments: Colin was on time, completed the job in time and very well. Very professional.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 9<sup>th</sup> September 2024</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Carried out an inspection of all electrics installed by a previous electrician during a full house renovation in order to issue minor electrical installation works certificate. As a result of the inspection replaced a large number of downlighters that did not meet the required standards and increased the capacity of the fuse box. Did a couple of extra jobs - installed a new double socket and rearrange the wiring for the bathroom light switches.</p> <p>Comments: Colin &amp; Eilidh were a joy to work with. Always responded promptly, turned up as arranged and took the stress away from me in trying to get our original contractor to finish off the job.</p>			
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 23<sup>rd</sup> August 2024</p> <p>Total cost of work: £989</p> <p>Description of work: Install EV point.</p> <p>Comments: Great service from the outset. Initial contact was with Eilidh who made recommendations regarding product. Site visit from Colin within a few days and date and time agreed for installation. Arrived as agreed at the time stipulated and fitted and working within 4 hours. Great service throughout the whole process and market competitive pricing. Happy to recommend.</p>			
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> August 2024			
	Total cost of work: £200			
	Description of work: Replace 8 downlights and air vent with LED lighting in bathroom and en-suite shower room. Some existing downlights did not work and were quite old using high energy with transformers. Decided to switch to LED lighting.			
	Comments: Assessment of work required was done quickly and thoroughly by Colin. I was given options for the work required and given date for the work to be completed. Colin arrived at agreed time, keeping me advised of arrival. The work was carried out efficiently and work areas left clean. Really happy with work done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> August 2024			
	Total cost of work: £100			
	Description of work: Fitted 3 Bathroom lights, 2 Ceiling lights, 1 Hall light			
	Comments: 11 out of 10 to Colin - very competent, very neat, very pleasant. And the same score to Eilidh, who took my initial enquiry on the phone, sorted out a suitable date, and explained exactly what would happen and when. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> August 2024			
	Total cost of work: £800			
	Description of work: Various electrical work around the house and smoke and fire alarms. New fuseboard and Domestic Electrical Installation Certificate for rental property			
	Comments: Excellent work and trustworthy company. I would thoroughly recommend them, by far the best value quote I received and best communication and advice.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9



ONLINE FEEDBACK PROVIDED	<p>Date received: 12<sup>th</sup> July 2024</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Total house rewire, relocation of sockets etc. ,outside sockets installed, outside lights installed.</p> <p>Comments: Very happy with work carried out, very professional but friendly service. Colin and Eilidh provided estimate and time frame for work to be carried out. They gave us advice as to what we might need and where things might be placed. We are very happy with the work carried out, advice given, and the end result. A full house rewire with extra sockets, lights etc. We would definitely recommend Clan Electrical.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	9	10	10	9

ONLINE FEEDBACK PROVIDED	<p>Date received: 17<sup>th</sup> June 2024</p> <p>Total cost of work: £590.32</p> <p>Description of work: Replacing outdated fuse box with new surge protection and replacing faulty shower.</p> <p>Comments: Job was done at the time agreed Good communication. Highly recommend.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> June 2024			
	Total cost of work: £1211.61			
	Description of work: Installation of two external meter cabinets on semi-detached properties and internal connections to RCD boards in preparation of moving electricity supply from overhead to underground. Then subsequent connection of new electricity supply.			
	Comments: Colin and Eilidh were wonderful throughout the entire process - they were efficient with clear communication and quick responses when needed, especially as we were working in conjunction with the DNO and it required several visits. Wouldn't hesitate to use Clan Electrical again and would definitely recommend their services.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> June 2024			
	Total cost of work: £550			
	Description of work: New fuse board fitted in the house as ours was outdated.			
	Comments: Previously used them for a safety check when lights flickering in the house and again they were amazing. They were able to fit my job in last minute which was a huge relief therefore I booked them again for our fuseboard. Professional, courteous and great communication throughout.			
	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> May 2024			
	Total cost of work: £55			
	Description of work: Change of light pendant.			
	Comments: Colin was friendly, polite and got the job done quickly while taking care to detail.			
	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> May 2024 Total cost of work: £610.57 Description of work: Disbursed items: From EV installers 111612: WMRC40BSP enclosure, terminal block. New cooker switch. From van stock: 15m x cat 5, 15m x hi tuff, cleats, glands, tails. Labour to fit EV. Labour to fit cooker switch. Tidy up fuseboard cupboard. Create new hatch. Comments: Absolutely first class .... I cannot recommend this company enough. They provide high quality service from start to finish and I will definitely use them again in the future for any electrical work. Colin is an absolute professional and Eilidh gives excellent advice. I would highly recommend Clan Electrical to anyone. 👍			
	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> April 2024 Total cost of work: £1150 Description of work: EV charge point and surge protection fitted. Comments: Colin and Eilidh make an amazing team explaining everything, turned up on the day and time and completed the job with no fuss. I would highly recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> March 2024 Total cost of work: £549.17 Description of work: Replace old fuse box. Comments: Very happy with the job. An extra socket was needed and this was done free of charge. Colin was very helpful and cheery and it was pleasure to have him doing work in our home.			
	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> March 2024			
	Total cost of work: £90			
	Description of work: To replace an extraction fan and several light switches.			
	Comments: Clan Electrical Partnership were able to fit me in at short notice. Colin arrived as arranged and finished the job quickly, and tidied up. I was happy with the work completed, and the price charged, and will be using Clan Electrical Partnership again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> 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 <sup>th</sup> 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